



National Council on Technical and Vocational Education and Training

Gordon Town Rd., P.O. Box 179, Kingston 6, Jamaica, W.I. Telephone: (876) 977-1700-5 Fax: (876) 977-1707

Response Time for Customer Requests - External

Activity	Response Time (working days)
Accreditation (Evaluation)	110 days
Amendment of Competency Records	7 days
Appeal for Accreditation	40 days
Appeal for Assessment Results	20 days
Assessment (all Assessment Methods/Modalities)	80 days (except June assessment)
Assessment Instrument (Customized Certification)	20 days
Assessment Results	40 days
Assessor Authorization Letter (Reprint)	2 days
Assessors Registration (NQS) - New	54 days
Assessors Registration (NQS) - Additional Competencies	24 days
Centre Approval (Evaluation)	45 days
Certificates – June Assessment <ul style="list-style-type: none"> June Assessment September, December, February Assessment 	40 days 20 days
Certificates – Correction and Reprint <ul style="list-style-type: none"> Individual Batch 	7 days 14 days
Certificates – Replacement <ul style="list-style-type: none"> Individual Batch 	8 days 14 days
Certification Plan	5 days
Complaint Resolution	20 days
Continuous Assessment Practical Booklet	15 days
Continuous Assessment Records form	10 days
Create Username/Profile (NQS)	3 days
Credential Evaluation	26 days
Credit Transfer	10 - 32 days
Display of Products and Services	10 days
Development of Competency	162 days
Development of Facilities Standards	30 days
Development of Qualification Plan (NVQ-J/CVQ)	20 days
Development of Qualification Plan (Job)	20 days

Response Time for Customer Requests - External

Activity	Response Time (working days)
<i>External Verification (On-the-Job Assessment)</i>	30 days
<i>External Verification (MOE Schools)</i>	65 days
<i>Facilities Audit</i>	30 days
<i>Facilities Standards</i>	5 - 13 days
<i>Gap Audit</i>	30 days
<i>General Inquiry (ready & Intermediate references)</i>	5 days
<i>General Inquiry (extended references)</i>	10 days
Investigate Outstanding Results	10 - 15 days
Level 2 Projects	10 days
<i>Material Resource Requirement/Listing</i>	1 month Prior to assessment date
Merge Candidate ID Number <ul style="list-style-type: none"> • Individual • Batch 	5 days 12 days
Presentations	5 days
<i>Proforma Invoice</i>	5 days
<i>Programme Evaluation (General)</i>	36 days
<i>Programme Evaluation (Customized Certification)</i>	25 days
<i>Promotional Materials</i>	3 days
Removal of Competency Records	7 days
Reset Password (NQS)	3 days
Review of Course Content/Assessment Instrument (<i>Customized Certification</i>)	20 days
<i>Special Audit</i>	41 days
Technical Consultancy (Programme Development)	10 – 15 days
Technical Workshop - Assessment	10 – 15 days
<i>Technical Workshop – Capacity Building</i>	10 – 15 days
<i>Technical Workshop – Evaluator/Auditor/Verifier</i>	As scheduled
Transcript <ul style="list-style-type: none"> • Individual • Batch 	6 days 10 days
<i>Verification of Accreditation/Centre Approval Status</i>	5 days
<i>Verification of Partnership with Institution/Organisation</i>	5 days
<i>Visits to Institution/Organization</i>	10 days