



1. Sends email to TESDA email account	1. Accesses the email account/ SMS online facility	None	1 Minute	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.a. Obtains the requested information/ assistance from Office of the PD/ DD; or	2.a. Provides action for simple inquiry/ requests; or	None	3 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide assistance and information	None	5 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
	2.b.2. Provides the requested information	None	2 Days	<i>Head Concerned Office/Division in the Provincial/District Office</i>
	TOTAL:	None	By Office of the Provincial/ District Director alone: 4 Minutes With Concerned Office: 2 Days, 6 Minutes	

10. Issuance of Certification for Authentication and Verification (CAV) of Scholastic Records



The service provides orientation on the requirements, issuing office and the steps in the issuance of Certification for Authentication and Verification (CAV) of submitted scholastic records of the applicant.

Office or Division:	Provincial/ District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TVET Learners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Graduates				
1. Certificate of Training or Certificate of Completion or Certification from the Registrar (Govt. institution only); or Diploma; or NC/COC; Transcript of Records or Special Order no quantity and type of document			TVIs/ Educational Institutions	
2. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
For Undergraduate Students:				
1. Certification from the School Director/ Administrator (1 original)			TVIs/ Educational Institutions	
2. Accomplished Special Order Form (1 original)			Applicant	
3. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
Additional requirements for authorized representative				
- Authorization Letter from the Applicant (1 original)			Representative	
- Valid Identification Card of the applicant and the representative (1 original and photocopy)			Applicant/ Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives and checks completeness and validity of the requirements	None	3 Hours	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)



	1.2. Prepares the CAV	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
	1.3. Signs CAV and stamps the official seal of TESDA	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
2. Secures Official Receipt and pays processing fee	2. Receives payment and issues Official Receipt	PHP30		Cashier Provincial/ District Director Provincial/ District Office (PO/ DO)
3. Presents Official Receipt	3. Checks Official Receipt	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
4. Receives CAV of Scholastic Records	4. Issues CAV and requires applicant/ representative to sign the logbook	None	30 Minutes	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO) Releasing Office
	TOTAL:	PHP30.00	3 Hours, 30 Minutes	

11. Issuance of Certified True Copy (CTC) of National Certificate (NC)/ Certificate of Competency (CoC)

This service covers the issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC) to certified workers.

Office or Division:	Provincial Office/ District Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Certified workers requesting authentication of NCs/ CoCs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	