

Certification of In-Service Training (Specialized Course/Seminar)

Certification of In-service training is accomplished through the use of the **ADDIE Model of Training**, which establishes a system that will guide all training managers and ensure that the overall quality of PNP in-service training continues to be improved.

Office or Division:		Unit Training Program Development Division		
Classifications:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PNP Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Training Package		Different Offices/ Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall submit their proposed Standard Training Package (STP) for in-service training (course/seminar) to PNP Training Service (PNPTS) for review and verification of the standard content and format.	1. PNPTS to review and check the standard contents and format of the proposed STP for In-service Training (course/seminar) Certification process.	None	5-10 days	PNPTS
2. Client will comply with the corrections to their proposed STP and obtain the Resolution from PNPTS, approval of the proposed ready for STP for In-service Certification Process, which will serve as an attachment to their later memorandum to DHRDD, requesting for the conduct of Certification Process by DHRDD's In-service Training Certification Board.	2. ISTS, UTPDD, DHRDD to schedule the conduct of Course/Seminar Certification.	None	1 day	Action PNCO, ISTS, UTPDD, DHRDD
3. Client will present the proposed Course/Seminar to the DHRDD's In-service Training Certification Board (Virtual/Physical) after the approval of the proposed STP by PNPTS	3. Conduct of Course/Seminar Evaluation by DHRDD's In-service Training Certification Board. (Virtual/Physical)	None	1 day	Members of DHRDD Certification Board
4. Client will comply with the corrections to their proposed STP and submit to the In-service Training Certification Board secretariat	4. ISTS, UTPDD-DHRDD/In-service Training Certification Board Secretariat will schedule the conduct of In-service training Certification	None	1 day	Members of DHRDD Certification Board
5. Client complied with corrections and passed the Evaluation by DHRDD's In-service Certification Board. (Virtual/Physical)	5. DHRDD through In-service Training Certification Board will award the Certificate of Approval of the STP.	None	1 day	Members of DHRDD Certification Board
TOTAL		None	14 days	

Feedback and Complaints Mechanism

How to send a feedback	<p>Scan the QR Code provided on any mobile devices or obtain the form from the Board Secretariat to access the Client Satisfaction Form.</p> <p>Complete and submit the Customer Satisfaction Survey and Client Complaint Form.</p> <p>Contact info: Local 6220, Trunk line: 7230401 or email: training.utpdd@gmail.com</p>
How feedback is processed	<p>After the In-service Training Certification Process has been completed successfully, the Board Secretariat will provide a QR Code to access the satisfaction survey and complaint form, or the Board Secretariat could directly provide to the client.</p> <p>The feedback requiring an answer will be sent to the In-service Training Certification Board Secretariat within three days of receipt.</p> <p>The client will be notified of the outcome.</p> <p>For inquiries and follow-ups, client may contact the following numbers: Local 6220, Trunk line: 7230401.</p>
How to file a complaint	<p>Complete the Client Complaint Form by scanning the QR Code with any mobile device.</p> <p>Complaint may also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained; - Incident details; and - Evidence. <p>For inquiries and follow-ups, client may contact the following numbers: Local 6220, Trunk line: 7230401.</p>
How complaint are processed	<p>Every day, the Secretariat reviews the complaints.</p> <p>Once the complaint has been evaluated, the Board Secretariat will begin an investigation and send it to the appropriate person for an explanation.</p> <p>After the investigation is complete, the Board Secretariat will compile a report and deliver it to the Director, DHRDD through Members of In-service Training Certification Board for evaluation and action.</p> <p>Update will be sent directly to the client by the Board Secretariat.</p> <p>For inquiries and follow-ups, client may contact the following numbers: Local 6220, Trunk line: 7230401.</p>
Contact Information of UTPDD	Contact info: Local 6220, Trunk line: 7230401 or email: training.utpdd@gmail.com