



Dear Citizen:

We da the SENA. National Training Center the Entity wee afa fri traning to di Colombians through Technical and technological programs and short courses dat contribute to strentining di country Productiviti.



Wi respec your rait to:

Receive information ina clear, simple wit out tecnicality, about formalities and servis dat di entiti affa free and wit out intermediari.

Have information how to present petition, fi know di state to receiv clear an complete answer to deadlain stipulated by di law.

To recieve complete and clear answers to your requests, complains, suggestions, claims, an congratulations in spanish, native language, or oder languages.

To Reciv preferential attention incase of inability, be an older person, pregnant woman, or maina.

To receiv respectful treatment, witout ani discrimination, thru, backgroun, apperance, disabiliti, ethnic group, socioeconomic condition, sexual orientation, gender identity or religious.

To protec personal information, di identiti woud request, autorization fi collec, file, copi, analize, use and consult information about you.

Deman dat di public services, of SENA complai wit di responsibilities, respecful, treatment and transparency.

Your duties ar:

Treat di person who cares fi you wit respect.

Provoid trutful information an act under di principle of ggod fait. Don ´t carri out actions dat dilai di actions of di entiti, dclair or diliva false information or documents or meik recles information.

Give credit to the properti, of ani text, video, audio, fotografi, or design from di entiti dat you use in a personal information and non comercial wei.

Service channels for citizens and companies:

Carta de trato digno a Creole Traducción por Instructora Marrit Cheryl Watson Bent

General Direction (Bogotá), 33 Regional and 118 Comprehensive Vocational Training Centers.
National toll-free line: 018000 91 02 70.
www.sena.edu.co (PQRSD portal, virtual advice, chat, WhatsApp line 316 876 02 55, Colombian sign language)
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