

## **FOREWARD**

The Industrial Training Fund (ITF) has since its establishment in 1971 emphasised excellent and first-rate service delivery to all its stakeholders. The emphasis on the provision of premium service to its clients has over the years created a bond that has facilitated the development of human capital of the Nation. As the Fund successfully trains, retrains and develops the capacity of Nigerians in different skills areas, it is appropriate that all stakeholders participate significantly in ensuring that the Mandate on which the Fund was established is achieved and surpassed.

The Amendment Act of 2011 expanded the scope of the ITF to provide, promote and encourage the acquisition of skills in order to stimulate self-sufficiency in the Nation.

It is on this premise that the Fund recently expanded and embarked on notable intervention programmes like the National Industrial Skills Development Programme (NISDP), Women Skills Empowerment Programme (WOSEP), Skills Training & Empowerment Programmes for the Physically Challenged (STEPP-C), and Construction Skills Empowerment Programmes (CONSEP), to develop Human Capital in order to combat poverty, underemployment, unemployment and youth restiveness.

Given the rapid rate at which the population of Nigeria is growing and the dire need to ensure self-sufficiency through the diversification of the economy such as the development of the non-oil sectors of the economy, the ITF requires the support, goodwill and collaboration of all stakeholders.

It is in view of this policy initiative that the Service Charter of the Fund, which is an operational tool that guides the ITF and its clients on obligations and expectations, becomes very important. This Charter is expected to inspire improvement and guide the Fund in delivering premium service to its clients.

I therefore, present this declaration of the commitment of the Fund to provide quality and appropriate training and related service to meet the yearnings and aspirations of our clients in accord with global best practices. I enjoin all stakeholders to make judicious use of this document with a view to accessing quality service from the Fund  
Yours  
Faithfully

**INDUSTRIAL TRAINING FUND**  
**SIR JOSEPH N. ARI**  
**DIRECTOR GENERAL/CHIEF EXECUTIVE**

## **NATIONAL ANTHEM**

Arise O compatriots, Nigeria call obey  
To serve our father land  
With love and strength and faith  
The labour of our heroes past  
Shall never be in vain  
To serve with heart and might  
One nation bound in freedom  
Peace and Unity.

O God of creation  
Direct our noble cause  
Guide our leaders right  
Help our youth the truth to know  
In love and honesty to grow  
And living just and true  
Great lofty heights attain  
To build a nation where peace  
And justice shall reign

## **THE PLEDGE**

I pledge to Nigeria my country  
To be faithful loyal and honest  
To serve Nigeria with all my strength  
To defend her Unity and uphold her honour and glory  
So help me God.

## **ITF ANTHEM**

### **STANZA 1**

Industrial Training Fund,  
Let us all arise  
Arise and build a strong and virile nation  
To Provide, Promote and encourage the acquisition of skills  
So as to generate indigenous human capital  
A pool sufficient to meet the economy's need.

### **CHORUS**

Through integrity, efficiency and effectiveness  
Commitment, loyalty, team work  
Professionalism and creativity ITF,  
let us all arise.

## **STANZA 2**

O God grant ITF the knowledge and wisdom,  
Strength imbued with character and shaped  
With utmost skills to work renewed  
Passion, commitment and dedication  
Help us to deliver on our avowed mandate  
To lift the cause of humanity in posterity

## **ITF PHILOSOPHY**

ITF believes in the continuous provision and promotion of high quality and need-based training services for National Development through:

- empowerment of organizations to provide corresponding high-quality products and services.
- recruitment and development of well-motivated high calibre and competent personnel.
- maintenance of very strong interface with the changes and developments in the national and global economy, through effective relationship with employers' organizations such as Manufacturers Association of Nigeria (MAN), Nigeria Employers Consultative Association (NECA) and Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) etc.
- maintenance of excellent relationship with government to ensure that government's best intentions for National Development are achieved.
- standardization and certification of training outfits.
- adoption of a systematic approach to training and re-training.

## **ITF SERVICOM PRINCIPLES**

The Nigerian economy can only realize its full potential and take its rightful place in the world economy if its abundant human capital is well harnessed, developed and regularly upgraded through:

- assurance of Nigerian employers to access training and quality intervention/support in line with ISO current guidelines.
- retention and maintenance of corps of highly competent and professional Staff for continuous provision of services to clients.
- application of best practice in training techniques and technology for excellent service delivery.

**INDUSTRIAL TRAINING FUND HEADQUARTERS COMPLEX  
(OPPOSITE STATE LOWCOST) P.M.B  
2199, MIANGO ROAD, JOS PLATEAU  
STATE, NIGERIA.**

## **INTERGRATED SERVICE CHARTER**

### **NAME AND ADDRESS OF ORGANIZATION**

- 1. INDUSTRIAL TRAINING FUND**  
P.M.B. 2199, MIANGO ROAD, JOS, PLATEAU STATE, NIGERIA.
- 2. NAME OF DIRECTOR-GENERAL/CHIEF EXECUTIVE**  
**SIR. Joseph N. Ari**  
**WEBSITE:** [www.itf.gov.ng](http://www.itf.gov.ng)  
**Email:** [dgif@itf.gov.ng](mailto:dgif@itf.gov.ng)
- 3. NODAL OFFICER**  
**NAME:** Adetola O. Aje (Mrs)  
**LOCATION:** Industrial Training Fund, Headquarters Complex, Jos  
SERVICOM Office.  
**TELEPHONE:** 08154110180  
**Email:** [servicom@itf.gov.ng](mailto:servicom@itf.gov.ng)

**First Publication in 2006, Reviewed in 2012, 2016, 2019.**

## **SERVICE CHARTER**

### **1.0 Introduction**

The Industrial Training Fund (ITF), is a Human Resource Development Agency of the Federal Government of Nigeria. By virtue of Section 2(a)(b)(c)(d) of the Enabling Act (as amended in 2011), the Fund is mandated to:

- a. provide, promote and encourage the acquisition of skills in industry and commerce with a view to generating a pool of indigenous trained manpower sufficient to meet the needs of private and public sectors of the economy;
- b. provide training for skills in management, technical and entrepreneurial development in the public and private sectors of the economy;
- c. set training standards in all sectors of the economy and monitor adherence;
- d. evaluate and certify vocational skills acquired by apprentices, craftsmen and technicians in collaboration with relevant organizations.

The Service Charter is an operational tool that guides the expectations of both the service provider (ITF) and service takers (customers) so as to stimulate improvement and reforms.

The ITF Service Charter is, therefore, a declaration of the Fund's commitment to provide quality and timely training and other related services to meet the unique and changing needs of its clientele in Nigeria and the world at large.

All Employers of labour in the private and public sectors of the Nigerian economy are beneficiaries of this declaration. Primarily affected are employers under the Organized Private Sector (OPS), Ministries, Departments and Agencies (MDAs), Human Capital Development Organizations and so on.

### **2.0 VISION STATEMENT**

To be the leading skills training Organization in Nigeria and one of the best in the world.

To be the leading Human Capital Development Organization in Nigeria and one of the best in the world.

### **3.0 MISSION STATEMENT**

To set, regulate training standards and provide Human Capital Development intervention using a corps of highly competent professionals.

To set, regulate training standards and provide Need-Based Human Capital Development interventions using a corps of highly competent professionals in line with Global best practices.

### **4.0 CORE VALUES**

- Commitment
- Loyalty
- Integrity
- Team Work

- Professionalism and Creativity
- Efficiency and Effectiveness

## 5.0 MOTTO

ITF: Developing the Nation's Human Resource

## 6.0 CUSTOMERS/CLIENTS

### Internal:

- Departments/Units
- Area Offices/Training Centres
- Corporate Office
- Staff School

### External:

- Nigerian Association of Chambers of Commerce, Industries Mines and Agriculture (NACCIMA)
- Nigeria Employers' Consultative Association (NECA)
- Manufacturers Association of Nigeria (MAN)
- Corporate Affairs Commission (CAC)
- Federal Inland Revenue Service (FIRS)
- The Nigerian Custom Service (NCS)
- Nigeria Immigration Service (NIS)
- State Governments (SGs)
- Local Government Councils (LGCs)
- National Universities Commission (NUC)
- National Board for Technical Education (NBTE)
- National Commission for Colleges of Education (NCCE)

- Independent Petroleum Marketers Association of Nigeria (IPMAN)
- Nigeria Export Processing Zone Authority (NEPZA)
- Nigeria Export-Import Bank (NEXIM)
- Economic and Financial Crimes Commission (EFCC)
- Independent Corrupt Practices and other offences Commission (ICPC)
- Nigeria Port Authority (NPA)
- National Orientation Agency (NOA)
- Trade Union Congress (TUC)
- Nigeria Labour Congress (NLC)
- Nigerian Judicial Council (NJC)
- Standard Organization of Nigeria (SON)
- Office of the Accountant-General of the Federation
- Office of the Auditor-General of the Federation
- Bank of Industry (BOI)

- Small and Medium Enterprises Development Agency of Nigeria (SMEDAN)
- National Association of Small-Scale Industries (NASSI)
- National Association of Small and Medium Enterprises (NASME)
- Federal Ministry of Industry, Trade and Investment (FMITI)
- Other Federal and State Ministries and Parastatals
- Every employer having either 5 or more employees in its establishment, or having less than 5 employees but with a turnover of N50,000,000.00 (fifty million naira) and above per annum.

## **7.0. SERVICE PROVISION**

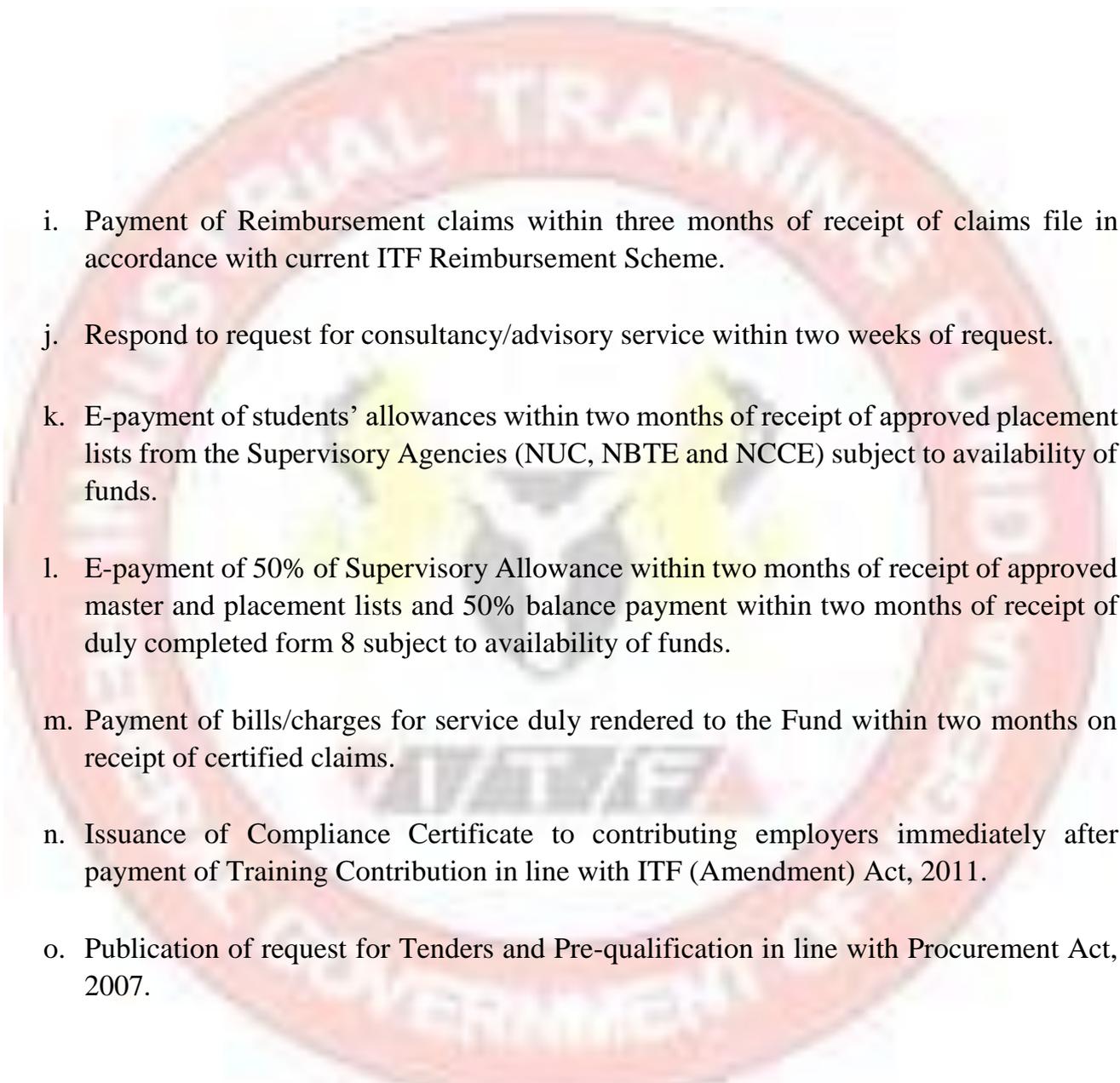
The Fund provides the statutory services enshrined in Section 2 of the ITF (Amendment) Act 2011, as mentioned under the introduction to this charter and other services such as:

- a. Conducting Needs Assessment in Public and Private sectors of the Nigerian economy.
- b. Designing and developing appropriate interventions programmes to solve identified needs.
- c. Providing technical assistance to employers of labour to enable them attain high level standards in training of their workforce and to meet necessary conditions for Training Reimbursement.
- d. Paying Training Reimbursement Claims to contributing employers in accordance with statutory provisions and ITF Reimbursement Scheme.
- e. Applying developed curricula and/or training modules to solve human performance problems
- f. Organizing on-and-off the job training, courses/workshops, conferences, and seminars for clients.
- g. Determining skills deficiencies in apprentice trade through study of employer's profile with a view to establishing potentials for skills and apprentice training.
- h. Conducting process consultancy in agreement with clients to identify and redress process/systems problems to enhance productivity.
- i. Conducting in-company safety risk assessment in collaboration with clients and assisting them to develop and implement in-house safety training programmes.
- j. Assisting institutions of higher learning to find placement opportunities for students participating in Students Industrial Work Experience Scheme (SIWES).
- k. Paying allowances to students and institution-based supervisors who participate in SIWES in accordance with operational guidelines.
- l. Regularly reviewing standards, programmes and services to meet the changing needs in training and development.
- m. Conducting Performance and Productivity surveys in client organizations to identify performance and productivity deficiencies with a view to develop and implement tailor-made training intervention for improvement.

- n. Conducting studies in Human Resource Development, skills gap and other areas of national interest and making such findings available to clients.
- o. Assisting micro, small and medium business owners in identification of business problems and rendering advice that will improve their businesses.
- p. Providing skills acquisition programmes to clients on Mechanical, Agricultural, Electrical, Automobile, Mechatronics, ICT, Welding and Fabrication, Instrumentation and Process Control, Culinary Services etc.
- q. Informing client organizations of changing social, political, economic and other external factors affecting training requirements and to advise as appropriate.
- r. Providing general consultancy and advisory services in Human Resource Development (HRD) and assist in developing and deploying appropriate solutions/interventions.
- s. Setting and monitoring adherence to Training Standards in all sectors of the economy.
- t. Testing and certifying graduates of approved Vocational Training Centres in Nigeria.

#### **8.0 Services Delivery specifications Customers/Clients should expect from the ITF**

- a. Prompt response to requests from clients to conduct Needs Assessment.
- b. Submission of reliable and qualitative study/survey report for discussion with clients within one month after the conduct of study/survey.
- c. Designing, developing and implementing quality and cost-effective tailor-made training programmes within the agreed time frame.
- d. Implementation of standard scheduled courses/workshops on specified dates and venues published in the Fund's Annual Learning and Development Brochure.
- e. Issuance of Certificate of Attendance/Competency (COA/COC) at the end of programme implementation subject to full payment of course fee.
- f. Prompt issuance of published Training Guidelines/Manuals by Area Offices and Training Centres.
- g. Prompt provision of Forms 3A and 6A for Employer's Training personnel and Training Programmes approval, TR Forms 1-4 for Reimbursement claims by Area Offices at the beginning of every year.
- h. Training Approvals for local and overseas training programmes within two weeks and four weeks respectively upon receipt of application.

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- i. Payment of Reimbursement claims within three months of receipt of claims file in accordance with current ITF Reimbursement Scheme.
  - j. Respond to request for consultancy/advisory service within two weeks of request.
  - k. E-payment of students' allowances within two months of receipt of approved placement lists from the Supervisory Agencies (NUC, NBTE and NCCE) subject to availability of funds.
  - l. E-payment of 50% of Supervisory Allowance within two months of receipt of approved master and placement lists and 50% balance payment within two months of receipt of duly completed form 8 subject to availability of funds.
  - m. Payment of bills/charges for service duly rendered to the Fund within two months on receipt of certified claims.
  - n. Issuance of Compliance Certificate to contributing employers immediately after payment of Training Contribution in line with ITF (Amendment) Act, 2011.
  - o. Publication of request for Tenders and Pre-qualification in line with Procurement Act, 2007.

## **9.0 Performance Monitoring and Publication**

ITF will ensure compliance with set standards and provision of quality services through:

- a. Evaluation of Courses/workshops implemented and discussion of reports at Management.
- b. Vetting and approval of employers training plans and programmes.
- c. Monitoring the implementation of employer's approved in-house training programmes and vetting of course report.
- d. Inspection of in-company apprentice/skills training programmes.
- e. Supervision of SIWES participating students at their places of industrial attachment to check compliance with the guidelines.
- f. Survey of clients' level of satisfaction with ITF services, through the administration of structured instruments.
- g. Publication of relevant pamphlets, brochures, bulletins, manuals/training guides and advertisement on bill boards, and the mass media to regularly inform the Government, Stakeholders and the general public on the activities and services of the Fund.

## **10.0 Grievance Redress Mechanism**

The Fund pledges to provide appropriate, quality, cost effective and timely services to its numerous clients. It is also committed to global shared vision of effective and efficient service delivery in order to meet, exceed and sustain customers' expectations. However, in case of dissatisfaction, the following avenues are available for redress:

- Visit, call or write the Area Managers ITF Area Offices, Training Managers ITF Training Centres or the Principal ITF Staff School where the service failure occurred and evidence of such dissatisfaction.
- Visit, call or write the Nodal Officer at ITF Headquarters Jos giving details of where service failure occurred and evidence of such dissatisfaction. or
- Where the response from the Area/Training Manager is unsatisfactory, the customer may write or call the Nodal Officer at ITF Headquarters, Jos using the contact provided under enquiry. (to be discussed at final editing).
- The Director-General/Chief Executive may be contacted where all avenues for seeking redress have been exhausted using the contact given under Enquiry.
- All complaints duly made to appropriate authority will be acknowledged within one week of receipt.
- All complaints shall be verified and appropriate remedial action taken within 15 working days.
- All complaints received from the internal customer shall be verified and appropriate remedial action taken within 5 working days.

## **11.0 Obligations and Expectations**

### **11.1 Customer Obligations:**

In order to qualify and benefit from these services, customers are obliged to:

- Make prompt and regular payment of statutory training contributions on or before 1<sup>st</sup> April each year as stipulated in the Act and other appropriate fees for services.
- Make annual audited accounts and other financial documents available for verification on request in line with statutory provisions.
- Submit Training Reimbursement Claims annually in accordance with the provisions of ITF Reimbursement Scheme.
- Comply with statutory provisions and ITF guidelines on training and Students Industrial Work Experience Scheme (SIWES).
- Cooperate and collaborate with the ITF to develop required skills in the Nigerian economy.
- Accept and provide relevant placement for students of higher institutions on industrial attachment.

## **11.2 Management Obligations**

- Create and maintain network of field offices as direct link with ITF clients for timely and excellent service delivery.
- Recruit, deploy, develop and maintain a corps of highly disciplined and competent workforce capable of responding appropriately to customers' needs.
- Provide adequate facilities and incentives to motivate the workforce.
- Deploy information and communication technology and modern training infrastructure that meet global training standards for enhanced customer satisfaction.
- Ensure that all monies due to the Fund in form of employers' contribution, course fees and other income are collected and paid into the Fund's account as and when due.
- Ensure that all payments of SIWES allowances and training reimbursement claims are effected as and when due.
- Explore possibilities of collaborating with, and accessing funding/support from donor Agencies.
- Continue to expand and equip existing Area Offices and Skills Training Centres and establish new ones within limits of available resources.
- Provide training guidelines and advice to the professional staff in the field on how best to solve the problems they encounter in the course of delivering service to the Fund's clientele.
- Ensure that government's best intentions for sustainable national development are achieved through human capital development.
- Continuous benchmarking of its services with similar training organizations globally.
- Develop an internal self-appraisal mechanism for continuous performance and service improvement.
- Ensure the ITF Service Charter is reviewed every 2 years.

## **11.3 Government Obligations**

- Continue to fully finance the Students Industrial Work Experience Scheme (SIWES) as the Scheme is very relevant to students in bridging the gap between theory and practice.
- Continue to give the Fund necessary support and guidance.
- Ensure compliance by MDAs in payment of Training Contribution to the Fund.
- Provide and ensure safe and conducive operating environment for industrial operators.

## **12.0 Stakeholder's Obligation**

- Participate in regular Stakeholders meeting to support and cooperate with the Fund as well as provide opinions, information and suggestions on effective service delivery.
- Partake in the review of integrated service charter every two years in line with global trends in the service industry.

- Maintain synergy with the Fund for the purpose of appraising the modus operandi of SIWES and provide suggestions for improvement.

### **13.0 Limitations/Challenges**

The following may limit the avowed commitment of the Fund to meet the customer's expectations in some areas of service provision:

- Default of employers to regularly pay the statutory 1% annual training contributions as mandated.
- Inadequate and irregular funding of SIWES operations by the Federal Government.
- Insufficient placement opportunities for students' attachment in industries.
- Limited resources to establish and expand more Area Offices and Skills Training Centres across the country.
- Late approval of budgets.
- Insufficient funds for logistics.

### **14.0 Date of Next Review**

- Review integrated and local service charters every two years in line with global trends in the service industry and stakeholders' expectation.

### **15.0 Enquiry**

All enquiries relating to this Charter should be made to:

#### **Sir Joseph N. Ari (KSM) Director-General/Chief Executive**

Industrial Training Fund, Headquarters Complex  
(Opposite State Low-cost), P.M.B 2199, Miango Road, Jos Plateau  
State, Nigeria.

**Email:** [dgitf@itf.gov.ng](mailto:dgitf@itf.gov.ng),

Corporate Headquarter Abuja

ITF House, 6 Ademola Adetokunbo Crescent,

Behind PHCN Headquarters, Maitama, PMB 126, Garki, Abuja.

**Email:** [itfcorporate@itf.gov.ng](mailto:itfcorporate@itf.gov.ng)

**Website:** [www.itf-gov.ng](http://www.itf-gov.ng)

#### **Adetola O. Aje (Mrs)**

##### **Nodal Officer**

Head SERVICOM and Anti-Corruption Unit

Industrial Training Fund, Headquarters Complex



(Opposite State Low-cost), P.M.B 2199, Miango Road, Jos Plateau State, Nigeria.

**Email:** [servicom@itf.gov.ng](mailto:servicom@itf.gov.ng) **Website:**

[www.itf.gov.ng](http://www.itf.gov.ng)

**TELEPHONE:** 08154110180.

- All enquiries from the public about the services of the Fund by telephone shall be connected by not more than two (2) rings of the telephone.
- Any member of the public making physical enquiries about the Fund's services shall be treated satisfactorily from the first point of contact at the Fund's Headquarters, Area Offices, Training Centres and the ITF Staff School.

### 16.0 Conclusion

The Fund is committed to continues education of the general public on the services it renders to its clients and stakeholders with utmost sense of responsibility, professionalism and integrity.

### ITF AREA OFFICES/TRAINIG CENTRES ADDRESSES.

S/N	AREA OFFICES/ TRAINING CENTRES	ADDRESSES	TELEPHONE
1	Aba Area Office	74 Onyike Street, Off Omoba Road, Ogbor Hill, Aba PMB 7017, Aba.	<a href="mailto:itfaba@itf.gov.ng">itfaba@itf.gov.ng</a>
2	Abakaliki Area Office	No.3 Ezukuna Crescent Off Nsugbe Street, Abakaliki Ebonyi State.	<a href="mailto:itfabakaliki@itf.gov.ng">itfabakaliki@itf.gov.ng</a>
3	Abeokuta Area Office	ITF Close, Opposite Governor's Office, Okemosan, Abeokuta, Ogun State.	<a href="mailto:itfabeokuta@itf.gov.ng">itfabeokuta@itf.gov.ng</a>
4	Abuja Area Office	ITF N0, 6 Ademola Adetokunbo Crescent, Off Aguiyi Way, Maitama, Opp PHCN Hq, PMB 126, Garki, Abuja.	<a href="mailto:itfabuja@itf.gov.ng">itfabuja@itf.gov.ng</a>
5	Akure Area Office	Olu Alabi Street, off Ilesha Garage, PMB 66, Akure, Ondo State	<a href="mailto:itfakure@itf.gov.ng">itfakure@itf.gov.ng</a>
6	Apapa Area Office	9A Ashanti Road, by Calacutta Crescent, Apapa, Lagos State.	<a href="mailto:itfapapa@itf.gov.ng">itfapapa@itf.gov.ng</a>

7	Awka Area Office	No 3. Okoye Ukwu Close, Off Okpunu Road, Awka	<a href="mailto:itfawka@itf.gov.ng">itfawka@itf.gov.ng</a>
8	Badagry Area Office	125/127 Olojo Drive, (After Ojo Local Government Secretariat, Ojo, Lagos	<a href="mailto:itfbadagry@itf.gov.ng">itfbadagry@itf.gov.ng</a>
9	Bauchi Area Office	ITF Murtala Mohammed Way, Off Central Bank Round-About, Fed Lowcost Housing Estate, PMB 1270, Bauchi state.	<a href="mailto:itfbauchi@itf.gov.ng">itfbauchi@itf.gov.ng</a>
10	Benin Area Office	180 Ekenwa Road, Opposite Bendel Wood Ind. Ltd. P.O. Box 831, Benincity, Edo State.	<a href="mailto:itfbenin@itf.gov.ng">itfbenin@itf.gov.ng</a>
11	Calabar Area Office	ITF Block G, Northern Ind. Layout, Ikot Ansa, Murtala Moh'd Highway, Opp SPC Junction PMB 1301, Calabar, Cross River State.	<a href="mailto:itfcalabar@itf.gov.ng">itfcalabar@itf.gov.ng</a>
12	Centre for Excellence	ITF Centre for Excellence along Bukuru Express Way, PMB 2199 Jos, Plateau State.	<a href="mailto:cfe-jos@itf.gov.ng">cfe-jos@itf.gov.ng</a>
13	Enugu Area Office	Km 12/13, Abakaliki Express Way, Emene Industrial Layout, Enugu	<a href="mailto:itfenugu@itf.gov.ng">itfenugu@itf.gov.ng</a>
14	Gusau Area Office	Along Sokoto Express Way, Bye-Pass, Opposite Aibusu Nigeria Limited. PMB 01140 Gusau, Zamfara State.	<a href="mailto:itfgusau@itf.gov.ng">itfgusau@itf.gov.ng</a>

15	Gwagwalada Area Office	Block 418 Phase 1, Specialist Hospital Road, Opp.FRSC Junction Gwagwalada. Abuja.	<a href="mailto:itfgwagwalada@itf.gov.ng">itfgwagwalada@itf.gov.ng</a>
16	Ibadan Area Office	Queen Elizabeth Road near PHCN Office Total Garden, Agodi, PMB 5199, Ibadan, Oyo State.	<a href="mailto:itfibadan@itf.gov.ng">itfibadan@itf.gov.ng</a>
17	Ikeja Area Office	Olurunfunmi Street, Oregun Road, Behind Philips Factory, PMB 12660 Ojota, Lagos.	<a href="mailto:itfikeje@itf.gov.ng">itfikeje@itf.gov.ng</a>
18	Ilorin Area Office	Asa Dam Road, PMB 1444, Ilorin, Kwara State	<a href="mailto:itfilorin@itf.gov.ng">itfilorin@itf.gov.ng</a>
19	Isolo Area Office	43, Osolo Way, Ekwu Awolo House, Ajao Estate Isolo, Lagos State	<a href="mailto:itfisolos@itf.gov.ng">itfisolos@itf.gov.ng</a>
20	ISTC Ikeja	N0 5 Olurunfunmi Street, Oregun Road, Behind Philips Factory, PMB 12660 Ojota, Lagos.	<a href="mailto:istc-ikeja@itf.gov.ng">istc-ikeja@itf.gov.ng</a>
21	ISTC Kano	Dorayi/Challawa Road, PMB 3222, Kano State.	<a href="mailto:istc-kano@itf.gov.ng">istc-kano@itf.gov.ng</a>
22	ISTC Lokoja	C/O Lokoja Area Office, Near Kogi State Secretariat, Lokoja.	<a href="mailto:istc-lokoja@itf.gov.ng">istc-lokoja@itf.gov.ng</a>
23	Jos Area Office	No 1, Kufang, Miango Road, Opposite Maratha Bible Church, Kufang, PMB 2199, Jos, Plateau state.	<a href="mailto:itfjos@itf.gov.ng">itfjos@itf.gov.ng</a>
24	Kaduna Area Office	Mogadishu New Layout, Behind NUT- END Well Scheme Office Complex, Kaduna	<a href="mailto:itfkaduna@itf.gov.ng">itfkaduna@itf.gov.ng</a>
25	Kano Area Office	Plot 120/124 Kawaji Layout, Off Hadejia Road, PMB 3241, Kano State.	<a href="mailto:itfkano@itf.gov.ng">itfkano@itf.gov.ng</a>
26	Katsina Area Office	N0 4 IBB Way, Kano Road Dandagoro Katsina, PMB 2157, Katsina State.	<a href="mailto:itfkatsina@itf.gov.ng">itfkatsina@itf.gov.ng</a>
27	Lafia Area Office	Adjacent Ministry for Local Government and Chieftancy Affairs Shendam Road, Lafia	<a href="mailto:itflafia@itf.gov.ng">itflafia@itf.gov.ng</a>
28	Lagos Island Area Office	9 <sup>th</sup> Floor, Elephant House, 214 Broad Street, Lagos Island, Lagos.	<a href="mailto:itflagosisland@itf.gov.ng">itflagosisland@itf.gov.ng</a>
29	Lekki Area Offices	No.5 Remi Olowude Street, Off second round about, Lekki Phase 1, Lagos State	<a href="mailto:itflekki@itf.gov.ng">itflekki@itf.gov.ng</a>
30	Lokoja Area Office	Near Kogi State Secretariat, Lokoja, Kogi State	<a href="mailto:itflokoja@itf.gov.ng">itflokoja@itf.gov.ng</a>
31	Maiduguri Area Office	Industrial Training Fund, 1 <sup>st</sup> Floor, Federal Secretariat, PMB1010, Maiduguri, Borno State	<a href="mailto:itfmaiduguri@itf.gov.ng">itfmaiduguri@itf.gov.ng</a>

32	Makurdi Area Office	Industrial Training Fund Behind PHCN Office, New Otukpo Road, Makurdi, Benue State.	<a href="mailto:itfmakurdi@itf.gov.ng">itfmakurdi@itf.gov.ng</a>
33	Minna Area Office	ITF 1 <sup>st</sup> Floor, Ahmadu Bello House Shiroro Road, PMB 158, Minna, Niger	<a href="mailto:itfminna@itf.gov.ng">itfminna@itf.gov.ng</a>
34	MSTC Abuja	ITF House, Plot 440, Tagris Crescent, Off Aguiyi Ironsi Way Abuja, PMB 126, Garki, Abuja.	<a href="mailto:mstc-abuja@itf.gov.ng">mstc-abuja@itf.gov.ng</a>
35	Owerri Area Office	Emmanuel Emenike Road, Off Porthercourt Road, Opp. Crown Imo Plaza Hotel, Owerri Imo State.	<a href="mailto:itfowerri@itf.gov.ng">itfowerri@itf.gov.ng</a>
36	P/Harcourt Area Office	Plot 101, Trans–Amadi Industrial Layout, Rivoc Road PMB 5765, Port Harcourt River State.	<a href="mailto:itfp-harcourt@itf.gov.ng">itfp-harcourt@itf.gov.ng</a>
37	Rumuokuta Area Office	N0 6 Omerelu Street G.R.A Phase 1, Rumuokwuta Portharcourt, Rivers State.	<a href="mailto:itfrumuokwuta@itf.gov.ng">itfrumuokwuta@itf.gov.ng</a>
38	Sokoto Area Office	No. 6 Goronyo Road, Off Ali Sokoto Akilu Road Mabera Layout, Sokoto.	<a href="mailto:itfsokoto@itf.gov.ng">itfsokoto@itf.gov.ng</a>
39	Staff School	Besides ITF Hilltop Quarters Jos, Behind NYSC Secretariat Jos.	<a href="mailto:itfstaffschool@itf.gov.ng">itfstaffschool@itf.gov.ng</a>
40	Uyo Area Office	No.6, Esuene Street, Off Abak Road, by Federal Housing, PMB 1156, Uyo, Akwa Ibom State	<a href="mailto:itfuyo@itf.gov.ng">itfuyo@itf.gov.ng</a>
41	Victoria Island Area Office	18A, Elsie Femi Pearse Street Off Kofo Abayomi, Victoria Island, Lagos.	<a href="mailto:itfvictoriaisland@itf.gov.ng">itfvictoriaisland@itf.gov.ng</a>
42	Warri Area Office	117 Ajamimogha Road, Opposite Word of Life Bible Church Warri, Delta State.	<a href="mailto:itfwarri@itf.gov.ng">itfwarri@itf.gov.ng</a>
43	Yenagoa Area Office	Plot 224 Opposite INEC Junction, Kpansia, Along Isaac Boro Express Way, Yenagoa, Bayelsa State.	<a href="mailto:itfyenagua@itf.gov.ng">itfyenagua@itf.gov.ng</a>
44	Yola Area Office	No.3 Taura street Off Galadinma Aminu Road behind Abti Ventures, PMB 2200, Yola State.	<a href="mailto:itfyola@itf.gov.ng">itfyola@itf.gov.ng</a>