

Availment of Mandatory Career Course for Police Commissioned Officers (PCOs) and Police Non-Commissioned Officers (PNCOs)

The individual training program of this Directorate is responsible in processing and supervising the mandatory career courses of PCOs and PNCOs.

Office or Division:	Local Training Section, Individual Training Program Development Division			
Classifications:	Simple			
Type of Transaction:	Simple			
Who may avail:	PNP uniformed personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Generated Personal Data Sheet		PNP RMD, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual update of records to DPRM	1.1 Generate a list of participants from DPRM records 1.2. Schedule and disseminate the list of qualified examinees for the online Qualifying Examination (QE) 1.3. Inform the examinees to create a Canvas account	None	2 days	Action PNCOs Local Training Section
2. Create a Canvas account and take the online QE	2.1 Orientation on the use of Canvas application and conduct the online QE 2.2. Check the online QE	None	1 day	Chief, LTS and Action PNCO Local Training Section Assistant Chief, ITPDD and Chief, LTS
	2.3. Disseminate the list of successful examinees and those for remedial exam 2.4. Conduct , check the remedial exam and inform passers	None None	1 day 1 day	Action PNCO Assistant Chief, ITPDD and Chief, LTS
3. Successful examinees will submit the documentary requirements	3.1. Collate the documentary requirements	None	1 day	Action PNCO
4. Submit documentary requirements	4.1 Collate the submitted documentary requirements. 4.2. Request DPRM for issuance of Training Order	None	1 day	Action PNCO
	4.3. Transmit documentary requirements to NPC/NPTI	None	2 days	
5. Examinees who failed twice	5.1. Endorse list of unsuccessful examinees to the Attrition Board	None	1 day	TDHRDD
TOTAL		None	10 days	

Feedback and Complaints Mechanism

How to send a feedback	Access the client satisfaction google form at https://docs.google.com/forms/d/e/1FAIpQLSeorMoVksKjql1otHTd5PUn6X3LMsgwvPxExP5rnIRZS2Lwug/viewform Contact info: Local 6221 E-mail: fts.itpdd.dhrdd@pnp.gov.ph fts.itpdd.dhrdd@gmail.com
How feedback is processed	Every week the Action PNCO will consolidate the submitted google form and records all the feedback. Feedback requiring answers are forwarded to Division Officer for proper disposition. For inquiries and follow-up, the client may call (02) 87230401 loc 6221.
How to file a complaint	Complaint can be filed by sending an email to fts.itpdd.dhrdd@pnp.gov.ph for Local Training concern or at fts.itpdd.dhrdd@gmail.com for Foreign Training concern or by making a phone call. Please provide the following information: a. Name of person being complained b. Details of the incident c. Evidence For inquiries and follow-up, the client may call (02) 87230401 loc 6221
How complaint are processed	Action PNCO will endorsed the complaint to Division PCO for evaluation. Upon evaluation, the Division PCO will start the investigation and make a report and submit to the Division Chief for appropriate action. For inquiries and follow-up, the client may call (02) 87230401 loc 6221
Contact Information of ITPDD	Trunk line: (02) 8 7230401 loc 6221 Email: fts.itpdd.dhrdd@pnp.gov.ph fts.itpdd.dhrdd@gmail.com