

2022



RTC-NCR

**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
REGIONAL TRAINING CENTER- NCR**

CITIZEN'S CHARTER

2022 (1st Edition)

I. Mandate:

The TESDA shall primarily be responsible for formulating continuing, coordinated, and fully integrated technical education and skills development policies, plans, and programs

II. Vision:

TESDA Regional Training Center-National Capital Region is the Specialized Center in the Region with State-of-the-Art Technology Programs for Industry-driven workforce.

III. Mission:

Regional Training Center-National Capital Region (RTC-NCR) as the Center that offers higher level Qualifications and Programs responsive to emerging job-ready industries.

IV. Service Pledge:

We, at TESDA-Regional Training Center- NCR, are committed to providing quality TVET programs that exceed customer's satisfaction through excellent delivery system and Services

LIST OF SERVICES

APPLICATION AND ENROLLMENT TO COURSES

- A. Pre-Admission/ Initial Screening
- B. Submission of Requirements
- C. Pre-Training Orientations and Issuance of Trainee ID
- D. Training Completion/ Exit

Application for NATIONAL COMPETENCY ASSESSMENT

- A. Under Scholarship Category (TWSP, STEP, UAQTEA)
- B. Under Walk-in Category

1. APPLICATION AND ENROLLMENT TO COURSES

To pass the admission for the Training Programs offered by RTC-NCR, an applicant must have the basic qualification, undergo the necessary screening assessment, and be able to comply with the required documentary requirements.

Office or Division:	REGIONAL TRAINING CENTER- NCR
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail: (Entry requirement may vary depending on the qualification based on Training Regulation (requirement))	For Scholarship Program: <ul style="list-style-type: none"> • Must be 18-65 years old • At least high school graduate • Must be physically and mentally fit • Must have a good moral character
	For Special Training: <ul style="list-style-type: none"> • At least 15 years old • Must be physically and mentally fit • Must have a good moral character
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Duly – filled Prescribed forms (MIS 03-01, etc.) ✓ Four (4) pcs. 1"x 1" colored pictures with white background ✓ Two (2) pcs passport size (35mmx45mm) picture with white background, attire with collar, with name tag, ✓ Photocopy of Previous School Record ✓ Photocopy of NBI Clearance/Police Clearance/ Brgy. Clearance ✓ Photocopy of Birth Certificate (PSA or NSO) or National ID ✓ Photocopy of Marriage Certificate (for women if applicable) ✓ Brgy. Health Certificate or Medical Certificate fit for TESDA Training ✓ Additional requirements may be deemed necessary based on the prescribed requirements from the Training Regulations per Training Program. 	Examination forms to secure from issuing entity

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Admission/ Initial Screening				
<i>The Registrar takes charge of the pre-admission/ initial screening of clients/enrollees from the different modes/ platforms of communication.</i>				
Initial Query to Training Programs	Respond to the query of the Client Provide the Inquiry Form IF training is available to RTC, provide a List of	No fees	5 minutes	Frontline Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Training Requirements, Self-Assessment Check and Applicant Monitoring Slip and briefly orient the applicant re: Enrollment process including RPL procedure</p> <p>Refer to other TESDA Offices for queries that are not for RTC-NCR</p>			
Submit training requirements	<p>Check completeness of submitted documents:</p> <p>If complete, issue the Learner's Profile Form (MIS 03-01) and ID Form to the qualified applicant and endorse to Guidance Counselor for screening</p> <p>If incomplete, advise the applicant to submit deficient document/s</p>	No fee/s	5 minutes	Registrar
Fill out Learner's Profile Form (MIS 03-01) and ID Form	Check completeness of provided information/data to Learner's Profile Form and endorse to Guidance Counselor	No fee/s	10-15 mins	Registrar
Submit for Screening	<p>Conduct Screening</p> <p>Fill out the Screening Form and advise to proceed to Registrar to submit MIS 03-01</p>	No fee/s	15 mins	Guidance Counselor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit MIS 03-01 and ID Form to Registrar and Take the Qualifying Examination	<ul style="list-style-type: none"> Administer the Qualifying Examination and issue the Applicant Monitoring Form; When the Applicant has finished, advise him/her to wait for the results; Check and sign the exam results Advise the applicant to take TESDA Online Program on <i>Practicing COVID-19 Preventive Measures in the Workplace</i> 	No fees	45 minutes	Registrar
Get the Qualifying Exam Result	<ul style="list-style-type: none"> Release the exam results to the Applicant; Advise the Applicant who failed the exam that he/she can re-apply after a week for retakes. 	No Fees	2 mins	Registrar
Get Admission Slip	<ul style="list-style-type: none"> Issue Admission Slip <p>Advise the applicant for the schedule of TIP/TOP and release of ID Card</p>	No Fees	2 mins	Registrar
TOTAL		None	63 minutes	
<p>B. Issuance of Training Certificates <i>Each Training Program has a prescribed nominal duration after which a trainee must be able to attend and accomplish based on the competency standards set in the Training Regulations to complete the training.</i></p>				
Secure and fill out the Clearance/Exit form and Program Evaluation Form from the registrar	<p>Provide Clearance/Exit Form and Program Evaluation Form,</p> <p>Provide a brief orientation on how to accomplish the forms issued</p>	No Fees	2 minutes	Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Training Evaluation Form and submit to Registrar	Secure Accomplished Evaluation Form and submit to HIRED	No Fees	10 minutes	Concerned Personnel
Seek clearance and signature of the authorities on the Clearance Form	Sign Clearance Form after verifying records that all Accountabilities and/or Responsibilities have been settled			All Signatories
Return the Clearance form to the Registrar's Office when signatures are complete	<ul style="list-style-type: none"> • Check completeness of signatures • Issues copy if requested • Files the Original Copy • Advise the trainee for the indicative date of training certificate issuance • Prepare and generate the training certificates for signature 	No Fees	3 minutes	Registrar
TOTAL		None	15 minutes	

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 it in the drop box at the Public Assistance Counter
- ✓ Send your feedback/complaints through e-mail (rtcncr@tesda.gov.ph) or text us at **0968-853-8204** or **0917-127-3635**
- ✓ 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 improve our services