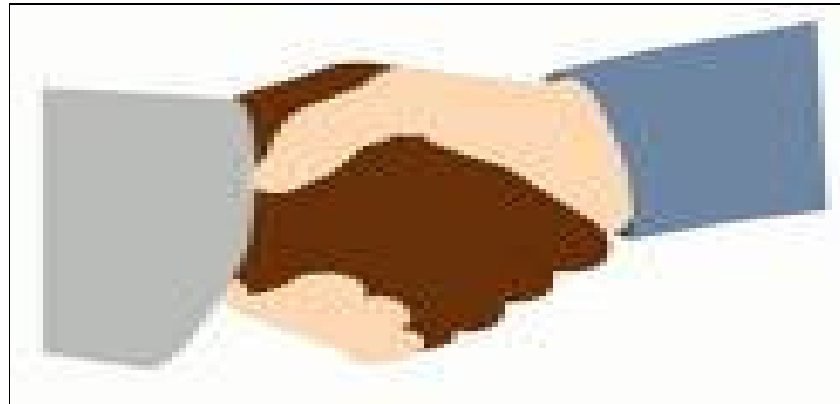


# *Citizens'/Clients' Charter*



*Tertiary and Vocational Education Commission*  
*(Ministry of Youth Affairs)*



*“You are entering into a place ready to serve you”*



## *About us*

*The Tertiary and Vocational Education Commission (TVEC) has been established under the provisions of TVE act No. 20 of 1990 and made body corporate as per the provisions of TVE (amendment) act No. 50 of 1999.*



## *Location*

*354/02, “Nipunatha Piyasa”, 3<sup>rd</sup> Floor  
Elvitigala Mawatha,  
Narahenpita, Colombo 05.*



## *Contact*

*Tele: 5869192, Fax: 2555007*

*Website: [www.tvec.gov.lk](http://www.tvec.gov.lk)*

*Email: [info@tvec.gov.lk](mailto:info@tvec.gov.lk)*



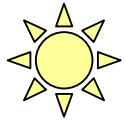
## *Our Vision*

*A Technical and Vocational Education and Training (TVET) system where all seekers of training will have equal access to the highest possible standards of TVET, that assures gainful employment globally*



## *Our Mission*

*As the apex body in the TVET sector, we are committed to establish and maintain an efficient, effective and quality assured TVET system, which is relevant to socio-economic goals, and changing market needs.*



## *Our values and virtues*

### *Equal Treatment*

*The TVEC will serve all notwithstanding the race, religion or any other social status.*

### *Timely and prompt response*

*Written inquiries will be replied in 03 working days. Queries made via telephone, fax and email will be responded as quick as possible.*

### *Fairness*

*All will be treated equally without prejudices and favoritism*

### *Consistency and reliability*

*TVEC will act in terms of predetermined and approved procedures at all times*

### *Courtesy and care*

*The clients will feel being respected and attended at all times*



## *What we do*

*As per the section 03 of the TVE act No. 20 of 1990, the key objects of establishment of the Commission are;*

- a. Policy development, planning, co-ordination and development of the tertiary education and vocational education at all levels in keeping with human resource needs of the economy*
- b. Development of a nationally recognized system for granting of tertiary education awards and vocational education awards including certificates, and other academic distinctions; and*
- c. Maintenance of academic and training standards in institutes, agencies and all other establishments providing tertiary education and vocational education.*

*In effect of the aforementioned objects, the Commission will;*



### *Register all TVET institutions*

*All persons who conduct technical and vocational education and training programs must take action to register their institutions with the TVEC, under section 14, 15 and 16 of the TVE act No. 20 of 1990.*

○ *Accredit courses conducted by registered TVET institutions*

*Registered training institutions may seek accreditation of courses conducted by them, from the TVEC, for which National Skills Standards and curricula are available. Accredited courses prepare persons for awards under the National Vocational Qualifications (NVQ) framework.*

○ *Establish Quality Management Systems (QMS) at TVET institutions*

*With the view of improving delivery of training and management of training institutions, the TVEC will help establish QMS at training institutions.*

○ *Maintain labor market information System*

*A labor market information systems is maintained by the TVEC to collect, store, analyze and disseminate labor market information to stakeholders in terms of bi-annual Labor Market Information Bulletin and other electronic media eg. <http://www.tvec.gov.lk/lmi/index.htm>. The LMI bulletin is presented with data of local and overseas labor supply and demand with tabulations and graphical representations.*

○ *Prepare and publish TVET Guide*

*In order to provide details of TVET programs and institutions recognized by the TVEC, a TVET Guide is published annually.*



### *Maintain TVET website*

*TVET maintains a website with the view of providing latest information on activities of TVET. It carries application forms required for registration of institutions and accreditation of courses. The major components of the website are as follows;*

- *LMI website*
- *NVQ website*
- *Online TVET Guide*
- *Assessors' Registry*
- *Directory of registered TVET institutions*
- *Directory of accredited courses*



### *Develop Vocational Education and Training (VET) Plans for growing industry sectors/provinces*

*In association with the industry associations and professional bodies, industry specific VET plans are prepared for growing industry sectors through research and consultations. Demand for and supply of skills are identified and institutional arrangements are proposed to address skills needs in 3- 4 year period.*



### *Provide financial assistance to accredit TVET courses*

*With the view of improving current technology of TVET institutions so as to accredit training programs conducted by them as per National Skills Standards, the TVET will operate a financial assistance scheme to provide financial assistance to registered training institutions in the private and NGO sectors.*

○ *Provide financial assistance to implement training programs proposed in VET plans*

*The TVEC will operate a program to provide financial assistance to implement training programs proposed in VET plans.*

○ *Conduct, coordinate and facilitate TVET research*

*The TVEC will operate the Research Cell established at the TVEC for Conducting, coordination and facilitation of TVET research*

○ *Print and issue of NVQ certificates*

*The TVEC will print and issue NVQ certificates as requested by accredited training providers.*

○ *Endorse National Skills Standards*

*The National Skills Standards developed and validated by the National Apprentice and Industrial Training Authority will endorse by the TVEC.*



## *Our commitments and your obligations*

<b>Service provided / sub tasks</b>	<b>Standard time</b>	<b>What we expect from service receiver</b>	<b>Applicable legal provisions</b>	<b>Related forms/document ation required</b>	<b>Contact officer</b>
<b>Registration of TVET Institutions</b> <ul style="list-style-type: none"> <li>• Receive of application for registration</li> <li>• Desk evaluation</li> <li>• Acknowledge application</li> <li>• Receive completed document</li> <li>• Physical evaluation</li> <li>• inform outcomes of evaluation</li> <li>• Sent registration certificate(after board approval)</li> </ul>	8 weeks  1 week 1 week  1 week 1 week 4 week	1. Duly completed application form submitted with support documents  2. Maintain required standards at institution	Section 14 of the TVE act No. 20 of 1990	1. Application form (Ref. application form No. TVEC/PR/1A) Downloadable from <a href="http://www.tvec.gov.lk">www.tvec.gov.lk</a> 2. Support documents listed in the application	Actg. Director (S/A) 011-2555031 <a href="mailto:sukrubasinghe@tvec.gov.lk">sukrubasinghe@tvec.gov.lk</a> Deputy Director (S/A) 011-5766345 <a href="mailto:chandrani@tvec.gov.lk">chandrani@tvec.gov.lk</a>
<b>Accreditation of TVET courses</b> <ul style="list-style-type: none"> <li>• Receive of application for accreditation</li> <li>• Desk evaluation</li> <li>• Acknowledge application</li> <li>• Receive completed documents</li> <li>• Physical evaluation</li> <li>• inform outcomes of evaluation</li> <li>• Sent accreditation certificate (after board approval)</li> </ul> (Note: Renewal of registration and accreditation follow the same process)	10 weeks  1 week 1 week  2 weeks 2 weeks 4 weeks	1. Duly completed application form submitted with support documents 2. Maintain required standards at institution	Section 15 of the TVE act No. 20 of 1990	1. Application form (Ref. application form No.TVEC/S&A/ACC 1) Downloadable from <a href="http://www.tvec.gov.lk">www.tvec.gov.lk</a>  2. Support documents listed in the application	Program Officer (S/A) 011-5867713 <a href="mailto:harischandra@tvec.gov.lk">harischandra@tvec.gov.lk</a>

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/documentation required	Contact officer
<p><b>Establish Quality Management Systems at TVET institutions</b></p> <ul style="list-style-type: none"> <li>• Receive quality manual</li> <li>• Acknowledge acceptance</li> <li>• Receive 1<sup>st</sup> internal audit report</li> <li>• Acknowledge acceptance</li> <li>• Receive 2<sup>nd</sup> internal audit report</li> <li>• Acknowledge acceptance</li> <li>• Conduct external audit</li> <li>• Quality award</li> </ul>	<p>17 weeks</p> <p>1 week</p> <p>4 weeks</p> <p>1 week</p> <p>4 weeks</p> <p>1 week</p> <p>4 weeks</p> <p>2 weeks</p>	<p>1. Maintain a QMS as per quality manual</p>	<p>Section 14, 15 &amp; 16 of the TVE act No. 20 of 1990</p>	<p>1. Self assessment check list</p> <p>2. Quality manual</p>	<p>Actg. Director (S/A) 011-2555031 <a href="mailto:sukrubasinghe@tvec.gov.lk">sukrubasinghe@tvec.gov.lk</a></p> <p>Deputy Director (S/A) 011-5766345 <a href="mailto:chandrani@tvec.gov.lk">chandrani@tvec.gov.lk</a></p> <p>Program Officer (S/A) 011-5867713 <a href="mailto:anuradhi@tvec.gov.lk">anuradhi@tvec.gov.lk</a></p>

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/document ation required	Contact officer
<p><b>Develop Vocational Education and Training (VET) Plans for growing industry sectors/provinces</b></p> <ul style="list-style-type: none"> <li>• Identify industry sectors to develop VET plans as per labor market indicators</li> <li>• Explore lead training agencies/ industry associations</li> <li>• Seek proposals</li> <li>• Evaluate proposals</li> <li>• Commission approval for award of contract</li> <li>• Survey in progress</li> <li>• Validation</li> <li>• Commission approval for the documents</li> </ul>	<p>35 weeks</p> <p>2 weeks</p> <p>3 weeks</p> <p>3 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>20 weeks</p> <p>1 weeks</p> <p>2 weeks</p>		<p>Section 11 of the TVE act no. 20 of 1990 (Labor market data on occupations will taken into consideration in this process)</p>	<p>Terms of References</p>	<p>Director (P/R) 011-2555040 Actg. Director (P/R) 011-2555030 <a href="mailto:ajith@tvec.gov.lk">ajith@tvec.gov.lk</a> Program Officer (P/R) 011-5862776 <a href="mailto:manoj@tvec.gov.lk">manoj@tvec.gov.lk</a> Program Officer (P/R) 011-5862776 <a href="mailto:priyanga@tvec.gov.lk">priyanga@tvec.gov.lk</a></p>
<p><b>Provide financial assistance to accredit TVET courses</b></p> <ul style="list-style-type: none"> <li>• Prepare criteria</li> <li>• Commission approval for criteria</li> <li>• Receive lists of equipment from S/A division</li> <li>• Call quotations</li> <li>• Evaluate and finalize</li> <li>• Commission approval for awards</li> <li>• Hon. Minster's approval</li> <li>• Procurements in progress</li> <li>• Physical evaluations</li> <li>• Reimbursement of costs</li> </ul>	<p>26 weeks</p> <p>3 weeks</p> <p>2 weeks</p> <p>6 weeks</p> <p>3 weeks</p> <p>1 week</p> <p>2 weeks</p> <p>1 week</p> <p>4 weeks</p> <p>2 weeks</p> <p>2 weeks</p>	<p>1.Procure good equipment 2.Minatian items procured in good condition 3. Use items for agreed purposes</p>	<p>Section 4 (e) of the TVE act no. 20 of 1990</p>	<ul style="list-style-type: none"> <li>• Complete accreditation application</li> <li>• Documentation as required for accreditation</li> </ul>	

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/documentation required	Contact officer
<p><b>Provide financial assistance to implement training programs proposed in VET Plans</b></p> <ul style="list-style-type: none"> <li>• Prepare criteria</li> <li>• Commission approval for criteria</li> <li>• Receive lists of equipment from S/A division</li> <li>• Evaluate lists and finalize amounts</li> <li>• Commission approval for awards</li> <li>• Hon. Minister's approval</li> <li>• Sign agreements</li> <li>• Procurements in progress</li> <li>• Physical evaluation</li> </ul>	<p>26 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>1 week</p> <p>1 week</p> <p>12 weeks</p> <p>2 weeks</p>	<p>1. Procure good equipment</p> <p>2. Mination items procured in good condition</p> <p>3. Use items for agreed purposes</p>	<p>Section 4 (e) of the TVE act no. 20 of 1990</p>	<ul style="list-style-type: none"> <li>• Complete accreditation application</li> <li>• Documentation as required for accreditation</li> </ul>	<p>Director (P/R) 011-2555040 Actg. Director (P/R) 011-2555030 <a href="mailto:ajith@tvec.gov.lk">ajith@tvec.gov.lk</a> Program Officer (P/R) 011-5862776 <a href="mailto:manoj@tvec.gov.lk">manoj@tvec.gov.lk</a> Program Officer (P/R) 011-5862776 <a href="mailto:priyanga@tvec.gov.lk">priyanga@tvec.gov.lk</a></p>
<p><b>Conduct, coordinate and facilitate TVET research</b></p> <ul style="list-style-type: none"> <li>• Receive proposals</li> <li>• Review proposals by the Research Cell and research steering committee</li> <li>• Presentation of proposals by researchers</li> <li>• Studies in progress</li> <li>• Presentations by researchers</li> </ul>	<p>24 weeks</p> <p>4 weeks</p> <p>4 weeks</p> <p>1 week</p> <p>16 weeks</p> <p>1 week</p>		<p>Section 3 (a) of the TVE act no. 20 of 1990</p>	<ul style="list-style-type: none"> <li>• Proposal formats</li> </ul>	

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/documentation required	Contact officer
<p><b>Process, Print &amp; issue NVQ certificates</b></p> <ul style="list-style-type: none"> <li>• Receive data of certificate holders from training providers</li> <li>• Process data</li> <li>• Print certificates</li> <li>• Issue certificates to training providers</li> <li>• Maintain a database of NVQ qualification awarded persons in the TVEC website</li> </ul>	Max. two weeks		Section 3 (b) of the TVE act no. 20 of 1990	Form No. III/08/01/00	<p>Director (Admin) 011-2555029 <a href="mailto:mahanama@tvec.gov.lk">mahanama@tvec.gov.lk</a></p> <p>Deputy Director (NVQ) 011-2555039 <a href="mailto:skapuge@tvec.gov.lk">skapuge@tvec.gov.lk</a></p> <p>Program Officer 011-2555023 <a href="mailto:senthuran@tvec.gov.lk">senthuran@tvec.gov.lk</a></p>
<p><b>Endorse National Competency Standards</b></p> <ul style="list-style-type: none"> <li>• Receive validated document from NAITA</li> <li>• Submission of document to the commission approval</li> <li>• Obtain approval of endorsement from the Commission</li> <li>• Publish the document as the National Skills/Competency standard</li> </ul>	Max. one calendar month				<p>Director (NVQ) 011-5867712 <a href="mailto:vajira@tvec.gov.lk">vajira@tvec.gov.lk</a></p> <p>Deputy Director (NVQ) 011-2555039 <a href="mailto:skapuge@tvec.gov.lk">skapuge@tvec.gov.lk</a></p>

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/documentation required	Contact officer
<p><b>Social Marketing of NVQ framework</b></p> <ul style="list-style-type: none"> <li>• Conduct awareness programs</li> <li>• Conduct promotional programs</li> <li>• Participate at exhibitions</li> <li>• Conduct surveys on effectiveness of the activities of Social Marketing</li> <li>• Development of promotional materials</li> <li>• Liaise with different stakes on dissemination of NVQ concept</li> </ul>	<p>Depend on the program/item</p> <p>(on request)</p>		<p>Section 3 (b) of the TVE act no. 20 of 1990</p>		<p>Director (NVQ) 011-5867712 <a href="mailto:vajira@tvec.gov.lk">vajira@tvec.gov.lk</a></p> <p>Deputy Director (NVQ) 011-2555039 <a href="mailto:skapuge@tvec.gov.lk">skapuge@tvec.gov.lk</a></p>
<p><b>Co-ordinating with CBT assessments</b></p> <ul style="list-style-type: none"> <li>• Nominating of assessors for private sector training providers</li> <li>• Issuing of credentials for licensed assessors</li> <li>• Intervene on conducting of inquiries for misconduct of assessors</li> </ul>	<p>Depend on the situation</p>				

Service provided / sub tasks	Standard time	What we expect from service receiver	Applicable legal provisions	Related forms/documentation required	Contact officer
<p><b>Maintain labor market information System (LMIS)</b></p> <p><b>Prepare LMI bulletin</b></p> <ul style="list-style-type: none"> <li>• Data collection</li> <li>• Data Analysis</li> <li>• Typesetting &amp; printing of LMI Bulletin</li> <li>• Available for purchase at the Library of TVEC</li> </ul> <p><b>Prepare TVET Guide</b></p> <ul style="list-style-type: none"> <li>• TVET Data collection</li> <li>• Preparation &amp; formatting</li> <li>• Typesetting &amp; printing of TVET Guide</li> <li>• Available for purchase at the Library of TVEC</li> </ul>	<p>Round the year data collection</p> <p>Available by May 30 Nov. 30 biannually</p> <p>Available by Oct. 30 annually</p>		Section 3 (1) (a) of the TVE act no. 20 of 1990	<p>1. Newspaper Survey Report</p> <p>2. Quarterly Labour force survey Report</p> <p>3. SLBFE Report</p> <p>4. BOI Report</p> <p>5. NVQ Report</p> <p>6. Public &amp; private training data</p> <p>1. Public Training Inst. Data</p> <p>2. Private Training Inst. Data</p> <p>3. MIS Reports</p>	<p>Director (IS) 011-5849069 <a href="mailto:jayalath@tvec.gov.lk">jayalath@tvec.gov.lk</a></p> <p>Labour Market Analyst 060-2150351 <a href="mailto:Laksara@tvec.gov.lk">Laksara@tvec.gov.lk</a></p> <p>Statistician 011-5867714 <a href="mailto:damayanthi@tvec.gov.lk">damayanthi@tvec.gov.lk</a></p>
<p><b>Maintain TVEC website &amp; Intranet</b></p> <ul style="list-style-type: none"> <li>• Data collection</li> <li>• Data Formatting and Authoring</li> <li>• Site updating</li> </ul>	On going			<p>1. Divisional news &amp; events</p> <p>2. Notices to public &amp; employees</p> <p>3. Application forms in digital formats</p>	
<p><b>Publish TVEC newsletter</b></p>	<p>July 30 Dec. 30</p>				



## *What we expect from you*

We thank you for keeping faith on us and assure you with a courteous service provided that you forward the requested details in time using right formats as mentioned earlier. The requested details must be properly completed and supplemented by supportive documents. We expect that you are aware of type of service you can seek from us and that you would cooperate with us in fulfilling what you expect.



## *Our responses*

You will receive a reply from us for all written inquiries you made to us, within 3 working days. We are committed to serve you within the specified time frames given in this Charter provided that all requested particulars are supplied and required fees are paid. In case of delays in taking action you will be informed with reasons for such delays.



## *Complaints and suggestions*

Our staff will help you in all ways to fulfill your requirements. You may forward any complaints with regard to responses by our staff, which you cannot be satisfied, to following officers through fax 011-2555007.

**Dr. T. A, Piyasiri**  
Director General

**B. H. S. Suraweera**  
Deputy Director General

- All complaints will be replied in 3 days and corrective measures will be taken in 7 working days provided that all requirements are fulfilled.
- Your suggestions with regard to our services are welcome
- If you wish to meet us, please contact us through telephone numbers indicated in this charter, for an appointment
- You may lodge your comments on this charter in the format given in TVEC website [www.tvec.gov.lk](http://www.tvec.gov.lk)
- Performance standards specified in this charter could effectively be achieved in partnerships between you and us.

*We are committed to continuously improve the services and respective standards included in this Charter.*