LETTA WORTI
TREATMENT TO D I CITIZEN

The National Aprentiship 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).
I always act with foundation in truth fulfilling my duties with transparency and righteousness and always favoring the general interest.

I acknowledge value and treat dignify with to all people with their virtues and defects regardless of their work, rights, title, or any other condition.

I work according to ethical, moral principles, cultural, ecological, and Colombian Institutional Standards.

I act impartially guaranteeing the rights for people with equity, equality, and without discrimination.

I do my work and functions and responsibilities assigned to me the best possible way with attention, promptness, dexterity, and efficiency in order to optimize the use of state resources.

I offer my help to people when they need it without waiting for something in return, understanding that I am a part of the community.

I aware of the importance of my role as public service and try to permanent understand and resolve people needs in my daily tasks, searching and always de look for the being.

VALUES OF THE ENTITY

HONESTY - HONESTIDAD

JUSTICE - JUSTICIA

RESPECT - RESPETO

Diligence - Diligente

Commitment - Compromise

Solidarity - Solidaridad

Loyalty - 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 treatment to persons in a disability situation, older adults, pregnant or lactating mothers or girls (Article 13 of the Political Constitution).

4. Receive information and guidance about requirements that need to be established in the request.

5. Get timely response to the request on time established by the law.

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

7. Formulate complaints and provide documents or add evidence in any administrative action when you have interest and documents value and held in account by authorities.

SENA PROCEDURES

da FREE and
no NEED no INTERMEDIARY.
DATA FI A PETITION

1. **Object fi di petition:** Write clearly and concretli
2. **Description:** di reason fi di request
3. **Aplicant details:** ful neim and surname
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
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

**Soundcloud:**
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.