

**SERVICE SPECIFICATIONS**

**SERVICE NAME:** Application for Training

**Description of the Service:** The process by which walk-in applicant applies for the free training program offered TESDA Women's Center. The applicant undergoes the Qualifying Examination which is composed of Training Literacy Test (TLT) and Training Numeracy Test (TNT). The applicant also undergoes the trainer's interview and required to submit the documentary requirements to the registrar.

|                      |   |
|----------------------|---|
| Office Division:     | TESDA Women's   |
| Classification:      | Technical   |
| Type of Transaction: |   |
| Who may avail:       | 1. Female, must be at least 15 years old;<br>2. Must be physically fit;<br>3. Has no criminal record. |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE     |
|--|--|-----------------|-----------------|------------------------|
| 1. Get a number from TWC Guard   | <ul style="list-style-type: none"> <li>Security guard gives number and flyers to the client.</li> <li>Requests the client to wait until his/her number is called.</li> </ul>   | None            | 1 minute        | Security Guard on duty |
| 2. Inquire from the Information and Referral Office (IRO) Officer about the training program of interest and/or type of service you want to avail. | <ul style="list-style-type: none"> <li>Provides the client with the information on the programs and services and its requirements</li> <li>Issues TMU-IRO Form 1 (Training Application Monitoring Form) to the client if interested to apply for training</li> </ul> <p>Requests the applicant to wait until he/she will be called for Qualifying Exam</p> | None            | 5 minutes       | IRO Officer            |

|  |   |      |                        |                    |
|--|---|------|------------------------|--------------------|
| 3. Take the Qualifying Examination             | Review and evaluates Program Registration Application Documents   | None | 60 minutes             | IRO Officer        |
| 4. Get the result of examination               | <ul style="list-style-type: none"> <li>Releases the result of exam</li> <li>Advises the applicant who failed the exam to come back for re-take the following day</li> <li>Signed the TMU-IRO Form 01</li> </ul> | None | 2 minutes              | IRO Officer        |
| 5. Accomplish the application for training     | <ul style="list-style-type: none"> <li>Checks the application form if accomplished completely</li> <li>Requests the applicant to wait for the trainers' interview</li> </ul>                                    | None | 10 minutes             | IRO Officer        |
| 6. Undergo final interview with the trainer    | <ul style="list-style-type: none"> <li>Conducts final interview</li> <li>Signed the TMU-IRO Form 01 &amp; 04</li> <li>Requests applicant to return the forms to IRO Office</li> </ul>                           | None | 10 minutes             | Concerned Trainers |
| 7. Get the list of requirements for enrollment | <ul style="list-style-type: none"> <li>Issues the list of requirements for enrollment to the applicant</li> </ul>   | None | 5 minutes              | IRO Officer        |
| END OF TRANSACTION                             |   |      |                        |                    |
| Total Fees to be Collected:                    |   | None | PCT: <b>93 minutes</b> |                    |

**SERVICE SPECIFICATIONS**

SERVICE NAME: Registration/Enrollment Process  
 Description of the Service: The process by which walk-in applicants who passed the Qualifying Examination and Trainer's Interview submits the documentary requirements to the registrar for Enrollment.

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|----------------------|---|
| Office Division:     | TESDA Women's Center  |
| Classification:      | Technical   |
| Type of Transaction: |   |
| Who may avail:       | 1. Applicants who passed the TWC qualifying examination and trainer's interview; and<br>2. Applicants who are ready to submit the documentary requirements for registration |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME        | PERSON RESPONSIBLE     |
|---|--|-----------------|------------------------|------------------------|
| 1. Get an enrollment/registration form from the TWC guard on duty and fill it up.   | <ul style="list-style-type: none"> <li>Security guard gives 2 copies of Enrollment/registration form to the applicant.</li> <li>Requests the applicant to fill up the form legibly and completely and proceed to the Registrar's Office</li> </ul> | None            | 5 minutes              | Security Guard on duty |
| 2. Submit the required documents for enrollment/registration together with the filled-up registration form to the Registrar | <ul style="list-style-type: none"> <li>Registrar validates the submitted documents</li> </ul>  | None            | 5 minutes              | Registrar              |
| 3. Get information on the date of orientation and start of training   | <ul style="list-style-type: none"> <li>Registrar advises the applicant to wait for the call when to start the orientation and training</li> </ul>  | None            | 2 minutes              | Registrar              |
| <b>END OF TRANSACTION</b>   |  |                 |                        |                        |
| Total Fees to be Collected:   |  | None            | <b>PCT: 12 minutes</b> |                        |

**SERVICE SPECIFICATIONS**

**SERVICE NAME:** Request for Special Order Number and Certificate of Training

**Description of the Service:** The process by which TWC graduates who has finished the In-Center training and has undergone the National Assessment request for the Issuance of Special-Order Number and Training Certificate from the Registrar.

|                      |                                |
|----------------------|--------------------------------|
| Office Division:     | TESDA Women's Center           |
| Classification:      | Technical                      |
| Type of Transaction: |                                |
| Who may avail:       | TESDA Women's Center graduates |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME       | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------------|--------------------|
| 1. Go to the Registrar's Office and request for Special Order Number                   | <ul style="list-style-type: none"> <li>Registrar gives request form</li> <li>Informs the graduate of the documentary requirements for the release of S.O. and Training Certificate</li> </ul> | None            | 2 minutes             | Registrar          |
| 2. Fill-in the form with attached documentary requirements and submit to the Registrar | <ul style="list-style-type: none"> <li>Registrar checks and verifies records</li> <li>Checks authenticity and validity of submitted documents</li> </ul>                                      | None            | 5 minutes             | Registrar          |
| 3. Get claim stub from the Registrar   | <ul style="list-style-type: none"> <li>Registrar informs the graduate the scheduled date of release of Special-Order Number and Certificate of Training</li> </ul>                            | None            | 1 minutes             | Registrar          |
| <b>END OF TRANSACTION</b>  |   |                 |                       |                    |
| Total Fees to be Collected:  |   | None            | <b>PCT: 8 minutes</b> |                    |