

**CITIZEN CHARTER  
PASIG CITY INSTITUTE OF SCIENCE AND TECHNOLOGY**

**1. ENROLLMENT FOR SKILLS TRAINING**

PCIST provides skills training on various trade areas such as Automotive Servicing, Shielded Metal Arc Welding NCI and NC II, Motorcycle Small Engine Servicing NCII, Computer Systems Servicing, Technical Drafting, Refrigeration and Air- conditioning Servicing, Electronics Products Assembly Servicing, Electrical Installation and Maintenance, Massage Therapy, Hilot (Wellness Massage) NCII, Hairdressing, Beauty Care NCII, Nail Care NCII, Dressmaking NCII, Food and Beverage Services, Barista, Bread and Pastry Production, Food Processing NCII, Cookery and Housekeeping. The minimum of 1 month and maximum of 6 months of skills training are undertaken by accredited instructors of Technical education and Skills Development Authority (TESDA). The graduates of PCIST are referred to companies local and abroad for employment.

<b>Office or Division:</b>	<b>PASIG CITY INSTITUTE OF SCIENCE AND TECHNOLOGY</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residents of Pasig City, 16 years old above, Students, out-of-School-Youth, Solo Parent, Industry Workers, Cooperatives, Family Enterprises, Indigenous People And Cultural Communities, Disadvantaged Women, Victim of Natural Disasters and Calamities, TVET Trainers, Displaced HEIs Teaching personnel, Persons with Disabilities, Currently Employed Workers, Employees with Contractual/ Job Order Status, Urban and Rural Poor, Informal Workers, Family Members of Microentrepreneur, Microentrepreneurs, Farmers and Fishermen, Overseas Filipino Workers dependents, Returning/ repatriated Overseas Filipino Workers, Victim or Survivor of Human Trafficking, Drug dependent Surrenders, Rebel returnees or decommissioned, Uniformed Personnel, PCIST/ TESDA Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. <u>Scanned copy of the following</u> Barangay Clearance	Barangay where the applicant/ enrollee resides
2. Individual Tax Certificate/ Cedula	Pasig City Hall
3. Voter's I.D./ Voter's Certification	COMELEC
4. Photocopy of National Career Assessment Examination(NCAE) result or Youth Profiling for Staring Careers (YP4SC) result	School where the applicant/ enrollee took the exam  Requesting Office (PCIST) or via online <a href="http://tesdappsatyp4sc.com">tesdappsatyp4sc.com</a>
5. Two (2) pieces 1 x1 picture with white background	Nearest Photoshop
6. Accomplished Trainee's Profile (TESDA MIS 03-01 form)	Requesting Office (PCIST)
7. Accomplished clearance form (for 2 <sup>nd</sup> course)	Requesting Office (PCIST)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Information's Desk and inquire availability of training program  <u>For online inquiries</u> , they may call PCIST Bambang landline number 8706-7977 or email us at <a href="mailto:pcistbambang@gmail.com">pcistbambang@gmail.com</a>	Provide available list and schedule of training programs.  Conduct an initial interview if the applicant is qualified in a particular program they will choose and issue a testing slip for the schedule of YP4SC  If the applicant is a graduate and wants to take another course/ training program, they will issue a clearance form		5 Minutes	Sephora Jimenez Allan Cristoffer Natan Mary Rose Rito Recruitment Officer
2	Take Youth Profiling for Starring Careers (YP4SC) on the scheduled time and date  <b>Note: applicants who</b>	Verify Applicant's testing Slip, Administer Examination and Generate results.		3 hours	Sephora C. Jimenez Richard Yu Renz Agustin  Testing Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>are submitted a copy of their NCAE are exempted to take YP4SC and proceed to enrolment (STEP #3)</i>				
3	Present examination result to Registrar's Office for final interview and submission of pre-training requirements	Conduct interview and receive requirements		10 minutes	Mansueto M. Santos Regina Iris Miguel Jimson Macadangdang Registrar In-Charge
4	Fill up trainees profile	<ol style="list-style-type: none"> <li>1. Check, verify filled up information in the trainees profile and schedule start of training</li> <li>2. Issue a copy of trainees profile</li> </ol>		5 minutes	Mansueto M. Santos Regina Iris Miguel Jimson Macadangdang  Registrar In-Charge
TOTAL:				3 hours and 20 minutes	

## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Applicants are encouraged to accomplish feedback forms and drop them at the designated drop boxes located at information desk at PCIST
How feedback is processed	Feedback is gathered and processed by authorized staff. A report of applicants feedback is prepared to document action plan and monitor actions taken
How to file a complaint	Accomplish a Complaint Form and drop it in the designated drop box at PCIST or send it thru email
How complaints are processed	Complaint/s received, whether verbal or hand written shall be referred/ forwarded to concerned Campus in-charge and PCIST Officer in-charge who shall act on the complaint and provide feedback to the client on the action taken
Contact Information	Telephone Number 87067977 or send your feedback through email <a href="mailto:pcistbambang@gmail.com">pcistbambang@gmail.com</a>

## 8. Issuance of Referrals for Placement/ On- the Job Training

PCIST graduates of skills training programs are referred to companies local and abroad for employment through issuance of school referrals. Issuance is year round.

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<b>Who may avail:</b>	PCIST Graduates ,Assessed and Certified

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly signed Clearance Form	PCIST Registrar's Office
Scanned Copy of Certificate of Competency	Assessment Center where the graduate undergone assessment or trade test
Resume	Requesting graduates

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Approach Guidance Office and inquire for posted Job vacancies  Select appropriate or target job vacancies	Provide available list of Job vacancies		10 minutes	Marou R. Gutierrez Cerly Ann Hagupit Jovy Sante  Placement Officer
2	Provide a copy of resume and scanned copy of certificate of competency and indicate the company you want to apply	Receive copy of resume and scanned copy of certificate of competency and issue a referral letter		5 minutes	Marou R. Gutierrez Cerly Ann Hagupit Jovy Sante Placement Officer
3	Receive referral letter	Inform the client to report for the result of application for tracking and monitoring		1 minute	Marou R. Gutierrez Cerly Ann Hagupit Jovy Sante Placement Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				16 minutes	

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