

## Processing of Rehabilitation Trainings and Activities

This is a process of providing rehabilitation trainings and activities for admitted trainees of the National Vocational Rehabilitation Center.

<b>Office or Division</b>		Training Service - NVRC
<b>Classification</b>		Complex – 7 working days
<b>Type of Transaction</b>		Government to Citizen
<b>Who may Avail</b>		Admitted trainees of NVRC

### A. Social Rehabilitation Phase:

The trainee shall be provided with basic knowledge and skills on functional literacy, daily home living, personality development, improvement of physical functioning and work habits.

Checklist of Requirements	Where to Secure
1 original copy of Daily Time Record Card	Training Service (free)
4 pcs Trainees Uniform	Administrative Service (free)
1 Original Trainees ID	Training Service (free)
1 Original Copy of Training Report Card	Training Service (free)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Social Rehabilitation subjects/sessions	1.1. Provide competencies on Daily Home Living, Independent Living, Personality Development, Functional Literacy and Basic Literacy	None	36 days	Manpower Development Officer I and Project Development Officer I NVRC
	1.2. Provide Wellness activities	None	12 days	Manpower Development Officer I NVRC
	1.3. Provide Guidance and Counseling Sessions	None	6 days	Psychologist III NVRC
	1.4. Provide Social Adjustment	None	6 days	Social Welfare Officer II

	counselling sessions			NVRC
	1.5. Provide awareness sessions/seminars on Rights of Persons With	None	4 days	Manpower Development Officer II or I NVRC

	Disability, government programs and services for Persons With Disability			
	1.6. Provide awareness sessions/seminars on Health Related Concerns	None	4 days	Medical Officer III NVRC
2. Attend Rehabilitation Team Meeting	2.1. Discuss progress of rehabilitation and trainings to the Trainee	None	30 minutes	Social Welfare Officer II NVRC
3. Trainee is ready for Vocational Training	3.1. Prepare and Issue a Vocational Rehabilitation Training Schedule	None	5 minutes	Manpower Development Officer III NVRC

**B. Vocational Rehabilitation Training Phase:**

At his phase, trainee is provided basic, common and core competencies to develop his/her positive work attitude, knowledge and skills on chosen vocational course for eventual employment

Checklist of Requirements		Where to Secure		
1 original copy of Daily Time Record Card		Training Service (free)		
Trainees Uniform (previously issued)				
Trainees ID (previously issued)				
1 original copy of Training Report Card		Training Service (free)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attend Vocational	4.1. Provide basic,	None	72 days	Manpower

Training of own choice	common and core competencies on Trainee's chosen vocational course			<i>Development Officer II or I NVRC</i>
5. Attend Vocational Rehabilitation activities and sessions	5.1. Provide Wellness activities	None	24 days	<i>Manpower Development Officer I NVRC</i>
	5.2. Provide Guidance and counseling sessions	None	12 days	<i>Psychologist III NVRC</i>
	5.3. Provide Character Building Sessions	None	12 days	<i>Social Welfare Officer II NVRC</i>
	5.4. Provide awareness sessions/ seminars on Rights of Persons With Disability, government programs and services for Persons With Disability	None	8 days	<i>Manpower Development Officer II or I NVRC</i>
	5.5. Provide awareness sessions/seminars on Health Related Concerns	None	8 days	<i>Medical Officer III NVRC</i>
	5.6. Provide awareness sessions/seminars on Rights of Persons With Disability, government programs and services for Persons With Disability	None	8 days	<i>Manpower Development Officer II or I NVRC</i>
	5.7. Provide Pre-	None	8 days	<i>Manpower</i>

	Employment Seminar/Workshop			<i>Development Officer I or Social Welfare Assistant NVRC</i>
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**C. On-the-Job Training Phase:**

Trainees who acquired the basic, common and core competencies on their chosen vocational courses are afforded with greater opportunities in enhancing their acquired KSA in an actual workplace.

<b>Checklist of Requirements</b>	<b>Where to Secure</b>
1 original copy of Daily Time Record Card	Training Service (free)
Trainees Uniform (previously issued)	
Trainees ID (previously issued)	
1 original copy of OJT Report Card	OJT Site (free)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Visit OJT Site	<b>6.1.</b> Refer Trainee for OJT and discuss with employer the credentials and limitations of the Trainee for reasonable accommodation	None	4 hours	<i>Manpower Development Officer II or I NVRC</i>
	<b>6.2.</b> Orient Trainee on the workplace requirements			
7. Undergo On-the-Job Training	<b>7.1.</b> Monitor progress of Trainee	None	60 days	<i>Manpower Development Officer II or I NVRC</i>
	<b>1.1.</b> Discuss progress of Trainee including issues and concerns at OJT site	None	30 minutes	<i>Manpower Development Officer II or I NVRC</i>
	<b>1.2.</b> Discuss OJT Evaluation of employer and job placement	None	30 minutes	<i>Manpower Development Officer II or I</i>

				NVRC
<b>Total Processing Time: 277 days, 5 hours and 35 minutes</b>				

<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
How to send feedback	A trainee <b>suggestion box</b> is available at the corridor beside Training Service room for trainees feedback on their trainings
	A trainee is required to attend monthly RTM to share his/her training progress, issues and concerns.
	A quarterly “TALAKAYAN” is established where trainees are encouraged to articulate feedbacks regarding issues and concerns encountered that affect their training in the Center
How feedbacks are processed	Trainees’ feedback deposited in the suggestion box shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Training Center Superintendent for immediate and appropriate action.
	Rehabilitation Team shall provide solutions to trainee’s issues and concerns presented in the RTM which shall form part of updated Trainee’s Case Folder.
	Trainees’ feedbacks on issues and concerns collected from the suggestion box shall form part of the discussion during TALAKAYAN. All issues and concerns of trainees and agreed resolutions are documented.
How to file a complaint	Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF NVRC or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.
How complaints are processed	All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.
	All complaints beyond the control of the Center is

	elevated to the Management of higher authority within the day for their appropriate actions.
Contact information	NVRC IMP Committee Chairperson: 0998-9572375
	ARTA: 8478-5091/8478-5093/8478-5099
	CSC: 8740-8412/8749-0980/8781-5864
	CCB: <a href="http://contactcenterngbayan.gov.ph">contactcenterngbayan.gov.ph</a>
	PCC: 8736-8645/8736-8603/8736-8629