

# VISION, MISSION, AND VALUE STATEMENT

#### VISION

The transformational leader in the technical education and skills development of the Filipino workforce.

#### MISSION

TESDA sets direction, promulgates relevant standards, and implements programs geared towards a quality-assured and inclusive technical education and skills development and certification system.

#### VALUES STATEMENT

We believe in demonstrated competence, institutional integrity, personal commitment, culture of innovativeness, and a deep sense of nationalism.

# PERFORMANCE PLEDGE

We, the officials and employees of the Technical Education and Skills Development Authority (TESDA), voluntarily, and out of a sense of duty, do hereby make the following manifestations:

That, good governance is essential for sustainable economic and social development;

That, good governance translates to the delivery of public services in a responsive, accountable and transparent manner by a public organization;

That, the TESDA philosophy, methods, procedures and standards in delivering its frontline services are contained in the TESDA Citizen’s Charter, which we have read and essentially understood.

That, in view hereof, we hereby commit to do the following:

To know and abide by TESDA’s service standards in performing the duties and responsibilities of my/our appointive /designated position/s, wherever possible; To seek continual improvement of the service process/es of our service area;

To account for the Citizen’s satisfaction/dissatisfaction in the TESD products and services for which our work group is responsible; and Through example, encourage others to be guided by and adhere to the service standards spelled out in the TESDA Citizen’s Charter.

Done, this day of in .

Signed:

Officials and Employees

# COMPLAINTS AND FEEDBACK MECHANISM

Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and put in the drop box at the Public Assistance Counter Send your feedback/complaints through e-mail (regiona4b.) or contact us at (043) 457-0258

Talk to our Customer Service Officer

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by our Customer Service Officer at the Public Assistance Counter.

THANK YOU for helping us continuously improves our services.

# LIST OF TESDA FRONTLINE SERVICES

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| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time (Under normal circumstances****per transaction)** | **Form** |
| **ACCREDITATION** |
| Application for Accreditation as Competency Assessor |  | TESDA-OP-CO-04-F14TESDA-OP-CO-04-F15 | 5 days | Application Form for Accreditation |
|  | TESDA-OP-CO-04-F16 |  |  |
|  | TESDA-OP-CO-04-F18 |  |  |
|  | TESDA-OP-CO-04-F19 |  |  |
|  | TESDA-OP-CO-04-F21 |  |  |
|  | TESDA-OP-CO-04-F22 |  |  |
| Application for Accreditation as Assessment Center |  | TESDA-OP-CO-03-F01TESDA-OP-CO-05-F02 | 10 days | Accreditation CertificateAffidavit of Undertaking |
|  | TESDA-OP-CO-03-F03 |  |  |
|  | TESDA-OP-CO-03-F04 |  |  |
|  | TESDA-OP-CO-03-F05 |  |  |
|  | TESDA-OP-CO-05-F08 |  |  |
|  | TESDA-OP-CO-03-F07 |  |  |
|  | TESDA-OP-CO-03-F011 |  |  |

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| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time (Under normal circumstances****per transaction)** | **Form** |
| **ASSESSMENT** |
| Issuance of National Certificate(NC)/ Certificate of Competency (COC) | Php 50.00 | TESDA-OP-CO-05-F08TESDA-OP-CO-05- F39/F40 | 40 minutes |  |
|  |  | TESDA-OP-CO-05-F42 |  |
| **CERTIFICATION** |
| Issuance of Certification/Authentication/ Verification (CAV) of Scholastic Record | Php 30.00 | CAV Form 1 | 8.5 days | Application Form |
| Filing Request and Release for Special Order (SO) |  | SO Form 1 | 3 days |  |
| **TRAINING** |
| ***Availment of Training at the Language Skills Institute (LSI)*** |
| Training Application/Enrolment Procedure |  |  | 76 minutes | Client Log SheetApplicants’ Registration |
|  |  | Interview Sheet |
|  |  | Proficiency Test Paper Result for English only |

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| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time (Under normal circumstances****per transaction)** | **Form** |
|  |  |  |  | Trainee’s Profile Form |
| Releasing of Training Certificates |  |  | 8 minutes | Log sheetOfficial List of Graduates |
| ***Availment of Training at the TESDA Women Center (TWC)*** |
| Application for Training |  | TMU-IRO Form 01TMU-IRO Form 02TMU-IRO Form 03TMU-IRO Form 04TMU-IRO Form 05 | 3 hours and 48 minutes | Training Application Monitoring FormPreliminary Interview Sheet Qualifying Exam Result Trainer Interview SlipApplicant’s Information Form |
| Registration/Enrollment Procedures |  |  | 12 minutes | Enrollment Form |
| Releasing of Certificate of Training |  |  | 8 minutes | Request Form |
| ***Application for Trainer’s Training (Trainer’s Methodology, Skills Upgrading Program) at the National TVET Trainers Academy (NTTA)*** |  |  | 25 minutes (from TTIs)16 hours and 25 minutes (from public and private TVET institutions, industry groups/associations and other government agencies) | NTTA Training Calendar ProgramNomination/ Endorsement Form |

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| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time (Under normal circumstances****per transaction)** | **Form** |
| ***Availment of Training in a Regional/Provincial Training Center*** |
| Application for Training |  |  | 2 hours 36 minutes | Application Form |
| Registration/Enrollment Procedures |  |  | 37 minutes | Enrollment FormAssessment Form |
| Releasing of Certificate of Training |  |  | 3 hours 10 minutes | Request Form |
| ***Administration of Foreign Scholarship Training Program (FSTP)*** |
| Handling Inquiries/Providing Information (through e- mail/Phone/Face-to-Face) |  |  | 15-20 minutes | Feedback Form 1 |
| Receiving and Sending-out Invitation Letter |  |  | 52 minutes | Invitation Letter |
| Evaluation of Nomination and Documentary Requirements |  | IAS Form | 46 minutes | Checklist of Documentary Requirements |
| Nominee Assessment and Interview |  |  | 6 hours to 7 hours and 36 minutesand 10 seconds | Nominee Assessment Form Interview Assessment Form Notice of Interview Feedback FormCertificate of Appearance |

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| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time (Under normal circumstances****per transaction)** | **Form** |
| Nominee Endorsement |  |  | 4 hours and 21 minutes | FSTP Staff NoteApplication Form |
| Nominee Acceptance and Regret |  |  | 17 minutes | FSTP Staff Note |
| Report Submission |  |  | 2 hours |  |
| **REGISTRATION** |
| Program Registration – Unified TVET Program, Registration and Accreditation System (UTPRAS) | P 2,000.00 | TESDA-SOP-CO-01- F02TESDA-SOP-CO-01- F19TESDA-SOP-CO-01-F20 orTESDA-SOP-CO-01- F23 | 21 working days |  |
| **CUSTOMER INQUIRY AND FEEDBACK** |
| Public Assistance Counter |  | TESDA-OP-AS-03-F01 | 2 hours (PAC, Face-to-Face)5 working days (Emails and SMS) | Customer Inquiry and Feedback Form |

\*Fees are subject to change

\*\*Forms are available FREE OF

**THANK YOU!**