

Department of Social Welfare and Development  
National Capital Region

REGIONAL MEMORANDUM ORDER

No. **005**  
Series of 2013

**SUBJECT : REVISED OPERATIONAL GUIDELINES ON THE IMPLEMENTATION OF THE STUDENT TRAINING PROGRAM**

**I. RATIONALE**

Taking off from the Regional Administrative Order 532, Series of 2003 as the spring board in the implementation of the Student Training Program, Regional Administrative Order 042, Series of 2007 or "The Operational Guidelines on the Implementation of the Student Training Program" was formulated to serve as the region's operational guidelines to realize the goals and objectives of the program.

However, said amendment of guideline is not enough to respond to the prevailing issues and concerns encountered in the implementation of the Student Training Program. The accountabilities of the region and affiliated schools were likewise not specified, thus the need to enhance the guidelines.

From previous Consultation Meeting with DSWD Designated AFIs and Affiliated Schools and Universities for the Strengthening of Implementation of Student Training Program held on June 22, 2011 and December 5, 2011, RAO 042 was reviewed wherein comments and inputs such as issues on number of hours of field placement for BS Nursing Courses, submission of registration card with picture of students or resume and school ID as requirement for field placement, and request for make-up duty among others.

The revision of the guideline is initiated to provide guidance in responding to the changing needs of training schools, trainees and agency placement as well as the respective field supervisors based on the areas or training ground tailored.

**II. LEGAL BASES**

- A. Administrative Order No. 63, Series of 2003 or the Amendment to Guidelines on the Implementation of the Student Training Program which governs all provisions in implementing the Student Training Program including NSTP-CWTS Placement, Caregiver and other OJT as well as the Foreign Students and 3<sup>rd</sup> Country Participants.
- B. Administrative Order No. 35, Series of 2004 or the Amendment to Administrative Order No. 63 s. 2003 on the Use of Accrued Affiliation Fees on the use of Accrued Affiliation Fees, which highlighted how the generated affiliation fees from placement of student trainees would be utilized by the Department.
- C. Regional Administrative Order No. 042, Series of 2007 or the Amending the Provisions of RAO 532, Series of 2003 or The "Operational Guidelines on the Implementation of the Student Training Program, As Amended" which was formulated to serve as the region's operational guidelines that would suit local needs relative to program implementation.



### III. OBJECTIVES

Generally, this proposed revised guideline aims to provide the over-all directions on the implementation of the Student Training Program as well as to strengthen and sustain collaboration with schools.

Specifically, this guideline intends to accomplish the following:

1. Provide the students with experience and opportunity to appreciate government service delivery function in the social welfare service sector of the bureaucracy.
2. Provide the tertiary level students with a meaningful learning opportunities along social welfare and development in DSWD Center / Residential Care Facilities (C/RCF) and in other community-based programs and services and units in the Field Office.
3. Provide the trainees on the Caregiver Training Program with capability building opportunities and planned learning opportunities to develop their competencies in care-giving while promoting the quality care to DSWD clients.
4. Provide the Foreign Students and 3<sup>rd</sup> Country Participants with orientation and structured learning/exchange/sharing opportunity through an inter-active discussions/sharings and field exposures to varied programs and services of the department, for them to know the social welfare context and experience in the Philippine setting, the DSWD being the authority in social welfare and development concerns.

### IV. DEFINITION OF TERMS

In order to provide a common understanding to AO 63 S. 2003 on the terms used in this RAO and the jargon understood by the stakeholders and claimholders of the Student Training Program, following terms are defined:

1. 3<sup>rd</sup> Country Participant refers to visitors from the Third World Countries and/or those under the Technical Assistance for Developing Countries (TADC) who have been sent as exchange visitor/s with particular interest about the country's social welfare programs and services.
2. Absorptive Capacity refers to the Agency Field Placement's capacity to accommodate trainees. Depending on the number of designated AFIs, number of clients in the C/RCF and the magnitude of clients' needs, the number of trainees/students to be placed is determined.
3. Affiliation Fee refers to the amount charged to students to defray cost of seminars and conferences, and purchase of supplies and materials necessary to the needs of the Agency Field Placement.
4. Agency Field Instructor (AFI) refers to the supervisory level staff of the DSWD C/RCF, Divisions and Units who shall directly oversee, monitor and evaluate the placement of students/trainee.
5. Agency Field Placement refers to all the DSWD-NCR C/RCF, Units and Divisions where the trainee/student would be placed relative to their training needs/requirements.
6. Caregiving and Other Health-Related Courses refers to the program of activities of caregiver trainees designated to promote the well-being and enhance the capacity of the client for satisfactory social functioning.
7. Caregiver Trainee refers to a person with On the Job Training requirement endorsed by a TESDA-accredited Training School/Center, graduate of a Caregiver Course from a TESDA-accredited Training School/Center and needs training exposure as reference for employment abroad.

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### IMPLEMENTATION POLICIES AND PROCEDURES

The succeeding steps are the process and procedures to be undertaken by the implementers of the Student Training Program to ensure effective and efficient program implementation.

To illustrate the process and procedures, please see attached Process Flow as reference.

#### A. Contracting Phase

1. Before entering into a contract, the following supporting documents must be submitted by the school to the Field Office:
  - a. For NSTP-CWTS
    - i. Letter of Intent from the school
    - ii. SEC/CHED or TESDA Registration
    - iii. Contract of Affiliation
  - b. For Caregiver (or Vocational) Training Center
    - i. Letter of Intent from the school



- ii. Course Module
  - iii. Business Permit
  - iv. TESDA or CHED Registration
  - v. Profile of the School
  - vi. Contract of Affiliation
- c. For Regular Course
    - i. Letter of Intent from the school
    - ii. Course Module
    - iii. SEC or CHED Registration
    - iv. Brief overview of the school
    - v. Contract of Affiliation
2. Schools shall enter a Memorandum of Agreement with DSWD-NCR for contracts of affiliation for regular courses, NSTP-CWTS, vocational courses and caregiver trainees.

Contract forms shall be provided by the Department. Four copies of the contract shall be signed by the first and second parties as well as their respective witnesses. The witness for the First Party (represented by the Regional Director), is the Head of the Human Resource Development Section. On the other hand, the witness for the Second Party (represented by the School President, College Dean or University Administrator) is the Training School Coordinator or Clinical Instructor.

- 3. The affiliating Training School shall be responsible for the notarization of the contract.
- 4. Contracting for NSTP-CWTS students on field placement to DSWD are only limited to those schools accredited by the Commission on Higher Education (CHED) and for caregiver/vocational trainees, only TESDA-accredited Training Schools can be accommodated by the Department.
- 5. Authenticity of the submitted documents shall be validated by the HRDS.
- 6. For renewal of contract, the school shall submit the following documents to the Field Office:
  - a. Letter of intent
  - b. Evaluation of the center/s where the school have endorsed students for field placement
  - c. Signed Contract of Affiliation
- 7. Renewal of the Contract of Affiliation/Placement shall be based on the Evaluation Report prepared by the Head of the Agency Field Placement.
- 8. All Contract of Affiliation/Placement shall be effective for three (3) years unless revoked or terminated for cause. Schools whose Contract of Affiliation/Placement has expired for more than five (5) years shall not be eligible for renewal of contract and shall apply for a new contract.

**B. Criteria for the Selection of the Agency Field Instructor**

Criteria in the selection of Agency Field Instructor shall be in the manner provided on Section XI of the Department order No. 20 Series of 1998 or the Guidelines on the Implementation of the Student Training Program. Please see attached Annex 1 as reference.

**C. Placement of Students/Trainees**

- 1. Acceptance of students/trainees for placement shall be at the discretion of the DSWD based on the facility and availability of AFI. This is to ensure that quality supervision is given to the trainee while job performance of the AFI is not sacrificed. Following absorptive capacity ratio is prescribed according to the training program where the student belongs to:
  - a. 1: 10 for Caregiver Trainees

- b. 1:5 for Social Work Practicumers
  - c. 1:10 for Other Regular and Vocational Courses
2. Specifically for caregiver only, trainees/students shall not be younger than 18 years old before they are assigned for placement. However, due to the nature of clientele and scope of work at the Elsie Gaches Village, caregiver trainees that would be placed out should not be younger than 20 years old.
3. For post graduate students, they shall be provided with experiences to enhance their competencies in preparation for their expanded role in the areas of advanced direct practice in social/public administration and research or in the fields of social policy, studies on individuals in especially difficult circumstances, community development, casework, group work, among others.
4. The Region reserves the right not to accept trainees for placement based on the following:
- a. The Region has no existing positions that have the capacity to supervise regular courses.
  - b. The trainee has advanced skills requirement, specifically for post graduate students, and there are no staff capable to provide supervision; and
  - c. The Region has no available facilities required by the training program of the school.
5. Only affiliated training schools/centers may endorse students/trainees for placement in DSWD facilities and community-based areas. Students/trainees, meeting the requirements set by Administrative Order No. 63, Series of 2003 shall be accommodated. As basis for assessment, the following documentary requirements shall be submitted together with the endorsement letter of the school/university/training center:
- a. For NSTP-CWTS
    - i. Endorsement letter from the affiliated school
    - ii. Brief narrative description of the nature of service to be provided by the students
  - b. For Caregiver/Vocational Trainees
    - i. Medical clearance complete with laboratory results such as x-ray, fecalysis, urinalysis and CBC (all results should not be older than 3 months except for x-ray which is valid within 6 months since the day it was taken). For female, pregnancy test result may be asked as additional requirement. (Please note that pregnant caregiver trainees shall not be admitted for placement taking into consideration the welfare of the student/caregiver)
    - ii. NBI Clearance for local employment
    - iii. Certificate of good moral character
    - iv. 1 pc. 2x2 ID picture
    - v. Resume
  - c. For Regular Course
    - i. Endorsement letter from the affiliated school
    - ii. Resume
    - iii. Photocopy of ID/Registration Card with picture
- Only photocopied documents are submitted to the Field Office except for the trainee's resume. However, the Training School Coordinator should present all the original documents to the Regional training Coordinator/Focal Person upon submission of endorsement.
6. A permit approved by the Assistant Regional Director and official receipt of payment of affiliation fees, shall serve as the official endorsement of students/trainees to their respective place of assignments.



7. No student/trainee shall be accommodated by the Agency Field Placement without the approved permit and official endorsement of students/trainees to their respective place of assignments.
8. All students/trainees and Training Center Instructor/Training School Coordinator/Clinical Instructor shall attend a general orientation with a generic module about the DSWD to include the following:
  - a. Vision, Mission and Goals
  - b. Programs and Services (to include advocacy materials on HIV-AIDS)
  - c. Organizational Structures
  - d. Protocols during Field Placement

The Orientation shall be conducted by the Human Resource Development Section. Another orientation specific to the Agency Field Placement will be done by the AFI at the start of the training period.

9. A dialogue shall be conducted between the student/trainee, the Training Center Instructor/Training School Coordinator, AFI and the Regional Training Coordinator at the start of the placement.
10. A well planned Program of Work jointly formulated by the Training Center instructor/Training School Coordinator and the AFI shall be made as a result of the dialogue which will subject for monitoring and evaluation of the placement. The Program of Work must ensure that beginning skills on the trainees/students' field of work/profession will be acquired during the training period. The training school instructor should monitor the trainees once or twice a week.
11. The Head Social Worker/unit of the Agency Field Placement shall submit the completed Evaluation Form of each student/trainee to the Field Office attesting that the requirements for the training program has been satisfactorily met by the student/trainee. Endorsement of evaluation should be made within two weeks after the training period. Otherwise, the Head Social Worker shall explain or justify in writing late submission of the completed evaluation form. Endorsement shall have the following attachments:
  - a. Letter of Endorsement from Head Social Worker
  - b. Completed Evaluation Form (using standard format)
  - c. Completed Narrative Form (using standard format)
  - d. Approved Permit signed by the Assistant Regional Director
  - e. Daily Time Record of Trainee/Student
  - f. Copy of Certificate of Appearances of the school training instructor
  - g. Photocopy of Official Receipt of Payment of Affiliation Fees and Copy of Charge Slip
12. The completed Evaluation Form shall be the basis for the issuance of Certificate of Completion of Training.
13. All Certificates of Completion of Training shall be signed by the Regional Director or his/her designated officer in charge.
14. Certificate of Completion of Training shall be issued to the designated official of the school with letter of endorsement signed by the Regional Director indicating the names of trainees who will be the recipient of the certificates.
15. Unclaimed Certificate of Completion of Training within five (5) years will be for records disposal. Human Resource Development Section will inform the school through a letter prior to the disposal of certificates.
16. The student/trainee shall be liable in case of accident or injury of staff and clients or damage to property of DSWD caused by him during the training program.

D. Grounds for Revocation/Termination of Contract of Affiliation

The Contract of Affiliation with the affiliated Training School may be revoked based on the following reasons:

1. Violations in the provisions of AO 63 S. 2003; and
2. Failure to take actions on the problems encountered with the students such as the following:
  - a. Habitual absences without valid cause
  - b. Frequent tardiness
  - c. Releasing confidential information
  - d. Misconduct Prejudicial acts against the clients of the C/RCF
  - e. Falsification of documents

Revocation will only be effected after formal discussions, deliberations and meetings between the department and the training school representatives have taken place.

E. Request for Make-up Duty

1. Extension of duty or conduct of make-up duty shall be allowed after the scheduled training of placement to determine how many hours are still needed for the trainee/student to complete the required time for OJT as indicated in the approved permit.
2. The School/Caregiver Center will officially coordinate with the Field Office thru Human Resource Development Section for the issuance of permit for make-up duty with attached explanation or excuse letter of the students if applicable. The permit must be presented to the center on the first day of make-up duty.
3. No additional fee will be charged for make-up duty provided that it will be conducted within the 6 months period.

F. Grounds for Termination of OJT

The following shall constitute the grounds for termination of students under OJT:

1. Absence without meritorious reasons, from the Agency Field Placement, for more than 20% of the required number of training hours. However, a request for make up duty of trainees/students should be submitted to the Human Resource Development Section supported by an excuse letter from the students approved by the Clinical Instructor and AFI due to following reasons:
  - a. Incomplete hours due to absences/tardiness of students
  - b. Absences due to typhoons, special holidays and school activities

On the other hand, students who will report fifteen (15) minutes late or less will extend duty within the day while for students who will report more than 15 minutes late must render one make-up duty.

2. The trainee/student found out to have physically, verbally, emotionally, psychologically and/or sexually abused the client/s in the Agency Field Placement without prejudice to the filing of appropriate criminal and/ or administrative charges.

The above violations require material evidences, thorough investigation and heavier penalties. Appropriate warning and coordination meetings should be done with the training school representatives and the student concerned.

G. Non-Issuance of Certificate of Completion of Training

A student or trainee, may not be given a Certificate of Completion of Training due to the following factors:



1. Failure to submit the completed Narrative Form within one week after the training period has been finished;
2. Has violated simple rules and regulations in the Agency Field Placement; and
3. Tardiness for more than 40% of the required number of training days.

Commitment of the above should be made known to the trainee/student through a written warning or one-on-one supervision by the AFI. Trialogue should also be facilitated before any decision or action is taken. Proceedings of the dialogue should be documented.

## VII. AFFILIATIONS FEES

### A Rate of Affiliation Fees

The DSWD shall charge the following affiliation fees for the practicum/placement of the students/trainees in Agency Field Placement and community-based areas:

1. For regular course, from public and private schools, P500. 00 per student per semester shall be collected.
2. For the NSTP-CWTS students, P 50. 00 shall be charged per semester for students of State-run colleges and universities while P 100. 00 shall be charged per semester for students of private colleges and universities. The generated amount will go to the AFI Funds of the Agency Field Placement and will be utilized in the manner prescribed in Item C of this Sub-title.
3. For caregiver and vocational trainee, if the training duration is 6 months or less, P 500. 00 per trainee per Training School would be charged while P 1, 000. 00 per trainee per School would be collected for training duration exceeding 6 months. For TESDA-accredited Training Schools providing the training for FREE, if the training duration is 6 months or less, P 50. 00 per trainee per Training School would be charged while P 100. 00 per trainee per Training School would be collected for training duration exceeding 6 months, this is to cover operational expenses of the Agency Field Placement during accommodation of trainees particularly supplies and materials used during the placement.
4. For foreign students undertaking fieldwork placement in DSWD, US\$100.00 shall be paid by the student, exclusive of the actual board and lodging fees in case the student is staying at DSWD-operated dormitories.

### E Collection/Payment of Affiliation Fees

To ensure a smooth flow in the collection/payment and utilization of generated affiliation fees, the following steps must be faithfully observed:

1. Affiliation fees shall be collected based on the approved permit for placement signed by the Assistant Regional Director. No collection shall be made while the permit is still on process.
2. Any staff from Human Resource Development Section shall prepare a CHARGE SLIP, reflecting the details of the payment to be made by the individual/school/training center based on the record of approved permit. The charge slip must contain the following information:
  - a. Name of Paying Agency
  - b. Name of Agency Field Placement
  - c. Number of students/trainees to be placed
  - d. Period of OJT/Field Placement

The concerned staff of the Human Resource Development Section shall sign the charge slip.

3. The charge slip shall be presented by the paying individual/school/training center to the Field Office Cashier. The corresponding amount indicated in the charge slip shall be

properly accounted and received by the Field Office Cashier and issue an official receipt. Only the Field Office Cashier is authorized to receive the payment for affiliation fees. In no case that any other staff shall receive payment for affiliation fees. Likewise, the Cashier shall not receive any payment for affiliation without the charge slip issued by the Human Resource Development Section.

4. The charge slip shall be returned by the paying school/training center to the Human Resource Development Section reflecting the Official Receipt Number of the received payment.
5. The Human Resource Development Section shall maintain a book of accounting for the payment of affiliation fees as a central file on general fees.

C. Utilization of Generated Affiliated Fees

Payment and utilization of the generated affiliation fees for the Student Training Program should be regulated and systematized to ensure due collection and utilization of funds in accordance to AO 63. For this purpose, the collected affiliation fees shall be divided on the following manner.

1. Sixty percent (60%) for the conduct of training and seminars by the Agency Field Placement; and
2. Forty percent (40%) for the purchase of supplies and materials intended for augmentation to the fund of Agency Field Placement.

AFI Funds may only be utilized through a project proposal for activities and/or Purchase Request for supplies and materials duly approved by the Regional Director.

## VIII. INSTITUTIONAL ARRANGEMENT

To ensure the quality of implementation of Student Training Program, below are the roles and responsibilities of the following:

1. Institutional Development Division
  - a. Acknowledge and provide inputs, comments and recommendation through the evaluation reports submitted by C/RCFs.
2. Human Resource Development Section
  - a. Serve as the "clearing-house" of all activities related to STP of the Region such as processing of application or renewal of contract of affiliation of schools/training centers to DSWD-NCR, issuance of permit for field placement and preparation of Certificate of Completion of Training of students/trainees.
  - b. Prepares a CHARGE SLIP reflecting the details of the payment to be made by the individual/school/training center based on the record of approved permit.
  - c. Provide technical assistance to the Agency Field Instructors and to affiliated schools for the implementation of Student Training Program.
  - d. Coordinate, monitor and oversee the placement of students/trainees in respective C/RCF and Units.
  - e. Conducts general orientation on DSWD programs and services, policies and procedures on STP prior to Field Placement.
  - f. Serve as secretariat in the conduct of regular Consultation Meeting with DSWD Designated AFIs and Affiliated Schools and Universities for the Strengthening of



Implementation of Student Training Program to discuss and resolve issues and concerns related to Student Training Program.

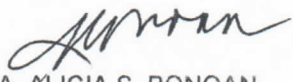
3. Centers / Residential Care Facilities

- a. Designate Agency Field Instructors to directly oversee, monitor and evaluate the placement of students/trainee.
- b. Ensure that the AFIs will conduct orientation specific to the Field Placement to be done at the start of the training period.
- c. Ensure that the AFIs will be present during the entrance and exit dialogue with the students/trainees and Clinical Instructors.
- d. The Head of the C/RCF shall submit the completed Evaluation Form of each student/trainee to the Field Office attesting that the requirements for the training program has been satisfactorily met by the student/trainee.

IX. EFFECTIVITY

This Administrative Order takes effect immediately and supersedes previous issuances inconsistent therewith.

Issued in Manila, this 16<sup>th</sup> day of December, 2013

  
MA. ALICIA S. BONOAN  
Regional Director

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HRD)

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