CITIZEN'S CHARTER

Mandate
The Technical Education and Skills Development Authority (TESDA) is the government agency tasked to manage and supervise technical education and skills development (TESD) in the Philippines. It was created by virtue of Republic Act 7796, otherwise known as the "Technical Education and Skills Development Act of 1994". The said Act integrated the functions of the former National Manpower and Youth Council (NMYC), the Bureau of Technical-Vocational Education of the Department of Education, Culture and Sports (BTVE-DECS) and the Office of Apprenticeship of the Department of Labor and Employment (DOLE).

In the Local Government Unit of Calumpit, the **Bulacan Manpower and Livelihood Training Center – Provincial Training Center Calumpit** was established in April 1992 through the Sangguniang Bayan Resolution No. 46-92 in response to the growing needs of industries for skilled manpower in the province.

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.

Quality Policy
"We measure our worth by the satisfaction of the customers we serve"
To achieve this, we commit to comply with applicable requirement and continually improve our systems and processes

Through:
Strategic Decisions
Effectiveness
Responsiveness
Value Added Performance
Integrity
Citizen focus
Efficiency

SERVICES

1. Application for Scholarship and Enrolment

This service pertains to the enrolment and registration of interested citizens to a certain training program offered by the training center.

Office or Division:	BMLTC /PTC Calumpit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	High School Graduates; Working Age Population; Any citizen who are qualified for a given Training Program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Registration Form/Enrolment Form (1 original)	Office of the Administrator/Information Office
2. Form 137/ ALS Certificate/ Transcript of Records/ Diploma (1 certified true photocopy)	Last School Graduated or Attended / Applicant
3. NSO/PSA Birth Certificate (1 photocopy)	Philippine Statistic Authority
4. Marriage Certificate (for married women only) (1 photocopy)	
Pictures Passport size, white background with name tag (2 pieces) 1 x 1, (5pieces)	Applicant
6. Medical Certificate (1 original)	Government Hospital
7. Barangay Clearance (Optional) (1 original)	Office of the Barangay Captain

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the trainings available for enrolment	Provides information on the available trainings and programs Issues Applicant's Information Sheet and Interview Sheet	None	5 Minutes	Front Desk Officer Administrator Office of the Administrator/ Center Chief

2. Fills out and submits Applicant's	2. Checks completeness of	None	15 Minutes	Trainer Administrator
Information Sheet and Interview Sheet	Applicant's Interview Sheet			Office of the Administrator
Attends interview; or Takes Qualifying Exams	Interviews and assesses applicant; or Administers qualifying examination 3.2. Issues registration form and list of requirements	None None	20 Minutes Or 1 Hour, 15 Minutes	Trainer/ Supervisor Administrator Office of the Administrator Testing Officer Center Chief Office of the Center Chief
4. Accomplishes registration form and receives list of requirements	4. Receives and evaluates requirements as to completeness and correctness	None	20 Minutes	Registrar Administrator Office of the Administrator / Center Chief
5. Receives admission slip	5. Encodes student's registration to T2MIS and issues admission slip	None	15 Minutes	Registrar Administrator Office of the Administrator / Center Chief
	TOTAL:	None	1 Hour, 15 Minutes Or 2 Hours, 10 Minutes	

2. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC).

Office or Division:	BMLTC / PTC Calumpit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Those who are interested to take assessment in the different qualifications offered by the TESDA Training Institutions

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fully filled up Application Form (1 original)	Applicant
2. Self-Assessment Guide	Office of the Administrator/CAC Processing Officer
3. Picture, passport size, white background with collar and name tag (2 pieces)	Applicant
4. Birth Certificate (1 photocopy)	Philippine Statistics Authority
5. Employment Certificate (1 original); and/or	Company
6. Training Certificate (1 photocopy/ each)	Training Center Attended

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquiries on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator

2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment if the number of applicants reaches to 10 and above	None	15 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator
3. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator
4. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator

5. Submits Application Form in which Official Receipt Number is indicated	5. Receives application form and checks the Official Receipt Number	None	1 Minute	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator
6. Receives Admission slip and assessment schedule	Provides tentative assessment schedule and issues Admission Slip at the time of application Provides tentative date of assessment 5 days before assessment. In case of cancellation, informs candidate 1 day before the assessment	None	1 Minute 3 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator
	TOTAL:	Fee depends on the qualification	41 Minutes	

3. Issuance of Certificate of Training

Certificate of Training are issued/released to graduates after their completion of a TESDA registered training program.

Office or Division:	Office of the Administrator/Center Chief BMLTC/ PTC CALUMPIT
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates of the training program offered by the Training Center

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Request Form	Registrar's Office
2. Clearance	Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplishes the request form and submits the requirements	1.1. Checks the authenticity and validity of the documents submitted	None	5 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
	1.2. Verifies/ Checks the name of the graduate in the Master list	None	20 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
	TOTAL:	None	30 Minutes	

4. Conduct of Competency Assessment

Process where TVET graduate of workers undergo assessment to obtain National Certificate (NC).

Office or Division:	BMLTC/ PTC CALUMPIT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Graduate/Industry Worker

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certified true copy of Training Certificate	TRAINING CENTER/EMPLOYER
Certificate of Employment	TRAINING CENTER/EMPLOYER

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Order of Payment (for non-scholarship programs)	1.1 Issues Order of Payment	None	2 Minutes	CAC Processing Officer Administrator Office of the Administrator
2. Pays assessment fee (for walk-in applicants)	2.1 Accepts payment and issues Official Receipt	Fee depends of the qualification	2 Minutes	Cashier Administrator Office of the Administrator
3. Submits Official Receipt Number is indicated	3.3 Receives and checks the Official Receipt Number	None	1 Minute	CAC Processing Officer Administrator Office of the Administrator

4. Receives Admission Slip	4.1 Issues Admission Slip	None	1 Minute	CAC Processing Officer Administrator Office of the Administrator
5. Undergoes Assessment			1 Day	CAC Processing Officer Administrator Office of the Administrator
	TOTAL:	Fee depends on the qualification	1 day and 6 Minutes	

5. Replacement of Lost Training Certificate

This service is provided to replace valid but lost Training Certificate of a graduate.

Office or Division:	BMLTC/ PTC CALUMPIT
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates of TESDA Training Centers who have lost his/her training

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request (1 original copy)	Applicant
2. Duly Notarized Affidavit of Loss (1 original)	Applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits documentary requirements	1.1 Checks the completeness and correctness of documents	None	30 Minutes	Registrar Admin Office
	1.2 Verifies profile of the graduate in the T2MIS	None	30 Minutes	Registrar Admin Office
	13. Prepares, prints and release the training certificate	None	30 Minutes	Registrar Administrator Admin. Office

2. Pays replacement fee	2.1 Receives Payment	PHP 100	10 Minutes	Cashier Admin. Office
	2.2 Issues Official Receipt	None	10 Minutes	Cashier Admin. Office
3. Receives re-issued Training Certificate				
	TOTAL:	PHP 100	1 HOUR AND 50 MINUTES	

6. Community-Based Training

Availment of Community-Based Training to all qualified clients.

Office or Division:	BMLTC/ PTC CALUMPIT
Classification:	Complex Transaction/Highly Technical
Type of Transaction:	G2C/G2G
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fully Filled Application Form (1 original)	BMLTC PTC Calumpit Staff/ Trainer
2. Picture. Passport size, white background with collar and no name tag (2 copies)	Client
3. Photocopy of Birth Certificate or Marriage Contract	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires on the Community-Based Trainings Available for enrollment.	Provide information to clients as to CBT programs available	None	10 Minutes	CBT Focal/ Officer of the Day
2. Accomplishes registration form and receives list of requirements	Receives accomplished registration form with the requirements	None	15 Minutes	CBT Focal/ Officer of the Day
3. Receives Admission Slip	Receives admission slip and implement the program	None	5 Minutes	CBT Focal
	TOTAL:	None	30 Minutes	

7. Customer Inquiry and Feedback thru public Assistance and Complaint Desk

The Agency through its Public Assistance and complaint Desk (PACD) receives, facilities, assesses and provides information and other needs of the walk-in customers.

Office or Division:	BMLTC/ PTC CALUMPIT
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Customer Feedback Form per Customer	Admin Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit the training center	Provide assistance	None	1 Minute	Help Desk Officer
2. Fill-out the Customer Feedback Form provided	Provide Customer Feedback form	None	2 Minutes	Help Desk Officer
3. Accomplish Customer Feedback Form.	Advice to drop the form to the drop box.	None	1 Minute	Help Desk Officer
	TOTAL:	None	4 Minutes	

8. Customer Inquiry and Feedback Thru Calls

The agency through its Hotline number receives, facilities, assesses and provides information and other needs of the customers.

Office or Division:	BMLTC/ PTC CALUMPIT			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Call by Hotline numbers				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Call the trainings center thru official Hotline numbers	Answer client queries	None	2-3 Minutes	Admin Staff
2. Ask assistance	Provide Information	None	2-3 Minutes	Admin Staff
	TOTAL:	None	6 Minutes	

9. Customer Inquiry and Feedback Electronic Mails

The agency through its Hotline electronic mail address and SMS number receives, facilities, assesses and provides information and other needs of the customers.

Office or Division:	BMLTC/ PTC CALUMPIT			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Visit the Training Center/Call thru Hotline numbers or email for inquiries.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Message training center from Official Email Address.	Response message	None	3 Minutes	Customer Satisfaction Focal
2. Ask queries	Provide Assistance/Information	None	3 Minutes	Customer Satisfaction Focal
	TOTAL:	None	6 Minutes	

10. Conduct of Training Induction Program

A process wherein a Scholar is given an Orientation about and its program and services at the start of the training program. The Rules and Policies on the conduct of training are also part of the discussion.

Office or Division:	BMLTC/ PTC CALUMPIT
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Filipino Citizen at 15 years Old and Above.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Admission Slip Attendance to the TIP	REGISTRAR

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Admission Slip to the Registrar	Accept admission slip and validate identification of the trainee	None	1 Minute	Registrar
2. Attend the Training Induction Program (TIP)	Conduct training Induction Program	None	50-60 Minutes	Scholarship Focal/TESDA Staff
3. Sign the attendance sheet	Administer the signing of attendance sheet	None	1 Minute	Scholarship Focal/TESDA Staff
	TOTAL:	None	52 or 1 Hour & 2 Minutes	

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