

Processing of Trainees Admission

This is a process for admitting applicants who are interested to avail the services of the National Vocational Rehabilitation Center (NVRC).

Office or Division	Social Adjustment Service - NVRC			
Classification	Complex – 7 working days			
Type of Transaction	Government to Citizen			
Who may Avail	Persons With Disability and Other Vulnerable Groups 16 years old and above			
A. Pre-Admission Phase:				
This is an initial assessment to determine applicant's Physical & Psychological fitness for training.				
Checklist of Requirements		Where to Secure		
1 Original Copy of Medical & Psychological Results (for Psycho-Social Person & Persons With Intellectual Disability)		Any government or private hospitals/clinics		
1 Original Copy of Person With Disability Identification		From the Person With Disability Office in the LGU where the applicant resides		
1 Original Copy of Barangay Indigent Certificate		From the Barangay LGU where the applicant resides		
1 Original Copy of Case Summary Report		From the C/MSWDO or referring party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from the Guard on Duty	1.1. Let the applicant log-in in the Visitor's Logbook	None	2 minutes	Guard on Duty NVRC
	1.2. Refer applicant to the Social Worker on Duty at the Social Adjustment Service	None	1 minute	Guard on Duty NVRC
2. Submit the list of requirements to	2.1. Conducts initial	None	20 minutes	Social Welfare Officer II

the Social Worker on Duty	interview/assessment			NVRC
	2.2. Accomplish the General Intake Form (GIS)	None	10 minutes	
	2.3. GIS is submitted to the Supervising Social Worker	None	1 minute	<i>Social Welfare Officer II NVRC</i>
	2.4. Assign case to Social Worker for case management	None	5 minutes	<i>Social Welfare Officer III NVRC</i>
3. Upon advise of the Social Worker on Case, proceed to the Vocational Guidance and Psychological Service (VGPS) with the folder containing GIS form	3. VGPS conducts initial assessment	None	30 minutes	<i>Psychologist III NVRC</i>
4. Proceed to Medical Service with the folder containing GIS form and VGPS initial assessment If found to be physically and psychologically fit for training, proceed to STEP 5, if not, proceed to STEP 2.4 for appropriate intervention and referral.	4. Medical Service conducts initial Physical and Functional Assessment	None	30 minutes	<i>Medical Officer III NVRC</i>
5. Proceed to Training Service with the folder containing GIS form and initial	5. Training Service conducts initial assessment on Functional	None	30 minutes	<i>Manpower Development Officer I NVRC</i>

assessments forms of VGPS & Medical Service	Literacy, Basic Literacy and vocational skills			
6. Proceed to Placement Service with the folder containing GIS form and initial assessments of VGPS, Medical Service and Training Service	6. Conducts initial assessment on the employability of applicant	None	30 minutes	<i>Manpower Development Officer I or Social Welfare Assistant NVRC</i>
7. Proceed to STEP 2.4.	7. Social Worker on Case advises inform applicant that he/she is admitted as trainee of NVRC and advise him/her on the schedule of 1 st Rehabilitation Team Meeting (RTM)	None	1 minute	<i>Social Welfare Officer II NVRC</i>
8. Fill up Customer Feedback Form before leaving the Center	8.1. Provide Customer Feedback Form	None	1 minute	<i>Guard on Duty NVRC</i>
	8.2. Receive Customer Feedback Form through the Suggestion Box			<i>Guard on Duty NVRC</i>

B. Admission Phase :

This is the process necessary to gather collateral information about the trainee as basis for determining his/her initial intervention plan based on result of home visit and the initial assessment conducted by the different services, orientation of NVRC program and services and the signing of "KASUNDUAN" for training.

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. While waiting for the	9.1. Conducts Home visit to trainee to gather collateral	None	4 hours	<i>Social Welfare Officer II</i>

scheduled 1 st RTM	information			NVRC
	9.2. Prepare Case Study Report	None	4 hours	<i>Social Welfare Officer II</i> NVRC
10. Attend the 1 st Rehabilitation Team Meeting	10.1. Present and discuss the case of the trainee	None	30 minutes	<i>Social Welfare Officer II</i> NVRC
	10.2. Formulate and agree on the Intervention Plan of the applicant			
	10.3. Provides orientation on NVRC programs and services including rules and regulations	None	20 minutes	<i>Social Welfare Officer II</i> NVRC
	10.4. Discuss the KASUNDUAN for training at NVRC and Trainee agreed and signed	None	5 minutes	<i>Social Welfare Officer II</i> NVRC
	10.5. Trainee received advise on the start of training at NVRC	None	1 minute	<i>Social Welfare Officer II</i> NVRC
	10.6. Request for gratuity allowance approved	None	1 minute	<i>Social Welfare Officer II</i> NVRC
11. Secure Exploratory Schedule	11.1. Issue an Exploratory Schedule	None	1 minute	Manpower Development Officer III NVRC
12. Fill up Customer Feedback Form before leaving the Center	12.1. Provide Customer Feedback Form	None	1 minute	Guard on Duty NVRC
TOTAL:		None	1 day, 3	

		hours, 40 minutes	
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FEEDBACK AND COMPLAINT MECHANISM	
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How to send feedback	A “Customer Feedback Form” is given by the Security Guard on duty to visitor/customer upon entry at NVRC and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure from NVRC.
How feedbacks are processed	Customer Feedback Forms 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.
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	<p>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.</p> <p>All complaints beyond the control of the Center is elevated to the Management of higher authority within the day for their appropriate actions.</p>
Contact information	<p>NVRC IMP Committee Chairperson: 0998-9572375</p> <p>ARTA: 8478-5091/8478-5093/8478-5099</p> <p>CSC: 8740-8412/8749-0980/8781-5864</p> <p>CCB: contactcenterngbayan.gov.ph</p> <p>PCC: 8736-8645/8736-8603/8736-8629</p>

