TESDA CIRCULAR

SUBJECT: Strategic Performance Management System Guidelines		Page 1 of 19 page/s Number 28 Series of 2015
Date Issued: October 28, 2015	**Effectivity:** As indicated	**Supersedes:**

I. RATIONALE

In compliance with CSC Memorandum Circular No. 6 series of 2012 as promulgated in CSC Resolution No. 1200481 dated March 16, 2012, and as initially approved by the CSC on January 27, 2015, these guidelines for the SPMS are hereby established.

II. OBJECTIVES

The SPMS aims to:

a. Concretize the linkage of organizational performance with the Philippine Development Plan (PDP), the National Technical Education and Skills Development Plan (NTESDP), and the TESDA Road Map;
b. Ensure organizational effectiveness and improvement of individual employee efficiency by cascading institutional accountabilities to the various levels of the organization anchored on the establishment of rational and factual basis for performance targets and measures; and
c. Link performance management with other HR systems and ensure adherence to the principle of performance-based tenure and incentive system.

III. SCOPE AND COVERAGE

The implementation of the TESDA SPMS covers all permanent, casual, and contractual TESDA employees at all levels.

IV. RATING PERIOD

Performance evaluation shall be done semi-annually covering the rating periods January to June and July to December.

V. POLICIES

The TESDA SPMS shall be governed by the following general policies in the Philippine Civil Service:

1. The TESDA SPMS adheres to the principle of performance-based security of tenure. With the Performance-Based Incentive Scheme (PBIS) initiative of the government, the TESDA SPMS provides motivation and basis for rewards/incentives to performers and applies sanction to non-performers.

2. The TESDA SPMS operates on shared commitment and objective measures of performance results. Through the OPCR and IPCR performance contracting documents, performance targets and standards of measures of results – outputs/outcomes – are planned and agreed upon by management, supervisors and employees.

3. The TESDA SPMS recognizes that shared values and individual competencies are needed to attain the Authority's vision, mission and goals.

4. The TESDA SPMS operates on a team approach to performance management. Accountabilities and individual roles in the achievement of organizational goals are clearly defined to give way to collective goal setting and performance rating. Individual Performance Commitment and Review (IPCR) form is linked to the Office Performance Commitment and Review (OPCR) form which, in turn, is linked to the TESDA corporate OPCR to establish clear linkage between organizational performance and employee performance.

5. The TESDA SPMS enhances productivity by using performance targets and standards attuned to organizational goals and mandate in consonance with DBM NBC 532 (Guidelines on the Review of Major Final Outputs, Performance Indicators, and Restructuring of Programs, Activities, and Projects).

6. The TESDA SPMS adopts user-friendly forms for both the organization and the individual outputs/results to facilitate cascading of organizational goals to the individual staff members and the harmonization of operational and individual performance ratings.

7. The TESDA Performance Management Monitoring System (PMMS) shall support the monitoring and evaluation of the TESDA SPMS and its interfacing with other HR system of the Authority. This will ensure generation of timely, accurate, and reliable information for both performance monitoring/tracking, accomplishment reporting, program improvement and policy-decision-making.

8. The TESDA shall promote transparency and provide mechanisms for appeals and resolution of conflicts and/or disagreements.

9. The Authority shall adopt an agency-wide communication plan to promote awareness and interest on the TESDA SPMS, generate employees' appreciation for the system as a management tool for performance planning, control and movement and guarantee employees internalization of their role as partners of management and co-employees in meeting organizational performance plans.

VI. PROCEDURES

The following procedures shall be observed in implementing the TESDA – SPMS.

1. SPMS Key Players and Responsibilities

a. SPMS Champion (Director General)

- Primarily responsible and accountable for the establishment and implementation of the SPMS;

- Sets agency performance goals/objectives and performance measures;
- Determines agency target setting period;
- Approves office performance commitment and rating; and
- Assesses performance of Offices.

b. Performance Management Team (PMT)

- Sets consultation meeting of all Heads of Offices for the purpose of discussing the targets set in the Office Performance Commitment and Review Form;
- Ensures that Office performance targets and measures, as well as the budget are aligned with those of the agency and that work distribution of Offices/units is rationalized;
- Recommends approval of the Office Performance Commitment and Review to the Director General;
- Acts as appeals body and final arbiter for performance management issues of the agency;
- Identifies potential top performers and provide inputs to the Program on Awards and Incentives for Service Excellence (PRAISE) Committee for grant of awards and incentives; and
- Adopts its own internal rules, procedures and strategies in carrying out the above responsibilities including schedule of meetings and deliberations, and delegation of authority to representatives in case of absence of its members.

c. The Policy and Planning Division of the Planning Office

- Monitors submission of Office Performance Commitment and Review (OPCR) Form and schedules the review/evaluation of office commitments by the PMT before the start of a performance period;
- Consolidates, reviews, validates and evaluates the initial performance assessment of the Heads of Operating Units based on reported office accomplishments against the success indicators, and the allotted budget against the actual expenses. The result of

the assessment shall be the basis of PMT's recommendation to the Director General who shall determine the final Office rating;

- Conducts an agency performance planning and review conference annually for the purpose of discussing the Office assessment for the preceding performance period and plans for the succeeding rating period with concerned Heads of Offices. This shall include participation of the Financial and Management Service as regards budget utilization; and
- Provides each Office with the final Office Assessment to serve as basis of offices in the assessment of individual staff members.

d. Human Resource Management Division of the Administrative Service

- Monitors submission of Individual Performance Commitment and Review Form of the employees duly endorsed by the by heads of offices;
- Reviews the Summary List of Individual Performance Rating to ensure that the average performance rating of employees is equivalent to or not higher than the Office Performance Rating as recommended by the PMT and approved by the Head of Agency;
- Provides analytical data on retention, skill/competency gaps, and talent development plans that align with strategic plans; and
- Coordinates developmental interventions that will form part of the HR Plan.

e. TESDA Director IV as Head of the Executive / Regional Office

- Assumes primary responsibility for performance management in his/her Office; and
- Conducts strategic planning session with supervisors and staff and agree on the outputs that should be accomplished based on the goals/objectives of the organization and submits the Office Performance Commitment and Review Form to the Planning Office.

f. Director III, Division Chief and Administrator of TESDA

Technology Institutions

- Assumes joint responsibility with the Head of Office (Director IV) in ensuring attainment of performance objectives and targets;
- Rationalizes distribution of targets/tasks;
- Monitors closely the status of the performance of their subordinates and provide support and assistance through the conduct of coaching for the attainment of targets set by the office and the individual employee;
- Assesses individual employee's performance; and
- Recommends development interventions on the space provided in the IPCR Form.

g. Individual TESDA Employees

- Act as partners of management and their co-employees in meeting organizational performance goals;
- Submit weekly/monthly accomplishment reports with attached documents or any output as proof of actual performance; and
- Submit Individual Performance Commitment to PMT through the Human Resource Management Division, Administrative Service Office.

2. SPMS Cycle

The SPMS shall follow the following four-stage cycle that underscores the importance of performance management. (The schedule can be found on Annex D – SPMS Calendar.)

Stage 1: Performance Planning and Commitment

This is done at the start of the performance period where TESDA Executive/ Regional Directors meet with the supervisors and staff and agree on the outputs that should be accomplished based on the goals and objectives of the Authority.

During this stage, **success indicators** are determined. Success indicators are performance level yardsticks consisting of performance measures and performance targets. This shall serve as basis in the office and individual employee's preparation of their performance contract and rating form.

Performance measures need not be many. Only those that contribute to or support the outcomes that the Authority aims to achieve shall be included in the office performance contract, i.e., measures that are relevant to Agency's core functions and strategic priorities. The performance measures must be continuously refined and reviewed.

Performance measures shall include any one, combination of, or all of the following general categories, whichever is applicable:

CATEGORY	DEFINITION
Effectiveness / Quality	The extent to which actual performance compares with targeted performance. It is also the degree to which objectives are achieved and the extent to which targeted problems are solved. In management, effectiveness relates to getting the right things done.
Efficiency	The extent to which time or resources is used for the intended task or purpose. Measures whether targets are accomplished with a minimum amount or quantity of waste, expense, or unnecessary effort.
Timeliness	Measures whether the deliverable was done on time based on the requirements of the law and / or clients / stakeholders. Time-related performance indicators evaluate such things as project completion deadlines, time management skills and other time-sensitive expectations.

The Office of the Director General shall cause the determination of their 'agency target setting period', a period within which the office and employees' targets are set and discussed by the raters and the ratees, reviewed and concurred by the head of office and submitted to the PMT.

The NTESDP, TESDA Roadmap and other planning documents shall be the basis of the targets of Office commitments explicitly identified under each Strategic Priority, major final outputs that contribute to the attainment of organizational mission/vision which form part of the core functions of the Office shall be indicated as performance targets.

The targets shall take into account any combination of, or all of the following:

- **Historical data.** The data shall consider past performance.
- **Benchmarking.** This involves identifying and comparing the best agencies or institutions or units within the agency with similar functions or processes. Benchmarking may also involve recognizing existing standards based on provisions or requirements of the law.
- **Client demand.** This involves a bottom-up approach where the office sets targets based on the needs of its clients. The Office may consult with stakeholders and review the feedback on its services.
- **Top Management instruction.** The Head of Agency may set targets and give special assignments.
- **Future trend.** Targets may be based from the results of the comparative analysis of the actual performance of the Office with its potential performance.

In setting work targets, the Office shall likewise indicate the detailed budget requirements per expense account to help the agency head in ensuring a strategy driven budget allocation and in measuring cost efficiency. The Office shall also identify specific division/unit/group/individuals as primarily accountable for producing a particular target output per program/project/activity. These targets, performance measures, budget and responsibility centers are summarized in the Office Performance Commitment and Review Form (OPCR).

The approved OPCR shall serve as basis for individual performance targets and measures to be prepared in the Individual Employee's Performance Commitment and Review Form (IPCR).

Unless the work output of a particular duty has been assigned pre-set standards by management, its standards shall be agreed upon by the supervisors and the ratees.

Individual employees' performance standards shall not be lower than the agency's standards in its approved Office Performance Commitment and Review form.

Stage 2: Performance Monitoring and Coaching

During the performance monitoring and coaching phase, the performance of the Offices and every individual shall be regularly monitored at various levels; i.e., the Director General as Head of the Authority, the PMT, Heads of Offices, Division Heads and individual, on a regular basis.

Monitoring and evaluation mechanisms should be in place to ensure that timely and appropriate steps can be taken to keep a program on track and to ensure that its objectives or goals are met in the most effective manner. Also a very vital tool of management at this stage is an information system that will support data management to produce timely, accurate and reliable information for program tracking and performance monitoring/reporting. (Please see Annex E – Coaching Worksheet.)

Supervisors and coaches play a critical role at this stage. Their focus is on the critical function of managers and supervisors as coaches and mentors in order to provide an enabling environment/intervention to improve team performance; and manage and develop individual potentials.

Stage 3: Performance Review and Evaluation

(Office Performance and Individual Employee's Performance)

This phase aims to assess both Office and individual employee's performance level based on performance targets and measures as approved in the office and individual performance commitment contracts.

- **Office Performance Assessment**

The Policy and Planning Division (PPD) shall consolidate, review, validate and evaluate the initial performance assessment of the Heads of Offices based on reported Office accomplishments against the success indicators, and the allotted budget against the actual expenses. The result of the assessment shall be submitted to the PMT for calibration and recommendation to the Director General. As Head of Agency, the Director General shall determine the final rating of offices/units.

A performance review conference shall be conducted semi-annually by PPD for the purposes of discussing the office assessment with concerned Heads of Operating Units. This shall include participation of the Financial and Management Service as regards budget utilization. To ensure complete and comprehensive performance review, all Offices shall submit a quarterly accomplishment report to the PPD based on the SPMS calendar.

Any issue / appeal / protest on the office assessment shall be articulated by the concerned head of an operating unit and decided by the Chair, PMT during this conference. Henceforth, the final rating shall no longer be appealable / contestable after the conference.

The Policy and Planning Division (PPD) shall provide each operating unit with the final Office Assessment to serve as basis of offices in the assessment of individual staff members.

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▪ **Performance Assessment for Individual Employees**

The immediate supervisor shall assess individual employee performance based on the commitments made at the beginning of the rating period and the TESDA Performance Standards (Annex G). The performance rating shall be based solely on records of accomplishment; hence, there is no need for self-rating.

The SPMS puts premium on major final outputs towards realization of organizational mission / vision. Hence, rating for planned and/or intervening tasks shall always be supported by reports, documents or any outputs as proofs of actual performance. In the absence of said bases or proof, a particular task shall not be rated and shall be disregarded.

The supervisor shall indicate qualitative comments, observations and recommendations in the individual employee's performance commitment and review form to include competency assessment and critical incidents which shall be used for human resource development purposes such as promotion and other interventions.

Employee's assessment shall be discussed by the supervisor with the concerned rate prior to the submission of the individual employee's performance commitment and review form to the head of operating unit.

The head of operating unit shall determine the final assessment of performance level of the individual employees in his/her operating unit based on proof of performance. The final assessment shall correspond to the

The average of all individual performance assessments shall not go higher than the collective performance assessment of the operating unit.
The head of operating unit shall ensure that the employee is notified of his/her final performance assessment and the Summary List of Individual Ratings with the attached IPCRs are submitted to the HRMD/ FASD within the prescribed period.

Stage 4: Performance Rewarding and Development Planning

Part of the individual employee's evaluation is the competency assessment vis-à-vis the competency requirements of the job. The result of the assessment shall be discussed by the heads of operating units and supervisors with the individual employee at the end of each rating period. The discussion shall focus on the strengths, competency-related performance gaps and the opportunities to address these gaps, career paths and alternatives.

The result of the competency assessment shall be treated independently of the performance rating of the employee.

Appropriate developmental interventions shall be made available by the heads of operating units and supervisors in coordination with the HRMD/FASD.

A Professional Development Plan (Annex F) to improve or correct performance of employees with Unsatisfactory and Poor performance ratings must be outlined, including timelines, and monitored to measure progress.

The results of the performance evaluation/assessment shall serve as inputs to the:

a. Heads of operating units in identifying and providing the kinds of interventions needed, based on the developmental needs identified;
b. HRMD (in the central office) and FASD (in the regional office) in consolidating and coordinating developmental interventions that will form part of the HR Plan and the basis for rewards and incentives;

c. PMT in identifying potential PRAISE Awards nominees for various awards categories; and,
d. PRAISE Committee in determining top performers of the Agency who qualify to awards and incentives.

VII. MECHANICS OF RATING

Supervisors/managers should encourage employees to participate in establishing their IPCRs. By participating, employees get a clearer understanding of what is required and what role their position plays in the activity of the organization. However, the final decision regarding critical elements and standards always rests with the management official.

1. Rating Scales

Each employee shall be rated on the basis of the levels of performance below:

Performance Continuum

Range (of final numerical performance rating)	**NUMERICAL RATING**	**ADJECTIVAL RATING**	**DESCRIPTION** (refer to Annex A, "General Standards")
5.00	5	Outstanding (O)	Performance represents an extraordinary level of achievement (130% and above of success indicators)
4.00 – 4.99	4	Very Satisfactory (VS)	Performance exceeded expectations (115%-129% of the success indicators)
3.00 – 3.99	3	Satisfactory (S)	Performance meets expectations (100%-114% of the success indicators)
2.00 – 2.99	2	Unsatisfactory (US)	Performance failed to meet expectations (51%-99% of the success indicators)
0.00 – 1.99	1	Poor (P)	Performance was consistently below expectations (50% or below if the success indicators)

2. How to compute the rating

At the end of the rating period, the supervisor and employee accomplish the Individual Performance Evaluation Report Form by filling-up all the necessary columns.

a.1. Individual employee (Ratee) determines accomplishment based on Target for each Success Indicator or OUTPUT

a.2. Supervisor and Employee rate each accomplishment by comparing the target against the accomplishment.

a.3. Compute for the percentage of accomplishment for each quantitative target using the following formula:

$$Percentage\ of\ Accomplishment = \frac{Accomplishment}{Target} \times 100$$

Example: $\frac{4}{3} \times 100 = 133\%$

a.4. Determine the **Point Score** (PS) using the General Standards (Annex B) and TESDA Performance Standards (Annex G) for Quality (Q), Efficiency (E), and Timeliness (T)

a.5. Determine the average of the QET to get the **Weighted Point Score (WPS)**.

a.6. Determine the Final Numerical Performance Rating by getting the average of the WPS and Adjectival Rating using the Performance Continuum.

VIII. SPMS FORMS

Please refer to Annexes B and C.

IX. SUBMISSION OF PERFORMANCE TARGETS AND RATINGS

As indicated in the SPMS Calendar (Annex D), the OPCR and IPCR ratings for performance period shall be submitted to the PMT and the HRMD/FASD respectively a month after the reference period.

The OPCR and IPCR targets for the succeeding performance period shall be submitted to the PMT and HRMD/FASD respectively during the first week of February.

X. SANCTIONS

Unless justified and accepted by the PMT, non-submission of the Office Performance Commitment and Review form to the PMT, and the Individual employee's Performance Commitment and Review forms to the HRMD/FASD within the specified dates shall be a ground for:

a. Employee's disqualification for performance-based personnel actions which would require the rating for the given period such as promotion, training or scholarship grants and performance enhancement bonus, if the failure of the submission of the report form is the fault of the employees.

b. An administrative sanction for violation of reasonable office rules and regulations and simple neglect of duty for the supervisors or employees responsible for the delay or non-submission of the office and individual performance commitment and review report.

c. Failure on the part of the Head of Office to comply with the required

notices to their subordinates for their unsatisfactory or poor performance during a rating period shall be a ground for an administrative offense for neglect of duty.

d. Non-submission of agency SPMS to the Civil Service Commission for review/approval shall be a ground for disapproval of promotional appointments issued by concerned agency head.

XI. USES OF PERFORMANCE RATINGS

1. Security of tenure of those holding permanent appointments is not absolute but is based on performance.

   Employees who obtained Unsatisfactory rating for one rating period of exhibited poor performance shall be provided appropriate developmental intervention by the Head of Office and supervisor (Division/Unit Head), in coordination with HRMD/FASD, to address competency-related performance gaps.

   If after advice and provision of developmental intervention, the employee still obtains Unsatisfactory ratings in the immediately succeeding rating period or Poor rating for the immediately succeeding period, he/she may be dropped from the rolls. A written notice/advice from the head office at least 3 months before the end of the rating period is required.

2. The PMT shall validate the Outstanding performance ratings and may recommend concerned employees for performance-based awards. Grant of performance-based incentives shall be based on the final ratings of employees as approved by the Head of Office.

3. Performance ratings shall be used as basis for promotion, training and scholarship grants and other personnel actions.

Employees with Outstanding and Very Satisfactory performance ratings shall be considered for the above mentioned personnel actions and other related matters.

4. Officials and employees who shall be on official travel, scholarship or training within a rating period shall use their performance ratings obtained in the immediately preceding rating period.

   For purposes of performance-based benefits, employees who are on official travel, scholarship or training within a rating period shall use their performance ratings obtained in the immediately preceding rating period.

5. Employees who are on detail or secondment to another office shall be rated in their present or actual office, copy furnished TESDA. The rating of those who were detailed or seconded to another office during the rating period shall be consolidated in the office, either TESDA or their present office, where the employees have spent majority of their time during their rating period.

XII. APPEALS

1. Office performance assessment as discussed in the performance review conference shall be final and not appealable. Any issue/appeal on the initial performance assessment of an Office shall be discussed and decided during the performance review conference.

2. Individual employees who feel aggrieved or dissatisfied with their final performance ratings can file an appeal with the PMT within ten (10) days from the date of receipt of notice of their final performance evaluation rating from the Head of Office. An office/unit or individual employee, however, shall not be allowed to protest the performance ratings of other offices/units or co-employees. Ratings obtained by other offices/units or employees can only be used as basis or reference for comparison in appealing one's office or individual performance rating.

3. The PMT shall decide on the appeals within one month from receipt. The decision of the PMT may be appealed to the Director General.

4. Officials or employees who are separated from the service on the basis of Unsatisfactory or Poor performance rating can appeal their separation to the CSC or its regional office within fifteen (15) days from receipt of the order or notice of separation.

XIII. MONITORING AND EVALUATION

The performance of the Offices and every individual shall be regularly monitored at various levels; i.e., the Director General as Head of the Authority, the PMT, Heads of Offices, Division Heads and individual, on a regular basis.

XIV. REPEALING CLAUSE

All guidelines or parts of guidelines specifically inconsistent herewith shall be considered amended, repealed, or modified accordingly.

XV. EFFECTIVITY

These guidelines shall take effect immediately.

IRENE M. ISAAC
OIC-Director General

GENERAL STANDARD

A. Benchmark Employee Performance Standard Descriptions

Outstanding:

Employee demonstrates particularly excellent performance that is of such high quality that organizational goals have been achieved that would not have been otherwise. The employee demonstrates mastery of technical skills and a thorough understanding of the mission of the organization and has a fundamental impact on the completion of program objectives.

The employee exerts a major positive influence on management practices, operating procedures and/or program implementation, which contributes substantially to organizational growth and recognition. The employee plans for the unexpected and uses alternate ways of reaching goals. Difficult assignments are handled intelligently and effectively. The employee has produced an exceptional quantity of work, often ahead of established schedules and with little supervision.

The employee's oral and written communications are exceptionally clear and effective. He/she improves cooperation among participants in the workplace and prevents misunderstandings. Complicated or controversial subjects are presented or explained effectively to a variety of audiences so that desired outcomes are achieved.

Very Satisfactory:

Employee demonstrates unusually good performance that exceeds expectations in critical areas and exhibits a sustained support of organizational goals. The employee shows a comprehensive understanding of the objectives of the job and the procedures for meeting them.

Effective planning by the employee improves the quality of management practices, operating procedures, task assignments and/or program activities. The employee develops and/or implements workable and cost-effective approaches to meeting organizational goals. The employee demonstrates an ability to get the job done well in more than one way while handling difficult and unpredicted problems. The employee produces a high quantity of work, often ahead of established schedules with less than normal supervision.

The employee writes and speaks clearly on difficult subjects to a wide range of audiences and works effectively with others to accomplish organizational objectives.

Satisfactory:

The employee demonstrates good, sound performance that meets organizational goals. All critical activities are generally completed in a timely manner and supervisor is kept informed of work issues, alterations and status. The employee effectively applies technical skills and organizational knowledge to get the job done. The employee successfully carries out regular duties while also handling any difficult special assignments. The employee plans and performs work according to organizational priorities and schedules. The employee communicates clearly and effectively.

Unsatisfactory:

The employee's performance shows serious deficiencies that requires correction. The employee's work frequently needs revision or adjustments to meet a minimally successful level. All assignments are completed, but often require assistance from supervisor and/or peers. Organizational goals and objectives are met only as a result of close supervision. On one or more occasions, important work requires unusually close supervision to meet organizational goals or needs so much revision that deadlines were missed or imperiled.

Employee shows a lack of awareness of policy implications or assignments; inappropriate or incomplete use of programs or services; circumvention of established procedures, resulting in unnecessary expenditure of time or money; reluctance to accept responsibility; disorganization in carrying out assignments; incomplete understanding of one or more important areas of the field of work; unreliable methods for completing assignments; lack of clarity in writing and speaking; and/or failure to promote team spirit.

Poor:

The employee's performance is consistently below standard. The quality and quantity of the employee's work are not adequate for the position. Work products do not meet the minimum requirements expected.

The employee demonstrates little or no contribution to organizational goals; failure to meet work objectives; inattention to organizational priorities and administrative requirements; poor work habits resulting in missed deadlines and/or incomplete work products; strained work relationships; failure to respond to client needs; and/or lack of response to supervisor's corrective efforts.

B. Benchmark Supervisory Performance Standard Descriptions

Outstanding:

The employee demonstrates excellent leadership skills and with only rare exceptions develops effective working relationships with others. The employee immediately handles difficult situations with subordinates with professionalism and effectiveness, and demonstrates foresight in correcting situations that may cause future problems before they arise. The employee encourages independence and risk-taking among subordinates, yet takes responsibility for their actions. The employee is open to and solicits the views of others, and promotes cooperation among peers and subordinates, while guiding, motivating and stimulating positive responses.

The employee demonstrates a strong commitment to fair treatment, equal opportunity and the affirmative action objectives of the organization, and has a significant positive impact on achievement of goals in this area. In addition, the employee demonstrates innovation and specific positive achievements in meeting other management obligations such as safety, internal management controls, merit systems principles, performance management, and management of ethics, conduct and discipline issues.

Very Satisfactory:

The employee demonstrates good leadership skills and establishes sound working relationships. The employee almost always handles difficult situations with subordinates with professionalism and effectiveness. The employee shows good judgment in dealing with others and considering their views. The employee has a strong sense of mission and seeks out responsibility. The employee demonstrates a commitment to fair treatment, equal opportunity and the affirmative action objectives of the organization, and has a positive impact on achievement of goals in this area. In addition, the employee promotes a safe working environment and solutions to problems encountered in meeting other management obligations including internal management controls, merit systems obligations, managing performance, and management of ethics, conduct and discipline issues.

Satisfactory:

The employee is a capable leader who works successfully with others and listens to suggestions. The employee generally handles difficult situations with subordinates with professionalism and effectiveness. The employee also works well as a team member, supporting the group's efforts and showing an ability to handle a variety of interpersonal situations. The employee's work with others shows an understanding of the importance of fair treatment and equal opportunity and meets all management commitments related to providing a safe working environment, merit systems obligations, performance management, and internal controls, and management of ethics, conduct and discipline issues.

Unsatisfactory:

The employee's supervisory performance shows serious deficiencies that require correction. The employee sometimes fails to motivate subordinates and promote team spirit; provide clear assignments and performance requirements or sufficient instructions to subordinates; provide sufficient explanation of organizational goals to subordinates; satisfy customer needs and/or meet customer service objectives; and/or meet production or mission goals in a timely and quality manner. The employee's work with others fails to show a consistent understanding of the importance of fair treatment and equal opportunity. The employee does not meet all management obligations related to internal controls, merit system obligations, performance management, and/or management of ethics, conduct and discipline issues.

Poor:

The employee's supervisory performance is unsatisfactory. The employee usually fails to motivate subordinates and promote team spirit; often provides unclear assignments and performance requirements or insufficient instructions to subordinates; frequently fails to provide sufficient explanation of organizational goals to subordinates; generally fails to satisfy customer needs and/or meet customer service objectives; and/or frequently fails to meet production or mission goals in a timely and quality manner. The employee's work with others consistently fails to show an understanding of the importance of fair treatment and equal opportunity. Employee frequently fails to meet other management obligations related to internal controls, merit systems obligations, performance management, and/or management of ethics, conduct and discipline issues.

C. Performance Rating Point Scores

1. Quantity of Work

Point Score	Adjectival Rating	Numerical Description
5	Outstanding (O)	Performance exceeding targets by 30% of the planned targets or 130% and above. Those who met targets for accomplishments requiring 100% of the targets such those pertaining to money and accuracy. Those who met targets for accomplishments which may no longer exceeded (fixed target).
4	Very Satisfactory (VS)	Performance exceeding targets by 15% to 29% of the planned targets or 115% to 129%.
3	Satisfactory (S)	Performance of 100% to 114% of the planned targets.
2	Unsatisfactory (US)	Performance of 51% to 99% of the planned targets. Those who fell short of the targets for accomplishments requiring 100% of the targets such those pertaining to money and accuracy. Those who fell short of the targets for accomplishments which may no longer exceeded (fixed target).
1	Poor (P)	Performance failing to meet the planned targets by 50% or below.

2. Quality of Work

In terms of:

a. Error/Revision (written work)

Point Score	Description
5	No mistakes or deficiency; every aspect of work assignment well covered; clearly presented; well organized; no lapse in grammar or error in content.

4	One or two minor errors or deficiencies; work in accordance with instructions; clearly presented; well organized; 1 or 2 errors in grammar or errors in content.
3	More than two minor errors or deficiencies; partial minor revision needed; 3 lapses in grammar or error in content.
2	One or two major errors or deficiencies; major revision needed; 4 or 5 lapses in grammar or errors in content.
1	Work not acceptable; needs total revision; 6 or more lapses in grammar or errors in content.

b. Accuracy (non-written work)

Point Score	Description
5	Excellent results; all aspects of work assignment thoroughly covered; No mistake in performing the duty or 96% to 100% accuracy.
4	One or two minor errors in the execution of work assignment; results still very good; 1 or 2 mistakes in performing the duty or 91% to 95% accuracy.
3	More than two minor errors or deficiencies in the execution of work assignment; results are acceptable; 3 mistakes in performing the duty or 80% to 90% accuracy.
2	One major errors or deficiency that can be overcome with help from supervisor; 4 or 5 mistakes in performing the duty or 75% to 79% accuracy.
1	Haphazard or careless execution of work assignment; Unacceptable result.

3. Feedback

Point Score	Description
5	Excellent Feedback
4	Very Satisfactory Feedback
3	Satisfactory Feedback (no feedback/no valid complaint)
2	Unsatisfactory Feedback (with minor complaint)
1	Poor Feedback (with major complaint)

4. 100% Accuracy Rule

Point Score	Description
5	Accomplishment requiring 100% Accuracy such as those pertaining to money accountability (cashiering, disbursing, among others); 100% is the standard; no error is allowed
1	If standard is not met (below 100% Accuracy); there is error

ANNEX B

Technical Education and Skills Development Authority
Strategic Performance Management System (SPMS)

OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

I, (NAME), Head of the (Division and/or Operating Unit), commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period (Month) to (Month), 20__.

_____
Signature

Date: _____

Approved by:	Date
(Name) Head of Agency	

MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Allotted Budget	Division /Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q[1]	E[2]	T[3]	A[4]	
Total Overall Rating									
Final Average Rating									
Adjectival Rating									

Assessed by			Final Rating by		Date
	Date		Date		
				(Name)	
Planning Office		PMT		Head of Agency	

Legend: *1 – Quality* *2 – Efficiency* *3 – Timeliness* *4 - Average*

ANNEX C

Technical Education and Skills Development Authority
Strategic Performance Management System (SPMS)

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, (NAME), (Position and the Division and/or Operating Unit), commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period (Month) to (Month), 20__.

_____
Signature

Date: _____

Reviewed by:	Date:	Approved by:	Date:
Immediate Supervisor		**Head of Office**	

Output	Success Indicators (Targets + Measures)	Actual Accomplishments	Rating				Remarks
			Q[1]	E[2]	T[3]	A[4]	
Strategic Priority No:							
Output 1:							
Output 2:							
Core Function:							
Output 1:							
Output 2:							
Final Average Rating							
Comments and Recommendations for Development Purposes:							

Discussed with:	Date:	Assessed by:	Date:	Final Rating by:	Date:
(Name)		**I certify that I discussed my assessment of the performance with the employee.** **(Name)**		**(Name)**	
Employee		**Supervisor**		**Head of Office**	

Legend: *1 – Quality* *2 – Efficiency* *3 – Timeliness* *4 - Average*

ANNEX D

Annual SPMS Calendar

Activity	Submit to	Schedule											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1. Performance Planning and Commitment													
OPCR for review	PMT											10th	
Approval of OPCR	Head of Agency												10th
IPCR/Performance Contract Commitments	Head of Office						15th						15th
	FASD/HRMD						20th						20th
2. Performance Monitoring and Coaching													
Monitoring and Coaching by:													
• PMT		Once a year											
• Director IV/III		Per semester											
• Chiefs		Regular Basis											
• Individual Staff		Regular Basis											
Submission of Accomplishment Report		23rd			23rd			23rd			23rd		
Intervention for those behind work targets		Regular Basis											
3. Performance Review and Feedback													
Performance Review Conference	PPD-PO	15th						15th					
COROPOTI OPCR	Head of Agency	18th											
OPCR	PMT	20th											
IPCR	Head of Office	25th						25th					
	FASD/ HRMD	30th						30th					
Performance Contract	FASD/HRMD	30th						30th					
4. Performance Rewarding and Development Planning													
Office Performance Assessment	PMT		5th										
List of Top Performers	PMT		5th										

NOTE: In the event that the deadline falls on a non-working holiday, submission will be on the next working day.

Coaching/Mentoring Worksheet

Use this worksheet to prepare for and make notes of your coaching discussion.

Employee's name: _____ Office: _____
Position: _____
Coach's name: _____ Meeting Date: _____
Position: _____

Performance Areas Meeting and Exceeding Expectations
Performance Areas Identified for Improvement
Additional Discussion Items (e.g. project updates, progress on priorities, training and professional development, employee's concerns)
Next Steps in Employee Development (for both the supervisor and employee) ..

Discussed with:

_____ _____
Employee's Signature Coach's Signature
Date: Date:

ANNEX F

PROFESSIONAL DEVELOPMENT PLAN

Rating Period: _____

Aim / Objective:

Areas for Improvement	Activities to be Undertaken	Target Date	Outcome	Achieved Date

Comments:

Prepared by:

_____
Immediate Supervisor

Concurred by:

_____
Employee

Review Date: _____

Noted by:

_____
Head of Office

Technical Education and Skills Development Authority

Performance Standards

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TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Common Functions				
Implement QMS				
Conduct Audit • Compliance Audit	Audit conducted based on standards and procedures	5 – no valid complaints 3 – 1 to 5 complaints 1 – more than 5 complaints	5 - 100% of target 4 – 75% of target 3 – 50% of target 2 – 25% of target 1 – less than 25% target	5 – within the prescribed schedule 1 – beyond prescribed schedule
Implement mandatory QMS procedure	Mandatory procedures implemented based on QMS • Control of documents • Control of records • IQA Corrective and Preventive Action	5 – No NC 3 – With Minor NC 1 – With Major NC	N/A	5 –within prescribed timeline 1 – beyond prescribed timeline
Prepare Compliance Audit Report	100% of compliance audit reports are completed and submitted within set deadline	5 - 100% acceptable and complete 3 - 80%-99% acceptable and complete 1 - 70% below acceptable and complete	5 - met the target 1- target not attained	5 - before the deadline 3 - met the deadline 1- did not meet the deadline

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Prepare Audit Reports • CPAR Registry • IQA Reports • Summary • CPAR	Audit reports prepared per guidelines	5 – no revision[1] 3 – minor revision 1 – major revision	5 – 100% 1 – 99% and below	5 – as scheduled 1 – behind schedule
Update and maintain QMS Records • Records inventory and appraisal • Records Matrix • Records Disposal Schedule • Disposal of Records • Document Review and Approval Request • Document Masterlist • Distribution/Retrieval List	Records inventory and appraisal updates and maintained	5 – no error or revision 4 – one to three minor errors 3 – four to six minor errors 2 – one to two major errors or more than seven to nine minor errors 1 – three or more major errors or ten or more minor errors	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – before set deadline 3 – on set deadline 1 – after set deadline

Conduct Training (Division-initiated)
• CBLM
• Curriculum Evaluation
• Moderation
• Zonal Deployment of TR/CATs
• Orientation Programs
  o Trainee Induction Program
  o Job Orientation
	Number of Persons Trained per schedule set in OPCR	5 – 100% passing rate[2]
		4 – 90% to 99% passing rate
		3 – 80% to 89% passing rate
		2 – 70% to 79% passing rate
		1 – below 70% passing rate
			Quantity
			5 – 100% graduated per TOR
			4 – 90% to 99% graduated per TOR
			3 – 80% to 89% graduated per TOR
			2 – 70% to 79% graduated per TOR
				5 – as scheduled per OPCR
				4 – one week delay per OPCR
				3 – two weeks delay per OPCR
				2 – three weeks delay per OPCR
				1 – one month delay

[1] Revision refers to completeness of information in the content and correctness of grammar.
[2] Pre-test vs Post-test provided for conducted training programs.

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
			1 – below 70% graduated per TOR **Budget** 5 – 50% and below 4 – 51% to 99% 3 – 100% to 114% 2 – 115% to 129% 1 – 130% and above	per OPCR
Conduct Seminar/ Conference/ Fora/ Industry Consultation	Number of Policy Recommendations/ Resolutions/ Agreements/ Action Items written per schedule set in OPCR	5 – Policy Recommendations/ Resolutions/ Agreements/ Action Items are valid 1 - Policy Recommendations/ Resolutions/ Agreements/ Action Items are not valid	**Quantity** 5 – Policy Recommendations/ Resolutions/ Agreements/ Action Items Generated 1 – No Policy Recommendations/ Resolutions/ Agreements/ Action Items Generated **Budget** 5 – 50% and below 4 – 51% to 99% 3 – 100% to 114% 2 – 115% to 129% 1 – 130% and above	5 – as scheduled per OPCR 4 – one week delay per OPCR 3 – two weeks delay per OPCR 2 – three weeks delay per OPCR 1 – one month delay per OPCR

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness

Conduct Institutional Events
• TVET Trainers' Day Celebration
• TESDA Anniversary
• Skills Competitions (PO, RO, National, ASEAN, World)
• Sportsfest
• Religious Activities
• Recognition of performance excellence
  ○ National/Regional NTTRA
  ○ Kabalikat
  ○ TESDA Idol
  ○ TESDA Model Employee
	Institutional Events conducted as scheduled with no written complaints	5 – no written complaints
		3 – one to nine written complaints
		1 – ten or more written complaints
			N/A	5 – as scheduled
				1 – behind schedule

Prepare TESDA Communications • Order • Notice of Meeting • Bulletin • Advisory • DSS • Memo (Simple[3])	TESDA Communication prepared within 3 hours	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four or more revisions	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – within 1 hour 4 – within 2 hours 3 – within 3 hours 2 – within 4 hours 1 – more than 4 hours
• Circular • Letters • Certifications (Good moral character, employment, services rendered, leave credits, no administrative case, OJT, etc.) • Board Resolution • Memo (Complex[4]) • CSW	TESDA Communication prepared within 3 working days	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four or more revisions	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – within 1 working day 4 – within 2 working days 3 – within 3 working days 2 – within 4 working days

[3] Example: Acknowledgement, Transmittal, Referral, Endorsement, With Template/Pro-forma.

[4] Example: Answer to Queries and Complaints, Clarifications, Technical Comments, Responses requiring CSW/External Data.

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
				1 – more than 4 working days
Prepare Reports[5] • Audit Reports • Survey/Research Reports • Minutes of Meeting • Accomplishment Report o TTIs Physical Accomplishment (EGACE) • Utilities Consumption Report • Maintenance Report • HR Report (Attendance, Leave Balance, Training Effectiveness, etc.) • Annual Physical Inventory Report • Inventory and Inspection Report for Unserviceable Property • Inventory Report of Supplies and Materials • Waste Material Report • Suppliers' Evaluation Report and Analysis • Feedback Report • Performance Monitoring Form (BEDs and BFARs) • Legal Reports (Monitoring Report on Pending Administrative, Civil and Criminal Cases) • Budget and Financial Accountability Report • Documentation Report • Terminal Report (SDP, Projects) • R/PTESDC Reports • Evaluation Report	Report[6] prepared within set deadline	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four or more revisions	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – before set deadline 3 – on set deadline 1 – after set deadline

[5] Reports are not limited to the listing.
[6] Indicate specific report applicable.

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
• Ocular Inspection/Institutional Report • STAR Rating Report • YP4SC Summary Report • Registry of Workers Assessed and Certified (RWAC) • OJT/DTS Report • MIS Reports • Annual Reports • Reports to Oversight Agencies o Agency Report o Report on Personnel Action o Agency Remittance Advice o Staffing o CES Occupancy Report o Citizen's Charter Updates o ARTA o Staff Development Report o EIDP Status o PBB Ranking of Delivery Units and Individuals				
Maintain Buildings and Grounds, Facilities, Vehicles, Equipment and ICT Infrastructure • Training Facilities • Shop layout and work stations	• Buildings and Grounds, Facilities, Vehicles, and Equipment maintained as scheduled	5 – positive feedback based on customer report 1 – negative feedback	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – as scheduled 1 – behind schedule
	• Vehicles registered per government regulations • Properties and equipment insured	N/A	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – as scheduled 1 – behind schedule

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness

Manage Database and Website
• Learning System
• RMIS
• Registry
  o Accredited Competency Assessors
  o Accredited Assessment Centers
  o Qualifications
• MIS
• NGAS
• Knowledge Management
• TESDA Websites
• Compendium
  o Trainers
  o Partners
  o Assessment Centers
  o TVIs
• Personnel Information System
• PSIPOP
• Curricula
• CBLMs
• Training Calendar
  o TTI
  o TM I and II
  o NITESD
• Trainers Database
	Databases and websites managed
	• Maintaining and updating
	• Generation of data and reports as required
		5 – no error
		1 – one or more errors
			5 – 100% complete
			1 – 99% complete and below
				5 – as scheduled
				1 – behind schedule

Monitor / Evaluate Operations • MIS (All monitoring reports) • Strategic Performance Management	Operations[7] monitored/evaluated as scheduled	5 – excellent results and no mistakes 4 – one or two minor	5 – complete 1 – incomplete	5 – as scheduled 1 – behind schedule 5 – as scheduled

[7] Indicate specific operations to be monitored/evaluated.

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
System (OPCR/IPCR) • ARTA • SALN • Curriculum Implementation • TTI Operational Efficiency (Training Calendar) • On-the-job Training (OJT)/Supervised Industry Training (SIT) • Post-test training / Program evaluation • Employment of Graduates • Webinar		errors and/or has very good results 3 – three or more minor errors and/or has acceptable results 2 – one major error or deficiency 1 – unacceptable result or careless/haphazard execution of work		1 – behind schedule
• Ocular Inspection / Site Visitation o Training Institutions o Assessment Centers o DTS Partners	Number of sites inspected/visited as scheduled	N/A	5 – met target 1 – target not met	
Develop Evaluation Instrument/Questionnaire/Survey	Evaluation Instrument/Questionnaire developed as scheduled	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions	5 – complete 1 – incomplete	5 – as scheduled 1 – behind schedule
Deploy and Retrieve Instrument/Questionnaire/Survey • STAR Rating	Deployed instrument/questionnaire retrieved on set deadline	N/A	5 – required retrieval rate 1 – below retrieval rate	5 – on set deadline 1 – after set deadline

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Provide Technical Assistance • HR Related Concerns • TESD Related Concerns • QMS Related Concerns • Partnerships and Linkages Concerns • Harmonization of Qualification Standards • Benchmarking of Qualification Standards • Technical Experts • Other concerns	Satisfactory feedback received based on feedback form/report on the assistance provided	5 – Excellent feedback 4 – Very satisfactory feedback 3 – Satisfactory feedback 2 – Unsatisfactory feedback 1 – Poor feedback	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – on set deadline 1 – beyond set deadline
• Coordinate with oversight agencies/partner • Attend oversight agency/partner meetings	Feedback report submitted day after the activity	N/A	5 – 100% 1 – 99% and below	5 – submitted day after the activity 1 – submitted more than one day after the activity
Provide Administrative Support • Attendance Sheets • Name Tags/ID • Certificates • Directory of Participants	Materials prepared as required	5 – no error 1 – with error	5 – complete 1 – incomplete	5 – within 3 working days before the scheduled activity 3 – within 2 working days before the scheduled activity 1 – within 1 working day before the scheduled activity
• Payment/Liquidation	Number of vouchers prepared with no error within 3 days of receipt of billing	5 – no error 1 – with error	5 – complete with supporting documents 1 – incomplete	5 – within 2 days of receipt of billing 3 – within 3 days of

TESDA PERFORMANCE STANDARDS

Common Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
			supporting documents	receipt of billing 1 – more than 3 days of receipt of billing
• Venue (Ingress/Egress) • Catering • Lodging arrangements	Request forms transmitted and confirmed	5 – Transaction Confirmed 1 – Not confirmed	N/A	5 – within 3 working days before the scheduled activity 3 – within 2 working days before the scheduled activity 1 – within 1 working day before the scheduled activity
• Coordinate with participants (Trainees, Committee Members, Secretariat, etc.)	Number of participants confirmed	N/A	5 – 100% confirmed participants 4 – 75% confirmed participants 3 – 50% confirmed participants 2 – 25% confirmed participants 1 – Incomplete	5 – within 3 working days before the scheduled activity 3 – within 2 working days before the scheduled activity 1 – within 1 working day before the scheduled activity

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Unique Functions				
TESDA Policy				
• Develop, Review/Update, Deploy Training Regulations (TR) • Develop, Review/Update, Deploy Competency Assessment Tools (CATs) for New/Updated TRs	• Number of TRs/CATs developed within set deadline • Number of TRs/CATs reviewed/updated within set deadline • Number of TRs/CATs deployed within set deadline	5 – no revision[8] 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	**Quantity** 5 – 100% 1 – 99% and below **Budget** 5 – 50% and below 4 – 51% to 99% 3 – 100% to 114% 2 – 115% to 129% 1 – 130% and above	5 – before set deadline 3 – on set deadline 1 – after set deadline
• Develop Test Item Bank for highly utilized TRs	Number of test items developed			
• Process Online Validation of Competency Standards (CS)/TRs	100% of filled-up on-line validation document processed			
• Prepare Guidelines	Number of Guidelines prepared within set deadline	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	**Quantity** 5 – 100% 1 – 99% and below **Budget** 5 – 50% and below 4 – 51% to 99% 3 – 100% to 114% 2 – 115% to 129% 1 – 130% and above	5 – before set deadline 3 – on set deadline 1 – after set deadline

[8] Revision refers to completeness of information in the content and correctness of grammar.

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
• Promulgate Board/Policy Resolutions and Forge Memorandum of Understanding (MOU) /Agreement (MOA)	• Number of Board Resolutions promulgated • Number of MOU/MOA forged	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	**Quantity** 5 – 100% 1 – 99% and below **Budget** 5 – 50% and below 4 – 51% to 99% 3 – 100% to 114% 2 – 115% to 129% 1 – 130% and above	5 – within set deadline 1 – after set deadline
• Prepare Plans o ISSP o N/R/PTESDP • Prepare Internal Administrative Plan o OPCR o Financial Plan o Maintenance Plan o HRD Plan o Workforce Training Development and Investment Plan o Annual Procurement Plan o Institutional Development Plan o GAD o PWD o Senior Citizen o SMAC	Plans prepared within set deadline	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	**Quantity** 5 – 100% 1 – 99% and below **Budget (Internal Administrative Plans Only)** 5 – 100% utilization 4 – 90% to 99% utilization 3 – 80% to 89% utilization 2 – 70% to 79% utilization 1 – below 70% utilization	5 – before set deadline 3 – on set deadline 1 – after set deadline
• Prepare Agency Budget Proposal/Estimate Plan	Agency Budget Proposal/Estimate prepared and submitted within set deadline	5 – no revision 4 – one revision 3 – two revisions	5 – 100% 1 – 99% and below	5 – before set deadline 3 – on set deadline 1 – after set deadline

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
		2 – three revisions 1 – four revisions or more		

Develop, Review, and/or Update TESDA Materials
• Competency-Based Curriculum (CBC)
• Career Advocacy Materials
• Procedures Manual
• Committee Resolutions/Report
• Researches and Studies
  o Learning System Study
  o Learning System Model
  o Scoping of Learning System Models
  o Learning System Materials
  o Technology Research Proposals
  o Technology Researches
• Concept Notes and Terms of Reference (TOR)/Project Proposal/ Program Design
• Comments on Technical Papers
• LMIR
• TVET Stat
• Training Handouts
• Presentation Materials
• Assessment Criteria
• Online Program
	TESDA materials[9] developed, reviewed, and/or updated within set deadline	5 – no revision
		4 – one revision
		3 – two revisions
		2 – three revisions
		1 – four revisions or more
			Quantity
			5 – 100%
			1 – 99% and below
			
			Budget
			5 – 50% and below
			4 – 51% to 99%
			3 – 100% to 114%
			2 – 115% to 129%
			1 – 130% and above
				5 – before set deadline
				3 – on set deadline
				1 – after set deadline

[9]Indicate specific TESDA Materials applicable.

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
• Legal Studies and Opinions • Legal Pleadings and Forms	Legal documents developed within set deadline	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	5 – 100% 1 – 99% and below	5 – before set deadline 3 – on set deadline 1 – after set deadline
Provide General Services	• Trip tickets prepared one day before the actual date of travel	5 – accurate 1 – with error	5 – 100% with trip ticket 1 – no trip ticket	5 – two days before actual date of travel 3 – one day before actual date of travel 1 – on actual date of travel
	• Driving service provided	5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – 100% 1 – 99% and below	5 – driving service provided on time 1 – driving service not provided on time
	• Messengerial service provided to appropriate recipient on time	5 – no complaints 4 – one to two complaints 3 – three complaints 2 – four complaints 1 – five or more complaints	5 – 100% delivered 1 – 99% and below	5 – as scheduled 1 – behind schedule

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
	• Dormitory accommodation service provided o Registration o Scheduling o Housekeeping o Monitoring of payments	5 – no complaints 4 – one to two complaints 3 – three complaints 2 – four complaints 1 – five or more complaints	5 – 100% delivered 1 – 99% and below	5 – as scheduled 1 – behind schedule
Provide procurement service	• Procurement forms prepared o Abstract of Price Canvass o Canvass of Price Quotation Form o Purchase Order/Job Order/Contract o Inspection and Acceptance Form	5 – complete and accurate 1 – with error	5 – 100% 1 – 99% and below	5 – within the day of receipt of required document 1 – after a day of receipt of required document
	• Bidding documents prepared	5 – complete and accurate 1 – with error	5 – 100% 1 – 99% and below	5 – within prescribed timeline per RA 9184 1 – beyond prescribed timeline per RA 9184
	• Procurement record maintained and updated o Acknowledgement Receipt of Equipment o Inventory Custodial Slip o Property/Stock Cards o Insurance of properties	5 – complete and accurate 1 – with error	5 – 100% 1 – 99% and below	5 – within prescribed timeline 1 – beyond prescribed timeline

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
	• Unserviceable Property disposed of per applicable prevailing rules and regulations within set deadline	N/A	5 – 100% of unserviceable property disposed 1 – 99% and below	5 – within prescribed deadline 1 – beyond prescribed deadline
Provide Human Resource Services				
Provide HR Services	HR services provided within set deadline			
	• Recruitment and Selection			
	o Job vacancy posted	5 – accurate 1 – with error	5 – 100% 1 – 99% and below	5 – within 2 days upon receipt of Personnel Requisition Slip (PRS) 3 – within the day of receipt of PRS 1 – beyond set deadline
	o Written and Psychological Examination administered, checked, and analyzed	N/A	5 – 100% 1 – 99% and below	5 – within 3 working days upon administration 3 – within 3 working days 1 – beyond 3 working days
	o Comparative Assessment Result o Assessment of Applicant's Qualification	5 – no error 3 – 1 to 3 errors 1 – more than 3 errors	5 – 100% 1 – 99% and below	5 – within 1 working day 3 – within 2 working days 1 – beyond 2 working days

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
	o Preparation of Appointment Documents and Position Description Form within 5 working days	5 – no error 3 – 1 to 3 errors 1 – more than 3 errors	5 – 100% 3 – 50% 1 – 49% and below	5 – 3 working days 3 – 5 working days 1 – beyond 5 working days
	• Employee Welfare programs and services provided o Facilitation of loans o Implementation of PRAISE and CNA o Mutual Aid (ODAP), CESO o Staffhouse accommodation o Retirement benefits	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 100% 3 – 50% 1 – 49% and below	5 – 3 working days 3 – 5 working days 1 – beyond 5 working days
	o Health and wellness programs			5 – within schedule 1 – beyond schedule
	• Personnel Records are updated and maintained upon the receipt of needed documents (Processing) o Manpower Complement (Plantilla/Manning) o PSIPOP o 201 Files o Leave Credit/Balance (includes Dropping from the Rolls, Return to Work, Notice of AWOL) o Payroll (includes NOSI, NOSA) o Service Record o Directory of Officials (TESDA-wide)	5 – accurate 1 – with error	5 – 100% 1 – 99% and below	5 – 1working day 3 – 3 working days 1 – more than 3 working days

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
	o Organizational Structure o Identification Cards			
	• Capability Building Programs provided			
	o Training Needs Analysis conducted as scheduled	5 –training needs identified based on competency standards (CS) 1 – training needs not based on CS	5 – 100% of employees 4 – 75% of employees 3 – 50% of employees 2 – 25% of employees 1 – below 25% of employees	5 – before set deadline 3 – within set deadline 1 – after set deadline
	o Participants identified for Training Programs local and foreign	5 – based on guidelines 1 – not based on guidelines	5 – 100% 1 – 99% and below	5 – within 1 working day 3 – within 2-3 working days 1 – beyond 3 working days
Provide Budgetting Services				
Prepare, submit, and post Budget Execution Documents • BED No. 1 - Financial Plan • BED No. 3 - Monthly Disbursement Program	BEDs prepared, submitted and posted within set deadline	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions or more	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – before set deadline 3 – on set deadline 1 – after set deadline

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Maintain and Update Registries of Allotments and Obligations	100% of allotments maintained, monitored and controlled satisfactorily • Status of funds • Statement of Sub-allotment releases • Registries of Allotments and Obligations	5 – accurate 1 – with error	5 – 100% 4 – 90% to 99% 3 – 80% to 89% 2 – 70% to 79% 1 – below 70%	5 – before set deadline 3 – on set deadline 1 – after set deadline
Provide Accounting Services				
Disbursement Section				
• Pre-audit Payment o Disbursement Voucher o Liquidation Reports	Number of payment pre-audited within 2 days	5 – accurate 1 - with error	5 – 90% to 100% 1 – below 90%	5 – within 1 day 3 – within 2 days 1 – beyond 2 days
• Process Purchase/Job Order for issuance to the supplier/provider	POs and JOs processed within 2 days	5 – accurate 1 – with error	5 – 90% to 100% 1 – below 90%	5 – within 1 day 3 – within 2 days 1 – beyond 2 days
• Record Payment	Payments recorded within 2 days	5 – accurate 1 – with error	5 – 90% to 100% 1 – below 90%	5 – recorded within 2 days 1 – recorded beyond 2 day
• Tax Compliance				
o Taxes withheld	Taxes withheld from all payments subject to tax submitted 1 day before deadline	5 – accurate 1 – with error	5 –100% 1 – 99% and below	5 – submitted 2 days before the deadline 3 – submitted 1 day before the deadline 1 – submitted on the deadline
o Withheld Taxes Remitted	Remitted 100% of taxes withheld 1 day before deadline			
o Annual Tax Report	Accurate Alphalist submitted 1 day before the deadline			

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Provide Bookkeeping Services				
• Submit Financial and Accountability Reports	100% required reports submitted within deadline	5 – accurate 1 – with error	5 – 100% 1 – 99% and below	5 – submitted within the deadline 1 – beyond deadline
• Maintain and update books of accounts (Includes Preparation of Journal Entry Vouchers)	Recorded 100% of transactions			5 – within 5 days after the reference month 1 – beyond 5 days after the reference month
• Compliance to COA Audit findings and recommendations	90%[10] of audit findings addressed	5 – acceptable 3 – partially acceptable 1 – not acceptable	5 – 100% addressed 3 – 90% addressed 1 – 89% and below	5 – submitted response within the deadline 1 – beyond deadline
• Bill TESDA's services	Billing statement/order of payment issued within 2 working days of receipt of required documents	5 – accurate 1 – with error	5 – 90% to 100% 1 – 89% and below	5 – issued within a day 3 – issued within 2 days 1 – issued beyond 2 days
• Liquidate Cash advances	100% of cash advances liquidated within the reglementary period	5 – complete 1 – incomplete	5 – 100% of cash advances liquidated 1 – 99% and below	5 – within 1 day 3 – within 2 days 1 – beyond 2 days
• Prepare Bank reconciliation statement	Accurate reconciliation of all bank accounts	5 – accurate 1 – with error	5 – 90% to 100% 1 – 89% and below	5 – within 5 days after the reference month 1 – beyond 5 days after the reference month
• Maintain Records Matrix	100% Records Matrix maintained within set deadline	5 – no revision 3 – minor error 1 – major error[11]	5 – 90% to 100% 3 – 80% to 89% 1 – below 80%	5 – before set deadline 3 – within set deadline 1 – after set deadline

[10] Per OPCR

[11] Error in form and substance.

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Provide Cashiering Services				
• Collection Report	100% of collection are recorded within the day	5 – accurate 1 – with error/s	5 – 100% 1 – 99% and below	5 – within 1 day 1 – beyond 1 day
• Accountability Reports/Disbursement Report	Reports submitted within 5 working days of the following month	5 – accurate 3 – with 1 error 1 – more than 1 error	5 – 100% 3 – 90% to 99% 1 – below 90%	5 – within 5 days 1 – beyond 5 days
• Remittance Reports	Reported & remitted all statutory deductions within the deadlines	5 – complete & accurate 1 – inaccurate	5 – 100% 1 – 99% and below	5 – remitted within the deadlines
• Cash Custodianship	Cash properly disbursed and accounted	5 – complete & accurate 1 – inaccurate	5 – 100% 1 – 99% and below	5 – liquidated within the reglementary period 1 – liquidated beyond the reglementary period
• Status of Fund Report	Submitted on the first day of the following month	5 – accurate 1 – with error/s	5 – 100% 3 – 90% to 99% 1 – below 90%	5 – within the deadline 1 – beyond the deadline
Social Marketing Advocacy and Communication				
Prepare, disseminate, and publish Press Releases	Press Releases prepared, disseminated and published quarterly	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions	5 - 130% and above targeted press releases 4- 115% - 129% 3- 100%-114% 2- 99%-51% 1- 50% and below	5- before schedule 3-as scheduled 1- after the set schedule
Document success stories	Success stories prepared with complete and correct data and submitted on time			

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Plan and coordinate TV/Radio programs guesting	TV/Radio programs guesting within the year	5 - excellent feedback 3 - satisfactory feedback 1 - poor feedback	5- 130% and above attended targeted 4- 115% to 129% 3 - 100% to 114% 2 - 99% to 51% 1- 50% and below	5- before schedule 3-as scheduled 1- after the set schedule
Regional/Provincial Operation Division				
Training Regulations (TRs) Development/Review				
Number of Programs	100% of registered programs due for audit are audited within schedule as per audit plan	N/A	5 - met the target 3 - 60%-89% 1- 59% below	5 - per audit plan 1 - beyond audit plan
Competency Assessment				
Accreditation of Competency Assessors/Assessment Centers				
• Evaluate Documents • Prepare Certificate of Accreditation • Prepare Affidavit of Undertaking	Application for accreditation processed within the prescribed period	5 – no error 1 – with error	5 – complete 1 – incomplete	5 - met the PCT 1 - beyond the PCT
• Issue certificate of accreditation for Assessors • Issue certificate of accreditation for Assessment Centers	All qualified assessors and assessment centers are issued Certificate of Accreditation within the prescribed period.	5 - 0 spoilage rate 3 - 1%-5% spoilage rate 1 - 6% below spoilage rate	5 – 100% of qualified assessors are issued certificates 1 – 99% and below	
NC/COC/NTTC				
• Review Documents o Rating sheets o CARS o Attendance sheet o RWAC	Requisite documents reviewed within prescribed timeline	5 – no error 1 – with error	5 – complete 1 – incomplete	5 - met the PCT 1 - beyond the PCT
• Prepare Certificate of NC/COC/NTTC	NC/COC/NTTC prepared with no error		5 – 100% prepared 1 – 99% and below	

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
• Issue NCs/COCs	80% of CoCs/NCs are issued to successful candidates within the prescribed PCT	5 - 0 spoilage rate 3 - 1%-5% spoilage rate 1 - 6% below spoilage rate	5 - more than 80% issued 3 - 80% issued 1 - below 80%	
Conduct Compliance Audit	• 100% of accredited assessment centers are audited within schedule	5 – complete report based on prescribed documented procedure 1 – incomplete report based on prescribed documented procedure	5 – target met 1 – target not met	5 –on schedule 1 – behind schedule
	• 100% of audited assessment centers with findings closed within prescribed period	5 - 100% audit findings closed 3 - 80%-99% audit findings closed 1- 79% and below of audit findings closed		
Facilitate Assessment Schedule	100% of requests are facilitated as scheduled	N/A	5 - met the target 1- target not attained	5 –as scheduled 1 – behind scheduled
Monitor schedule of assessors	Schedule of assessors are monitored as prescribed in the procedures manual	5 – no complaints 1 – with complaints	N/A	5 – within prescribed timeline 1 – beyond prescribed timeline
Monitor assessment proceedings	Assessment proceedings monitored based on procedure	5 – no complaints 1 – with complaints	N/A	5 - met the PCT 1 - beyond the PCT

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Safekeep Competency Assessment Tools (CATs)	100% of current CATs are maintained and stored in safe and locked place	5 – all of CATs are current 1 – not all CATs are current	5 – complete 1 – incomplete	N/A
Release CATs	CATs released as scheduled	5 – no complaints 1 – with complaints	5 – complete 1 – incomplete	5 – as scheduled 1 – behind schedule
Issue and Authenticate CAV Requirements	100% CAV Requirements issued accurately within set deadline upon request	5 –no error 1 – with error	5 –100% CAV Requirements released 3 – 90% to 99% 1 – 89% and below	5 – within one day 3 – within two days 1 – more than two days
Prepare R/PTESDC Appointment	R/PTESDC members are endorsed for appointment per guidelines	5 – all documents of members endorsed are compliant with the criteria 3 – part of documents of members endorsed are compliant with the criteria 1 – no documents are compliant	5 – all vacancies with endorsement 1 – not all vacancies are with endorsement	5 – before set deadline 3 – on set deadline 1 – after set deadline
Issue COPR	100% of registered programs are issued COPR within Process Cycle Time upon receipt with zero error	5 - 0 spoilage rate 3 - 1%-5% spoilage rate 1 - 6% and above spoilage rate	N/A	5 - met the Process Cycle Time 1 - beyond the Process Cycle Time

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Review Program Registration	100% of application for program registration are reviewed within Process Cycle Time with zero return rate of applications of endorsed to the RO	5 - 0% return rate 3 - 1-10% return rate 1- 1% below return rate	N/A	5 - met the Process Cycle Time 1 - beyond the Process Cycle Time
TESDA Training Institutions				
Enrolment / Registration				
Evaluate Required Enrolment Documents	100% of Enrolment documents accepted are complete and correct upon receipt	5 – no error 1 – with error or wrong data entry	5 – 100% of submitted requirements are evaluated 3 – 90 to 99% 1 – 89% and below	5 – within the day upon enrolment 3 – after one day 1 – more than one day
Interview Applicants	Applicants interviewed within scheduled time per applicant	5 – no complaints 1 – with complaints	5 – 100% of applicants interviewed 3 – 90 to 99% 1 – 89% and below	5 – as scheduled 1 – beyond schedule
Facilitate Registration Process • Assessment of required fees	100% of Registration Form filled out correctly upon enrolment	5 – no error 1 – with error or wrong data entry	5 – 100% of registration form filled out correctly 3 – 90 to 99% 1 – 89% and below	N/A

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Scholarship				
Facilitate filling out of Scholarship Vouchers & Affidavit of Undertaking (AOU)	Facilitated the filling-up of Scholarship Vouchers and AOU	5 –no error 1 – with error or wrong data entry	5 – 100% of vouchers and AOU filled out 3 – 90 to 99% 1 – 89% and below	5 – before start of training 3 – on start of training 1 – after start of training
Monitor Attendance	100% attendance is properly monitored daily during the training	5 – no error 1 – with error	5 – 100% of Attendance monitored 1 – 99% and below	5 – daily 1 – not daily
Prepare / Submit Billing Documents	100% of Billing Documents complete and correctly prepared within prescribed period	5 –no error 1 – with error	5 – 100% 1 – 99% and below	5 – within prescribed period 3 – one week after prescribed period 1 – two weeks after prescribed period
Trainings				
Prepare Training Calendar	Training Calendar prepared based on OPCR	5 – no revision 4 – one revision 3 – two revisions 2 – three revisions 1 – four revisions	N/A	5 – within set deadline 1 – beyond set deadline
Administer Pre-assessment instrument • Self Assessment Checklist, RPL to Incoming Trainees/Pre-Test • YP4SC	Administered pre-assessment to all trainees prior attendance to training	N/A	5 – 100% 1 – 99% and below	5– before prescribed period 3 – within prescribed period[12] 1 – after prescribed period

[12] Per OPCR/MFO 2

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Evaluate Performance of Trainees per Competency/Qualification	100% of Trainees evaluated in their performance per competency at the end of unit of competency	5 – very satisfactory rating 3 – satisfactory 1 – unsatisfactory	5 – 100% of trainees evaluated 4 – 91% to 99% 3 – 90% and below	5 – as scheduled 1 – after set schedule
Update and Maintain Training-related documents				
• Training Matrix	• 100% of Training matrix updated everyday during the training period	5 – updated, accurate and complete 3 – accurate and incomplete / inaccurate and complete 1 – inaccurate and incomplete	5 – 100% 1 – 99% and below	5 – as scheduled 1 – after set schedule
• Record Book	• 100% of Record Book maintained every after activity			
• Exit Form	• 100% of exit form accomplished and submitted			
• Trainers Record Sheet	• 100% of Trainers Record sheet maintained			
• Session Plan	• Updated Session Plan			
• Contextual Learning Matrix (CLM)	• Updated CLM developed			
• Monitoring Chart / Progress Chart / Achievement Chart / Training Activity Matrix	• 100% monitoring Charts updated every end of the learning outcome/activity and unit of competency			
• CBLM	• Updated CBLM provided to trainees			

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Conduct institutional assessment (post test / program evaluation) and analyze result	100% of institutional assessment conducted and analyzed at the end of every Training Period	5 – outstanding 4 – very satisfactory 3 – satisfactory 2 – unsatisfactory 1 – poor	5 – 100% provided post test 3 – 50% provided post test 1 – less than 50% provided post test	5 – as scheduled 1 – after set schedule
Conduct Training based on Training Calendar (Regular, Community-based, Enterprise-based, e-TESDA, GAD, PWD, SC,)	100% of enrolled trainees trained within prescribed period	5 – no dropout 3 – 10% dropout 1 – above 10% dropout	5 – 100% completion rate 3 – 90% graduated 1 – less than 90% graduated	5 – as scheduled 1 – behind schedule
Print Certificate of Training	100% Training Certificates are correctly printed within one month after assessment	5 –no error 1 – with error	5 – 100% of Training Certificates printed 3 – 90% to 99% 1 – 89% and below	5 – within one week after assessment 1 – after one week
Issue Certificates	100% Training Certificates properly issued within one day upon request	5 –no error 1 – with error	5 – 100% of Training Certificates released 3 – 90% to 99% 1 –89% and below	5 – within the day upon request 3 – after one day 1 – more than one day

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
Competency Assessment and Certification				
Facilitate conduct of mandatory assessment	All graduates are scheduled for mandatory assessment	5 – 85% and above certification rate of graduates 3 – 84% 1 – below 84%	5 – 100% assessed 3 – 90 to 99% assessed 1 – 89% and below	5 – within the training duration 1 – beyond the training duration
Accredited as Assessment Center				
Administer Self-Assessment Guide (SAG)	Satisfactorily administered SAG to all trainees prior attendance to training	5 – Excellent feedback 4 – Very satisfactory feedback 3 – Satisfactory feedback 2 – Unsatisfactory feedback 1 – Poor feedback	5 – 96% to 100% of trainees undertook SAG 4 – 91% to 95% 3 – 90% and below	5 – before graduation 3 – on start of training 1 – after start of training
Process application for competency assessment	Application for competency assessment processes based on procedures manual	5 – no error 1 – with error	5 - 100% applications processed 3 - 90% to 99 % 1 - 89% and below	5 - before schedule 3 - as scheduled 1 -after set schedule
Facilitate conduct of competency assessment • Provision of Assessor • Test Packages • TESDA Representative	Competency assessment facilitated based on procedures manual	5 – no complaints 3 – one to five complaints 1 – more than five complaints	5 – more than target 3 – target met 1 – target not met	5 - before schedule 3 - as scheduled 1 -after set schedule
Conduct Competency Assessment	Competency Assessment conducted based on procedures manual			

TESDA PERFORMANCE STANDARDS

Unique Functions

Deliverables	Measures in terms of Efficiency, Quality and Timeliness	Quality	Efficiency (Quantity)	Timeliness
On The Job Training (OJT)/ Dual Training System (DTS)				
Establish Partnership with Industries	MOA/MOU forged with industry partners	N/A	5 – 3 or more MOAs forged 3 – 2 MOAs forged 1 – 1 MOA forged	5 - before schedule 3 - as scheduled 1 -after set schedule
UTPRAS Program Registration				
• Orient applicant on the requirements for program registration	Applicants oriented on the requirements for program registration within required PCT	5 – no complaints 1 – with complaints	N/A	5 – within PCT 1 – beyond PCT
• Review/evaluate program registration application • Issuance of COPR/Denial	Required documents evaluatedas to completeness and accuracy based on PCT	5 – accurate and complete 3 – accurate and incomplete / inaccurate and complete 1 – inaccurate and incomplete	5 – target met 1 – target not met	
Support Services				
Conduct career guidance services consistent with the Career Guidance Advocacy Program (CGAP)	100% targeted clients served with satisfaction as scheduled	5 – outstanding 4 – very satisfactory 3 – satisfactory 2 – unsatisfactory 1 – poor	5 – 130% and above target clients 4 – 115% - 129% 3 – 100% - 114% 2 – 51% - 99% 1 – 50% and below	5 – on schedule 1 – behind schedule
Provide library service	100% clients served with satisfaction within the year			