

## Issuance of Certificate of Completion

Processing of issuance of Certificate of Completion to student rendered OJT/NSTP

<b>Office or Division:</b>	Learning and Development Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All student who underwent OJT/Field Placement/NSTP in DSWD NCR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement letter from C/RCF/S/D/U		Agency Field Instructor (AFI)		
2. Signed Daily Time Record (Original Copy)		Agency Field Instructor (AFI)		
3. Narrative Report (using Standard Format)		Agency Field Instructor (AFI)		
4. Completed Evaluation Form (using Standard Format)		Agency Field Instructor (AFI)		
5. Copy of Approved OJT Permit/Placement		Agency Field Instructor (AFI)		
6. Copy of Certificates of Appearance of Clinical Instructor		Agency Field Instructor (AFI)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student/s shall submit Narrative Report/s and Daily Time Records to the Agency Field Instructor (AFI) within seven (7) working days after rendering their OJT/NSTP hours.	1.1. Consolidation narrative report and daily time records of student.	None	30 minutes	<i>Agency Field Instructor (AFI)</i> LDS
	1.2 Preparation of Evaluation Reports of OJT students		30 minutes	<i>Agency Field Instructor (AFI)</i> LDS
	1.3. Submission of Documentary Reports and Requirements to the Learning and Development Section.		5 minutes	<i>Agency Field Instructor (AFI)</i> LDS
	1.4. Receipt of the		3 minutes	AA IV

	Documentary Reports and Requirements			LDS
	1.5. Process and counter checks documents.		30 minutes	<i>STP Focal,</i> LDS
	1.4. Facilitate preparation of Certificate of Completion and forward to SMO for Regional Director's signature.		5 minutes	<i>STP Focal</i> LDS
	1.5. Issuance of Certificate of Completion to OJT Coordinator/Requesting Party.		2 minutes	<i>STP Focal</i> LDS
<b>Total</b>		<b>None</b>	<b>1 hour and 45 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Client may accomplish the client feedback form and put/drop the accomplished form in the appropriate box provided by the office.
How feedbacks are processed	Every Friday, the focal person opens the drop box and complies and records all feedback submitted. Feedback requiring answers are forwarded to the head of the unit and require to answer within three (3) days of the receipt of the feedback. The answer of the office/unit is then relayed to the citizen, copy furnish the management.
How to file a complaint	Client will answer the Complaint Form and drop it at the designated box provided by the office. <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> </ul>

	<ul style="list-style-type: none"> <li>• Evidence</li> </ul>
How complaints are processed	<p>The focal will open the drop box every Friday and evaluates the complaint.</p> <p>Upon evaluation, forward the complaint to the relevant office for their explanation.</p> <p>The focal will give feedback report about the complaints.</p>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>PCC:</b> pcc@malacanang.gov.ph 8888</p> <p><b>CCB:</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>