

Processing of Trainees Exploratory Period

This is a process wherein the Trainee is exposed in two (2) vocational courses of his/her choice to determine his/her Vocational Rehabilitation Goal.

Office or Division	Training Service - NVRC			
Classification	Complex – 5 working days			
Type of Transaction	Government to Citizen			
Who may Avail	Persons With Disability and Other Vulnerable Groups 16 years old and above			
Checklist of Requirements			Where to Secure	
1 Exploratory Schedule previously provided				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend 5-day Exploratory Period	1.1. Expose trainee in Social Rehabilitation	None	1 day	<i>Manpower Development Officer II or I NVRC</i>
	1.2. Expose Trainee in 2 Vocational Courses	None	4 days	<i>Manpower Development Officer II or I NVRC</i>
2. Attend the 2 nd RTM	2.1. Present and discuss the result of Exploratory period and finalize vocational rehabilitation goal	None	40 minutes	<i>Social Welfare Officer II NVRC</i>
3. Trainee is ready for Social Rehabilitation Training	3.1. Prepare and Issue a Social Rehabilitation Training Schedule	None	5 minutes	<i>Manpower Development Officer III NVRC</i>
TOTAL:		None	5 days, 45 minutes	

FEEDBACK AND COMPLAINT MECHANISM

How to send feedback	Share exploratory experiences, rehabilitation goal and support needs for training with the Rehabilitation Team in the 2 nd RTM where all services are represented
How feedbacks are processed	Discuss in the Rehabilitation Team with the Trainee
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: contactcenterngbayan.gov.ph PCC: 8736-8645/8736-8603/8736-8629