



LETTA WORTI TREATMENT TO D I CITIZEN

The National Apprenticeship Service SENA incharge fi di investment in di social and technical, development fi di Colombian workers offering and executing professional integral training fi di incorporation and development fi di people in productive activity dat contribute fi di social economic and technological development fi di country.(law 119 1994).

 www.sena.edu.co
@SENAcomunica





VALUES OF DI ENTITI

I alwies act wit foundation in trut fulfilling mi duties wit trnaparenci and righteounes and alweis favorin di general interest.



**HONESTI-
HONESTIDAD**



**JUSTICE-
JUSTICIA**

I act imparciali gauranting di rights fi people wit equity,equality, and witout discrimination.

I acknowledge valiu and treat dignify wi to all people wit dem virtues and defects regardless of deir work, rights, title, or eni oder condition.



**RISPEC-
RESPECTO**



**DILIGENCE-
DILIGENTE**

I do me work and functions and responsabilitis asassigned to me di best possible wei with attention, promtines,dexterity and eficienci in oder to optimais di use of state resouses.

I aware od di importance fi mi rol as public serve and me trie fi permanent understand and resolve people needs ina mi daily tasks, searching and alweis de look fi di weibeing.



**COMMITMENT -
COMPROMISE**



**SOLIDARITY-
SOLIDARIDAD**

I haffa mi help to people when de need it witot weiting something ina return, understanding dat ai a part of di community.

I work accordi to di ethical, moral principles, cultural ecological nd Colombian Institutional Standards.



**LOYALTI-
LEALTAD**



CITIZEN RIGHTS

1

Submit verbal request or writing or by any other suitable medium.

2

Be treated with respect and consideration to human dignity without any discrimination.

3

Receive special attention and preferred a person in disability situation, older adult, pregnant or lactating mother or baby or girl (article 13 political constitution)

4

Receive information and guidance about requirements that need in force require to present the request.

5

Get timely response to the request on time established in the law.

6

Know the status of any action or process and obtain copies of the respective document.

7

Formulate complaint denunciation and provide documents or any evidence in any administrative action in which you have an interest and documents value and held in account by the authority.

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X

**SENA PROCEDURES
ARE FREE AND
NO NEED NO
INTERMEDIARY.**



DUTIES

The duties dem based ina article 95 fi di Political Constitution da se dat:

1

Di exercise fi di rights and freedom recognized in di constitution implies responsabiliti.

2

To giv trutful information

3

Act wid di principle of good feit, no give false testimony, or false document or meik rekcles reclaim.

DATA FI A PETITION

- 1. Object fi di petition:** Write clearly and concretli
- 2. Description:** di reason fi di request
- 3. Applicant details:** ful neim and surneim
- 4. Identification:** tipe fi the identification
- 5. Contact information:** direction, telephone, citi, department residence, email
- 6. Datos de contacto:** dirección física, teléfono, ciudad y departamento de residencia, y correo electrónico para dar respuesta a su petición.
- 7. Petitioner sign:** when it necesari or yo finga print



ATTENTION CHANNELS

Las peticiones y requerimientos se pueden hacer a través de los siguientes canales de atención o cualquier otro medio idóneo aprobado por el SENA.



FACE-TO-FACE CHANNEL.

It is carried out in the General Directorate, the 33 regional offices, the 117 Comprehensive Vocational Training Centers.



VIRTUAL CHANNEL

Chat

Web page

Facebook:

@SENA

Twitter:

@SENAComunica

Instagram:

@SENAComunica

Youtube:

SENA Comunica

Souncloud:

SENA Comunica



TELEPHONE CHANNEL

National toll free line:

018000 910270

National Switch:

(1) 5461500

Citizen Line:

(1) 3430111

Business line:

(1) 3430101 -

01 8000 910 682

The service is provided from Monday to Friday from 7:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 1:00 p.m., on a continuous day.