



PHILIPPINE TRADE TRAINING CENTER

CITIZEN'S CHARTER

2026

I. Mandate

Under Executive Order No. 133 signed by President Corazon C. Aquino on February 27, 1987, PTTC's mandate is stated under Section 13, subheading (g), page 12 of the Order, as follows:

- To develop training modules on export and import techniques and procedures.
- To raise the level of awareness of Philippine businessmen on export opportunities and the availability of alternative sources of import products or diversified markets for export.
- To offer specialized courses for specific industry groups directed at overcoming barriers to overseas market penetration.
- To conduct training programs in international trade practices, inspection techniques and exhibition mounting.

II. Vision

We are the Philippines' leading institution providing highly specialized training programs on trade-related matters to effectively enable competitive enterprises to succeed locally and internationally.

III. Mission

We are the partners of growth-oriented Micro, Small and Medium Enterprises (MSMEs) providing support in their development goals through training, skills building, systems enhancements and technology adaptation, enabling them to progress as productive, competitive, resilient and sustainable enterprises.

IV. Service Pledge

We commit to:

- Provide relevant and valuable training services and adequate facilities in support of MSMEs and export development and promotion;
- Continually improve our value to customers through enhancing our people's competence and QMS effectiveness compliant to statutory and regulatory requirements and ISO 9001:2015 standards;
- Perform through the values of professionalism, integrity, credibility, dedication to duty, and unity.

LIST OF SERVICES

Central/Head Office

External Services

Cashiering Services	7
Training Services – Public (PTTC, F2F)	14
Training Services – Public (Online/Hybrid)	17
Training Services – Company Exclusive (In-house, F2F)	20
Training Services – Company Exclusive (Online/Hybrid)	24
Rental of Facilities (External/Government)	28

Internal Services

Messengerial Services (Delivery)	4
Messengerial Services (Pick-Up)	5
Printing Services	6
Cashiering Services	7
Property and Supply Services	8
Human Resource Services	9
Internal use of Facilities	32

ADMINISTRATIVE, FINANCIAL AND MANAGEMENT DIVISION (AFMD)

Records & Printing Section

1. MESSENGERIAL SERVICES (Delivery)

The AFMD - Records & Printing Section is tasked to provide suitable system and procedures such as adequate messengerial services.

Office or Division:	Administrative, Financial and Management Division (AFMD) – Records & Printing Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All PTTC Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s to be delivered		Various offices / employees (Originating from end-user)		
Acknowledgement Form		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents to be delivered.	1.1 Receives and sorts all incoming documents	None	1-2 minutes	<i>Records Officer</i>
	1.2 Records all outgoing mails/official documents		2-3 minutes	<i>Records Officer</i>
2. Fills up Acknowledgement form	1.1. Checks all outgoing documents if with a fully filled-up Acknowledgement form.	None	3-5 minutes	<i>Records Officer / Messenger</i>
	1.2. Delivers the document to respective offices / destination.	None	1-4 hours	<i>Messenger</i>
	TOTAL	None	4 hours & 10 minutes	

2. MESSENGERIAL SERVICES (Pick-up)

AFMD - Records & Printing Section is tasked to provide suitable system and procedures such as adequate messengerial services.

Office or Division:	Administrative, Financial and Management Division (AFMD) – Records & Printing Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PTTC Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Pick-up form		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for pick-up form	1.1 Receives a fully accomplished Request for pick-up form.	None	1-2 minutes	<i>Records Officer / Messenger</i>
	1.2 Picks-up documents		1-4 hours	<i>Messenger</i>
	1.3 Records/logs all incoming mails/official documents		2-3 minutes	<i>Records Officer / Messenger</i>
	1.4 Forwards picked-up or incoming documents to respective division		5-10 minutes	<i>Records Officer / Messenger</i>
2. Receives picked-up document	2.1 Files copy of picked-up documents (if needed)	None	1-2 minutes	<i>Records Officer / Messenger</i>
	TOTAL	None	4 hours & 17 minutes	

3. PRINTING SERVICES

AFMD - Records & Printing Section handles the reproduction of training materials and other documents to ensure that materials are available on time and as per specifications.

Office or Division:	Administrative, Financial and Management Division (AFMD) – Records & Printing Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PTTC Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Creative Services Request Form		Business Management Training Services Division (BMTSD)		
Original materials for reproduction		Concerned PTTC Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Creative Services Request Form and Original materials for reproduction	1.1 Receives a fully accomplished Creative Services Request Form and original materials for reproduction.	None	1-3 minutes	<i>Auxiliary Machine Operator (AMO)</i>
	1.2 Records the requirement		1-2 minutes	AMO
	1.3 Prints and/or binds seminar materials (thru hotmelt, staple wires, combol/3-ring binding)		1-2 days	AMO
	1.4 Forwards reproduced materials to end-user together with the original materials		1-3 minutes	AMO
2. Receives reproduced materials		None	1-2 minutes	AMO
	TOTAL	None	2 days and 10 mins	

ADMINISTRATIVE, FINANCIAL AND MANAGEMENT

DIVISION (AFMD)

Accounting – Cashier Section

CASHIERING SERVICES

AFMD – Accounting Cashier Section handles the receipt of seminar and rental fees to ensure complete collection and settlement of all accounts

Office or Division:	Administrative, Financial and Management Division (AFMD) – Accounting - Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	MSMEs, Academe, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Registration Form		BMTSD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits registration form and pays corresponding fees (seminar/rental)	1.1 Receives registration form and payment in cash, cashier's, manager's or company check	Depends on the nature of payment (regular seminar / in-house / rental of facility)	1-3 minutes	Cashier II
	1.2 Print and issues official receipt (OR)	None	1-2 minutes	Cashier II
	TOTAL		5 minutes	

ADMINISTRATIVE, FINANCIAL AND MANAGEMENT DIVISION (AFMD)

Property and Supply Section

PROPERTY AND SUPPLY SERVICES

AFMD – Property and Supply Section acts on requisition based on PTTC's Annual Procurement Plan.

Office or Division:	Administrative, Financial and Management Division (AFMD) – Property and Supply Section			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Concerned units PTTC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (PR)		Office Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved PR	1.1 Receives, checks & records approved PR	None	1-3 minutes	Supply Officer (SO)
	1.2 Prepares BAC resolution as to the mode of procurement and certificate of funds availability		5-10 minutes	SO
	1.3 Makes the necessary purchases guided by RA9184		Public bidding – 120 days Alternative mode of procurement – 18 days	SO
	1.4 Receives, inspects, and accepts delivered goods		24 hours	
2. Accepts purchased goods.	2.1 Turnover purchased goods to concerned unit.	None	2-3 minutes	
	TOTAL	None	121 days and 16 mins	

Office or Division:	Administrative, Financial and Management Division (AFMD) – Human Resource Unit	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Internal and external applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
• Letter of Intent • Resume / Curriculum Vitae • CSC Personal Data Sheet (PDS) • Work Experience Sheet (WES) • Transcript of Records • Diploma • Photocopy of Certificate/s of Training • Certificate/s of Employment • CSC Eligibility or PRC License • BIR Forms 1902 and 2305 • PHIC ID Card/No. or MDR • Pag-Ibig Fund ID Card/No. or MDF • GSIS ID Card/No. • Statement of Assets, Liabilities, & Networth (SALN) as of the date of appointment • NBI Clearance • Drug test result • Medical Certificate • Latest Performance Rating with at least Very Satisfactory Rating • Certificate of Last Salary Received • Certification of Available Leave Credits • Service Record • Office Clearance	• Applicant • Applicant • Applicant • Applicant • Applicant / School • Applicant / School • Applicant • Applicant / Previous Agency/Employer • Applicant / Civil Service Commission / Professional Regulations Commission • Applicant / Bureau of Internal Revenue • Applicant • Applicant • Applicant • Applicant • National Bureau of Investigation • Drug Testing Center/s • Licensed Government or Private Physician • Applicant / Previous Agency • Applicant / Previous Agency • Applicant / Previous Agency • Applicant / Previous Agency • Applicant / Previous Agency	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Views job vacancies and checks qualifications	1.1 Publishes vacant positions through CSC portal, PTTC website and official platforms	None	Based on publication schedule	HR Unit
	1.2 Indicates qualification standards, competency requirements and deadline			HR Unit
2. Submits application and required documents	2.1 Receives applications through email or designated platform	None	Within application period	HR Unit
	2.2 Screens applications based on CSC Qualification Standards		1 to 3 working days after deadline	HR Unit
	2.3 Endorses qualified applicants to hiring division for shortlisting		2 to 5 working days	HR Unit and Hiring Division
3. Waits for notification if shortlisted	3.1 Notifies shortlisted applicants of schedule of assessments	None	1 to 2 working days	HR Unit
4. Undergoes assessment process	4.1 Administers pre-employment examination	None	1 working day (as scheduled)	HR Unit
	4.2 Conducts initial interview		1 working day (as scheduled)	HR Unit
	4.3 Facilitates			HR Unit

	technical interview with hiring division 4.4 Administers technical exam 4.5 Facilitates initial interview with Head of Agency (as required) 4.6 Endorses for psychological assessment with the accredited testing center 4.7 Conducts background check/investigation through accomplishment of BI forms 4.8 Facilitates panel interview		1 working day (as scheduled) 1 working day (as scheduled) 1 working day (as scheduled) 1 working day (as scheduled – depends on the testing center) 3 to 5 working days 1 working day (as scheduled)	Hiring Division HR Unit HR Unit Head of Agency HR Unit Testing Center HR Unit Applicants' References HR Unit Panel Members
5. Waits for results of evaluation	5.1 Consolidates, prepares and computes overall assessment results 5.2 Schedules and conducts HRMP SB deliberation 5.3 Prepares minutes of the meeting and routes for signature 5.4 Schedules and facilitates final interview with Head of Agency 5.5 Final selection and approval of candidate	None	2 to 3 working days 1 to 2 working days 2 to 3 working days 1 working day (as scheduled) 1 working day	HR Unit HR Unit HRMP SB HR Unit HRMP SB HR Unit Head of Agency Head of Agency
6. Receives application result	6.1 Sends notice of selection to successful applicant 6.2 Sends regret notification to other applicants	None	1 working day 1 working day	HR Unit HR Unit

7. Submits pre-employment requirements	7.1 Receives and verifies submitted documents	None	1 working day	HR Unit
8. Waits for onboarding schedule	8.1 Processes appointment papers and schedules oath-taking	None	1 working day	HR Unit
9. Attends onboarding and assumes duty	9.1 Facilitates oath-taking and orientation	None	1 working day	HR Unit Head of Agency
	9.2 Endorses employee to assigned division		1 working day	HR Unit Hiring Division
	TOTAL	None	63 working days	

BUSINESS MANAGEMENT TRAINING SERVICES DIVISION (BMTSD)

1. TRAINING SERVICES – PUBLIC (FACE-TO-FACE)

Office or Division:	Business Management Training Services Division (BMTSD)			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government, Government to Citizens			
Who may avail:	Potential and existing entrepreneurs, personnel of enterprise development organizations, and other business support organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of user account at Training Management Portal (TMP) / Google form		https://pttc.gov.ph/training-calendar/		
Enrollment on the specific training program through Training Management Portal (TMP) / Google form		https://pttc.gov.ph/training-calendar/		
Official Receipt of Training Fee		Cashier		
Accomplished Client Satisfaction Feedback Form		TMP / Google Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For first time user/s, register a user account at the Training Management Portal (TMP) or register through Google Form	1.1. Automated processes are done at the TMP/Google Form – registration and client satisfaction feedback form	N/A	Real time	N/A LDS
2. Upon verification of the account (sent via your registered email address), enroll in the specific training / LDS to send email confirmation.				
3. Pay the training fee thru the following channel and upload proof of payment at TMP: a. Landbank Biz Portal https://www.lbp-eservices.com/egps/portal/index.jsp Merchant Name: Philippine Trade Training Center b. Online Bank transfer c. Over-the-counter Bank Deposit PTTC's bank account:	3.1. Verifies payment. 3.2. Sends the Official Receipt to the participant.	Please see fees schedule below.	For payments made before the training, 3 working days before the training.	Cashier
			For payments made during the training, 3 working days after the training. Within 3	

Bank: Landbank of the Philippines, EDSA Ext. - Roxas Blvd. Branch Account Name: <u>Philippine Trade Training Center</u> OR <u>PTTC-Trust Fund</u> Account Number: 3512-1000-65 PTTC TIN: 000-488-295			working days after the training	LDS
4. Upon arrival at PTTC, signs log sheet at the lobby area	4.1. Generates and provides updated list of participants to the Lobby Guard to facilitate entry to building premises. 4.2. Leads the participant to register information required.	N/A	1 working day before the training. 1 minute	LDS Guard
5. Signs the Attendance Sheet Notes: a. The participant should sign the attendance sheet every day, as applicable. b. If the participant will pay the training fee on site, on the day of the training, proceed to cashier.	5.1 Advises the participant to proceed to the Training Room. 5.2 Issues training materials (program, handouts, ID, meal stub) to the participants.	N/A	1 minute	LDS
6. Attends the training and observes the required safety protocols being implemented by PTTC, as well as accomplishes and submits requirements set for the training.	6.1. Administers the conduct of the training based on given protocols. 6.2. Reminds the participants to fill-out the Client Satisfaction Feedback Survey Form (CSF) on the	N/A	Depends on the duration of the training	LDS

	TMP / Google form			
7. Accomplishes the Client Satisfaction Feedback Form (CSF). Note: Requirements for the issuance of certificate: - Completes at least 80% of the training hours. - Submitted the outputs and all other training requirements. - Payment for the training fee was already validated	7.1. Initiates issuance of certificate of participation or e-certificate as applicable to the participants who met the training requirements, thru the TMP/Google form. 7.2. Approves the issuance of e-certificate of participation to participants thru the TMP / Email by LDS		Within 1 working day upon completion of requirements. Within 1 working day	LDS Section Head
	TOTAL			
	Pre-training		3 days and 2 minutes	
	During training		Depends on the duration of the training	
	Post-training		2 days	

2. TRAINING SERVICES – PUBLIC (VIRTUAL/HYBRID)

Office or Division:	Business Management Training Services Division (BMTSD)			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government, Government to Citizens			
Who may avail:	Potential and Existing Entrepreneurs, Personnel of enterprise development organizations and other business support organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of user account at Training Management Portal (TMP) / Google Form		https://pttc.gov.ph/training-calendar/		
Enrollment on the specific training program through TMP / Google Form		https://pttc.gov.ph/training-calendar/		
Official Receipt of Payment of Training Fee		Cashier		
Accomplished Client Satisfaction Feedback Form		Training Management Portal / Google Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For first time user/s, register a user account at the Training Management Portal (TMP) / Google Form.	1.1. Automated processes are done at the TMP/ Google Form – from registration to client satisfaction feedback form.	N/A	Real time	N/A
2. Upon verification of the account (sent via your registered email address), enroll in the specific training / LDS to send email confirmation.				LDS
3. Pay the training fee thru the following channel and upload proof of payment at TMP: a. Landbank Biz Portal https://www.lbp-eservices.com/egps/portal/index.jsp Merchant Name: Philippine Trade Training Center b. Online Bank transfer c. Over-the-counter Bank Deposit PTTC's bank account: Bank: Landbank of the Philippines, EDSA Ext. - Roxas Blvd. Branch	3.1. Verifies payment	Please see schedule below	For payments made before the training, 3 working days before the training.	Cashier
	3.2. Sends the Official Receipt to the participant.		For payments made during the training, 3 working days after the training. Within 3 (three) working days after the training)	LDS

Account Name: <u>Philippine Trade Training Center</u> OR <u>PTTC-Trust Fund</u> Account Number: 3512-1000-65 PTTC TIN: 000-488-295				
4. Using the link provided at TMP/Google Form, attends the online training and participates in the activities	4.1. Conducts the online, with presentation of the training program and announcement of the house rules and regulations. 4.2. Monitors the attendance of the participant in the session and activities. 4.3. Reminds participants to fill out Client Satisfaction Feedback Survey Form.	N/A	Depending on the duration of training	LDS
5. Accomplishes the Client Satisfaction Feedback Survey Form. Note: Requirements for the issuance of certificate: a. Completes at least 80% of the training hours. b. Submitted the outputs and all other training requirements. c. Payment for the training fee was already validated	5.1. Initiates issuance of certificate of participation to the participants who submitted the requirements, thru the TMP / Google Form. 5.2. Approves the issuance of e-copy of certificate of participation to participants thru the TMP/Google Form. 5.3. Sends the e- copy of training materials to the client.	N/A	Within 1 working day upon completion of requirements. Within 1 working day Within 3 working days after the conduct of training	LDS Section Head LDS
	TOTAL			
	Pre-training		3 days	

	During training		Depends on the duration of the training	
	Post-training		3 days	

3. TRAINING SERVICES – COMPANY EXCLUSIVE (FACE-TO-FACE))

Office or Division:	Business Management Training Services Division (BMTSD)			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government, Government to Citizens			
Who may avail:	Potential and Existing Entrepreneurs, Personnel of enterprise development organizations and other business support organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Letter		BMTSD		
Conforme Letter or Memorandum of Agreement between PTTC and Client		BMTSD		
Registration of user account at Training Management Portal (TMP) / Google Form		https://pttc.gov.ph/training-calendar/		
Enrollment on the specific training program through TMP / Google Form		https://pttc.gov.ph/training-calendar/		
Official Receipt of Training fee		Cashier		
Client Satisfaction Feedback Form		BMTSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Letter Request through email requesting for the conduct of training. Letter should be addressed to PTTC Executive Director.	1.1. Acknowledges receipt of the client's email and/or letter request.	N/A	Within 1-2 working days upon receipt of request	Learning Delivery Specialist (LDS)
	1.2. Prepares Proposal		Within 3 working days upon receipt of request	
	1.3. Sends the approved proposal to Client		Within 1 day upon receipt of approved proposal	
2. Reviews the Proposal and provide feedback.	2.1. Sets the dates for the conduct of the training in coordination with the client.	N/A	1-3 working days	LDS
	2.2. Prepares Conforme/ Memorandum of Agreement		Within 3 working days after agreement with client was made.	
	2.3. Sends signed Conforme/ MOA		Within 1 day upon receipt of approved conforme/MOA	

3. Reviews the Conforme Letter/MOA, signs and sends to PTTC Provides the necessary arrangements indicated in the conforme letter/MOA Note: Advises the LDS for clarifications or changes, if any.	3.1. Upon receipt of the signed Conforme/MOA, prepares all required arrangements such as the venue, resource persons, and other things provided in the conforme letter/MOA.	N/A	1-3 working days	LDS
4. Pays the training fee thru the following channel: a. Landbank Biz Portal https://www.lbp-eservices.com/egps/portal/index.jsp Merchant Name: Philippine Trade Training Center b. Online Bank transfer c. Over-the-counter Bank Deposit PTTC's bank account: Landbank of the Philippines, EDSA Ext. - Roxas Blvd. Branch Account Name: <u>Philippine Trade Training Center</u> or <u>PTTC-Trust Fund</u> Account Number: 3512-1000-65 PTTC TIN: 000-488-295	4.1. Acknowledges the receipt of proof of payment and issues Official Receipt. 4.2. Sends the official receipt to client.	Please see schedule of fees below	Within 1-5 minutes upon receipt of the proof of payment Within 1 day upon receipt of the proof of payment	Cashier LDS
5. Participants to enroll on the training thru the TMP / Google Form. Note: Participants need to register a user account first before enrolling on a specific training.	5.1. Sends the TMP / Google Form link to the to the client.	N/A	Within 1 working day	LDS

6. Coordinates the attendance of the participants to the training; participants to attend the training and observe rules and regulations to be announced by the LDS, including health and safety protocols	6.1. Conducts the training. 6.2. Monitors the attendance of the participant in the training. 6.3. Reminds the participants to accomplish the Client Satisfaction Feedback (CSF) Survey at the TMP / Google Form.		Depending on training duration	LDS
7. Accomplishes the Client Satisfaction Feedback Survey Form. Note: Requirements for the issuance of certificate: a. Completes at least 80% of the training hours. b. Submitted the outputs and all other training requirements. c. Payment for the training fee was already validated	7.1. Initiates issuance of certificate of participation to the participants who completed the training requirements, thru the TMP/Google Form/ Certificate Printed copies. 7.2. Approves the issuance of certificate of participation to participants thru the TMP/Google For/ Certificate Printed copies.		Within 1 working day upon completion of requirements. Within 1 working day	LDS Section Head
	TOTAL			
	Pre-training (from receipt of client queries to the discussion, finalization of the proposal and signing of the agreement)		16 working days, 5 minutes	
	During training		Depends on the duration of the training	
	Post-training		Within 2 working days after the conduct of the training	

4. TRAINING SERVICES – COMPANY EXCLUSIVE (ONLINE/HYBRID)

MSMEs and other organizations may request for conduct of PTTC training programs exclusive for their employees or beneficiaries.

Office or Division:	Business Management Training Services Division (BMTSD)			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government, Government to Citizen			
Who may avail:	Potential and Existing Entrepreneurs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proposal Letter			BMTSD	
Conforme Letter or Memorandum of Agreement between PTTC and Client			BMTSD	
Official Receipt of Payment			Cashier	
Registration of user account at Training Management Portal (TMP) / Google Form.			https://pttc.gov.ph/training-calendar/	
Enrollment on the specific training program through TMP / Google Form.			https://pttc.gov.ph/training-calendar/	
Online Platform Link			BMTSD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Letter Request through email requesting for the conduct of training. Letter should be addressed to PTTC Executive Director.	1.1. Acknowledges receipt of the client's email and/or letter request.	N/A	Within 1-2 working days upon receipt of request	Learning Delivery Specialist (LDS)
	1.2. Prepares Proposal		Within 3 working days upon receipt of request	
	1.3. Sends the approved proposal to Client		Within 1 day upon receipt of approved proposal	
2. Reviews the Proposal and provide feedback.	2.1. Sets the dates for the conduct of the training in coordination with the client.	N/A	1-3 working days	LDS
	2.2. Prepares Conforme/ Memorandum of Agreement		Within 3 working days after agreement with client was made.	

	2.3. Sends signed Conforme/ MOA		Within 1 day upon receipt of approved conforme/MOA	
3. Reviews the Conforme Letter/MOA, signs and sends to PTTC Provides the necessary arrangements indicated in the conforme letter/MOA Note: Advises the LDS for clarifications or changes, if any.	3.1. Upon receipt of the signed Conforme/MOA, prepares all required arrangements such as the venue, resource persons, and other things provided in the conforme letter/MOA.	N/A	1-3 working days	LDS
4. Pays the training fee on or before the schedule of the webinar through the following channel: a. Landbank Biz Portal https://www.lbp-eservices.com/egps/portal/index.jsp Merchant Name: Philippine Trade Training Center b. Online Bank transfer c. Over-the-counter Bank Deposit PTTC's bank account: Bank: Landbank of the Philippines, EDSA Ext. - Roxas Blvd. Branch Account Name: <u>Philippine Trade Training Center O R PTTC-Trust Fund</u> Account Number: 3512-1000-65 PTTC TIN: 000-488-295	4.1. Acknowledges the receipt of proof of payment 4.2. Sends the Official Receipt to the client	Please see schedule of fees below	Within 1-5 minutes upon receipt of the proof of payment Within 1 day upon receipt of the proof of payment	Cashier
5. Participants to enroll on the training thru the TMP/Google Form. Note: Participants need to create a user account first before enrolling on a specific training.	5.1. Sends the TMP/Google Form link to the client, including the link of the online platform that will be used for the training.	N/A	Within 1 working day	LDS

6. Informs and reminds participants to access the link and join the online training.	6.1. Conducts the online training, with presentation of the training program and announcement of the usual house rules and regulations. 6.2. Monitors the attendance of the participant in the training. . 6.3. Reminds participants to accomplish Client Satisfaction Feedback (CSF) Survey link	N/A	Depending on online training duration	LDS
7. Accomplishes the Client Satisfaction Feedback Survey Form. Note: Requirements for the issuance of certificate: a. Completes at least 80% of the training hours. b. Submitted the outputs and all other training requirements.	7.1. Initiates issuance of certificate of participation to the participants who the training requirements, thru the TMP/Google Form. 7.2. Approves the issuance of certificate of participation to participants thru the TMP/Google Form. 7.3. Sends the e- copy of the training materials and other references to the client.	N/A	Within 1 working day upon completion of requirements. Within 1 working day Within 1 working day	LDS Section Head LDS
	TOTAL			
	Pre-training (from receipt of client queries to the discussion, finalization of the proposal and signing of the agreement)		16 working days, and 5 minutes	
	During training		Depends on the duration of the online training.	

	Post-training		Within 3 working days after the conduct of the online training.	
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**Schedule of Fees for Public and Company Exclusive
for Face-to-Face & Virtual Modality**

Schedule of Fees (in PHP) – effective January 1, 2026, based on PTTC Memo dated January 2, 2026.

ON	PUBLIC TRAINING		COMPANY EXCLUSIVE	
	Face to Face	Virtual	Face to Face	Virtual
1 Day	3,000.00	1,700.00	40,000.00	22,000.00
2 Days	4,500.00	3,000.00	61,000.00	41,000.00
3 Days	7,000.00	4,200.00	82,000.00	50,000.00
NOTES	1. Minimum of 15 confirmed pax to implement the training for 1 day.		1. Maximum of 30pax per training per run.	
	2. Minimum of 20 confirmed pax to implement the training for 3 days		2. Additional payment of P250.00 per additional pax.	

FACILITIES OPERATIONS AND MANAGEMENT DIVISION (FORMED)

1. Rental of Facilities (External)

PTTC has facilities - function halls and seminar rooms, operated in support to its mandate of educating MSMEs for global competence. Subject to its availability, these venues can also be rented out by **business and other government entities**.

Office or Division:	Facilities Operations and Management Division (FORMED)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ G2G – Government to Government			
Who may avail:	Business Entities, government, Academe, Industry & Professional Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Business Entity: SEC registration or DTI Business name registration, plus IDs. For government: ID of Approving Authority in Contract For all - Signed reservation form		SEC or DTI PTTC – Facilities Operations and Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit reservation form and government requirements <u>Thru e-mail</u> (in compliance to Anti-Covid safety protocols) * Otherwise, client should follow safety protocols (use of face masks, hand washing, foot bath, and temperature check)	1.1 Receives the required documents and check for completeness 1.2 Prepares/Reviews lease agreement / conforme letter with estimate of charges 1.3 Signs/reviews the documents	None	1-3 minutes 30 minutes to 1 hour 30 minutes to 1 day (subject to availability of signatories)	<i>FORMED Staff</i> <i>FORMED Trade-Industry Dev. Specialist/Sr. Trade-Industry Dev. Specialist</i> <i>FORMED Division Chief or Asst. Div. Chief Deputy Executive Director Executive Director</i>

	1.4 Emails scanned & signed documents to client		3 to 5 minutes	(depends on amount assigned to signing authority) <i>FORMED Staff</i>
2. Signs lease agreement or conforme and sends thru email	2.1 Issues order of payment for accountant's signature	None	3 to 5 minutes	<i>Accountant</i>
3. Pays rental fee In form of Cash, Company's Check or ADA Otherwise, follow Same procedure * in Item 1	3.1 Issues the Official Receipt		3 to 5 minutes	<i>Cashier</i>
4. Uses venue Same as * in Item 1	4.1 Provides requirements of clients during ingress/event proper/egress 4.2 Issues Client Satisfaction Form Survey to evaluate agency's service performance	None	30 minutes to 3 hours 3 to 5 minutes	<i>FORMED Trade-Industry Dev. Specialist/Sr. Trade-Industry Dev. Specialist</i>
	TOTAL		24 hrs & 28 minutes	

TARIFF RATES OF PTTC FACILITIES

Effective on April 2023

SEMINAR ROOMS	FLOOR AREA (sq. m)	RENTAL /DAY (1 day = 10 hours)		CAPACITY			SPECIAL FEATURES
		With aircon	Without aircon	Exhibition (3x3m booth)	Banquet	Theater	
*Lobby	280	25,424.00	12,712.00	20	150	288	13 wall convenience outlets + centralized airconditioning system + provision for hanging of banners + indoor LED wall

SEMINAR ROOMS	FLOOR AREA (sq. m)	RENTAL /DAY (1 day = 10 hours)		CAPACITY		SPECIAL FEATURES
		With aircon	Without aircon	Classroom	Theater	
Disruptor	63.36	5,488.00	2,744.00	24	60	built-in motorized screen; built-in multimedia projector; movable floor to ceiling partition so room can be combined with Room B
Accelerator	63.36	5,488.00	2,744.00	24	60	movable floor to ceiling partition so room can be combined with Room A; built-in multimedia projector
Synergist	151.28	17,584.00	8,792.00	48	130	built-in multimedia projector and motorized screen
Kickstarter	132.98	15,456.00	7,728.00	48	N/A	built-in multimedia projector and motorized screen: Bleacher seats with tables
Trailblazer	53.68	4,658.00	2,329.00	30	50	with built-in multimedia projector
Technopreneur	115.28	13,440.00	6,720.00	48	100	with built-in multimedia projector; 86 inches interactive LED TV

Studio 1300	94	8,178.00	4,089.00			Platform
Studio 1300 (control room)	63	5,481.00	2,740.50			Dressing room

AMENITIES FOR FUNCTION HALLS	AMENITIES FOR SEMINAR ROOMS
• Standby generator for general lighting and out • Janitorial and security services • General overhead lighting • Centralized air conditioning system • Basic sound system • Lectern, indoor Philippine flag on stand • Free parking space (first-come, first-served)	• Janitorial and security services • General overhead lighting • Standby generator for general lighting and outlets • Audio system with microphone
• Minimum charges for the use of venue - 1/2 day or 5 hours during weekdays/ 1 day or 10 hours during weekends • Only the PTTC's exclusive food concessionaire is allowed to cater the food requirements of all events/seminars • Full payment before ingress * Function hall reservation is subject for assessment and approval of PTTC - GMEA	

FACILITIES AND OPERATIONS MANAGEMENT DIVISION
Philippine Trade Training Center

Mobile No.: (+63) 961-4065460 E-mail: facilities@pttc.gov.ph

Website: <http://www.pttc.gov.ph>

2. INTERNAL USE OF FACILITIES

PTTC facilities (function halls and seminar rooms) are used by **internal staff** for trainings and events.

Office or Division:	Facilities Operations and Management Division (FORMED)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (PTTC units)			
Who may avail:	All PTTC Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email to reserve seminar room/facilities		PTTC outlook mail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to reserve preferred rooms/facilities for seminar or event	1.1 Checks availability of venue and confirms reservation or suggests other rooms/dates to avoid conflict in schedule.	None	1-3 minutes	<i>FORMED Trade-Industry Development Analyst</i>
2. Uses venue	2.1 Provides requirements of PTTC staff (room arrangements & equipment)	None	15 to 30 minutes for seminar rooms 5 hours for big events	<i>PTTC Engineering Staff</i>
	TOTAL		5 hours & 33 minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer Client Satisfaction Survey as provided (for training services) and will be collected by LDS every after the duration of the training. For inquiries and follow-ups, clients may contact mobile number: (+63) 919-8890187 / (+63) 916-2667716 or send an e-mail to learn@pttc.gov.ph.
How feedback is processed	The Planning and Programming Division will collate the Client Satisfaction Survey and will be processed using data evaluation tools. The results will be made available to different stakeholders. For inquiries and follow-ups, clients may contact mobile number: (+63) 919-8890187 / (+63) 916-2667716 or send an e-mail to learn@pttc.gov.ph.
How to file a complaint	Complaints can be sent through learn@pttc.gov.ph indicating the following information: -Name of person being complained -Incident -Evidence For inquiries and follow-ups, clients may contact mobile number: (+63) 919-8890187 / (+63) 916-2667716 or send an e-mail to learn@pttc.gov.ph.
How complaints are processed	Complaints will be processed by the Management Committee upon receiving complaint. The Management Committee will conduct an investigation and results shall be submitted to the Head of Agency for appropriate action. The client will be given feedback of the results. For inquiries and follow-ups, clients may contact mobile number: (+63) 919-8890187 / (+63) 916-2667716 or send an e-mail to learn@pttc.gov.ph.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph :1-ARTA(2782) / 0969-257-7242 / 0965- 672-4943 PCC: 8888 CCB: 0908-881-6565 (SMS)

List of Offices

Office/Division	Address	Contact Information
Office of the Executive Director	3 rd Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 919-889-0187 / (+63) 916-266-7716 learn@pttc.gov.ph
Office of the Deputy Executive Director	3 rd Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 919-889-0187 / (+63) 916-266-7716 learn@pttc.gov.ph
Administrative, Financial and Management Division	3 rd Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 961-406-5486 learn@pttc.gov.ph
Planning and Programming Division	3 rd Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 919-889-0187 / (+63) 916-266-7716 planning@pttc.gov.ph
Facilities Operations and Management Division	1 st Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 961-406-5460 facilities@pttc.gov.ph
Business Management Training Services Division	3 rd , Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	(+63) 919-889-0187 / (+63) 916-266-7716 train@pttc.gov.ph
Marketing and Information Communications Unit	3 rd , Floor, PTTC Building, Sen. Gil. J. Puyat corner Roxas Blvd., Pasay City	MIT-Team@pttc.gov.ph

