

## APPLICATION FOR TRAINING/ADMISSION and ENROLMENT PROCEDURE

STEP	Applicant	Service Provider	Duration of Activity	Person-in Charge	Fees
1.	Inquire from the Customer Service Officer (CSO) about the training program that the applicant wants to avail.	-Provides the client with the information on the programs and services and its requirement -Provides Customer Feedback Form to Client (CFF)	2 minutes	Customer Service Officer	N/A
2.	Presents documents for enrolment	Assesses documents and refers applicant to the registrar for admission	1 minutes	Customer Service Officer	N/A
3.	Goes to the Registrar and submits/presents required documents for enrolment	-Collects and evaluates the required documents for admission -Provide Learners Profile and instructs applicant to fill-out the form	3 minutes	Registrar	N/A
4.	Accomplishes Learners Profile Form	-Checks accomplished form if properly/completely filled-out	2 minutes	Registrar	N/A
5.	Takes the Career Profiling	-Administers the Career Profiling -signs Learners Profile	1 hour	Guidance Counselor	N/A
6.	Pays training fee (if any)	-Accepts payment and issues Official Receipt	1 minute	Collecting Officer	
7.	Submits accomplished Learners Profiles to the Registrar and gets information on the date of orientation and start of training	Validates Learners Profile and advises applicants on the orientation and date of the start of training	1 minute	Registrar	N/A
8.	Submits accomplished CFF to the CSO	Accepts accomplished CFF	1minute	CSO	N/A

## RELEASE OF CERTIFICATE OF TRAINING (COT) AND TRANSCRIPT OF RECORDS (TOR)

STEP	Applicant	Service Provider	Duration of Activity	Person-in Charge	Fees
1.	Inquire from the Customer Service Officer (CFO) on how to claim Certificate of training (COT)/Transcript of Records (TOR).	-Checks required documents to claim COT/TOR -Provides Customer Feedback Form to Client (CFF)	1 minute	Customer Service Officer	N/A
2.	Goes to the Registrar's Office, submits duly accomplished clearance and fills-up request for release of Certificate of Training/Transcript of Records (COT/TOR)	-Receives clearance -Checks the Request Form (RF) if accomplished properly/completely	1 minute	Registrar	N/A
3.	Pays fee (if any)	-Accepts payment and issues Official Receipt (OR)	1 minute	Cashier	TOR – Php 50 COT-None
4.	Submits filled-up RF and OR	-Receives RF/OR -Verifies individual record -Prepares COT/TOR and signs COT/TOR -Submit COT/TOR to VSS for Signature -Receives signed COT/TOR from VSS -Request student/graduate to sign in the acknowledgement log-book -Releases COT/TOR	1 minute 5 minutes 10 minutes  1 minute  1 minute  1 minute	Registrar	N/A
5.	Submits accomplished CFF to the CSO	Accepts accomplished CFF	1minute	CSO	N/A

## APPLICATION FOR NATIONAL COMPETENCY ASSESSMENT

STEP	Applicant	Service Provider	Duration of Activity	Person-in Charge	Fees
1.	Inquire from the Customer Feedback Officer about the assessment program the applicant wants to avail	-Provides the applicant with information on the services of the assessment center -Provides CFF to applicants	2 minute	Customer Service Officer	N/A
2.	Presents requirement for application for assessment	-Assess completeness of requirements and refers applicant to the assessment center	1 minutes	Customer Service Officer	N/A
3.	Goes to the assessment center and presents required picture for the application for assessment	-Provides Self-Assessment Guide (SAG) to applicant to evaluate/assess readiness for the assessment -If applicant is not eligible, Assessment Center Focal advises applicant to undergo training -If applicant is eligible, Assessment Center Focal (ACF) provides application form	1 minute  1 minute  1 minute	Assessment Center Focal	N/A
4.	Fills-up/Accomplishes Assessment Form	- Checks accomplished form if properly/completely filled-out	1 minute	Assessment Center Focal	N/A
5.	Pays assessment fee (If any)	- Accepts payment & issues OR	1 minute	Cashier	(depends on the qualification applied for)
6.	Returns to assessment center, submits OR and waits for schedule of assessment	- Validates accomplished application form and advises applicant on the schedule of assessment	2 minutes	Assessment Center Focal	N/A
7.	Goes back to CSO and submits accomplished CFF	-Collects/Receives CFF	1 minute	Customer Service Officer	N/A

## DISBURSEMENT PROCEDURE

STEP	Client	Service Provider	Duration of Activity	Person-in Charge	FEES
1.	Inquire from the Customer Service Officer about Claiming of Accounts Receivable	-Provides CFF to applicants -Directs client to Finance Office	1 minute	Customer Service Officer	N/A
2.	Submits complete documents in duplicate copy	-Checks/verify completeness of the accomplished attachments/documents - Determines availability of funds -Prepares obligation request and Disbursement Voucher	2 minutes 2 minutes 1 minute	Finance(Accounting Staff) Accountant/Budget Officer Finance(Accounting Staff)	N/A
3.		-Reviews DV and supporting documents for approval of VSS -Signs voucher	2 minutes	Accountant/Budget Officer	N/A
4.		-Prepares check <ul style="list-style-type: none"> <li>• Verifies completeness of signature on the DV</li> <li>• Record in the logbook</li> <li>• Countersigns the check</li> </ul>	2 minutes	Disbursing Officer  Vocational School Superintendent/DO	N/A
5.		- Prepares Accountant's Advice -Countersigns the Accountants Advice	2 minutes	Accountant	N/A
6.	Receives check/issues OR	-Releases check, attach original OR/Sales Invoice and secure signature of recipient -Prepares Report of Checks Issued	5 minutes	Disbursing Officer	N/A
7.	Submits Customer Feedback Form	Receives CFF form	1 minute	Customer Service Officer	N/A

## REQUISITION PROCEDURE

STEP	Client	Service Provider	Duration of Activity	Person-in Charge	FEES
1.	Accomplish Supplies Availability Inquiry (SAI)	-Determines availability of supplies -If available, provides Requisition Slip Form -If not available, provides Purchase Request Form	1 minute 1 minute 1 minute	Supply Officer	N/A
2.	Fills-up Inventory Custodianship Slip/Acknowledgement Receipt for Equipment and receives supplies/tools/equipment	-Receives and evaluates ICS/ARE -Issues supplies	2 minutes 1 minute	Supply Officer	N/A

## PURCHASE REQUEST PROCEDURE

STEP	Client	Service Provider	Duration of Activity	Person-in Charge	FEES
1.	Accomplishes Purchase Request	-Evaluates/reviews Purchase Request -Approves Purchase Request	5 minutes	-Vocational School Superintendent	N/A
2.	Submits approved Purchase request	-Receives approved Purchase Request	1 minute	Supply Officer	N/A

## PROCEDURE IN HANDLING OF COMPLAINTS

STEP	Client	Service Provider	Duration of Activity	Person-in Charge	FEES
1.	Files complaint in writing	-Receives/stamps and keeps confidentiality of the complaint	2 minutes	-Customer Service Officer	N/A
2.		-Reviews/evaluates nature of complaints -Notifies the concern office/personnel regarding the complaint	20 minutes	Vocational School Superintendent	N/A
3.		Reads and answer complaint	48 hours after receipt of complaint	Personnel/Office concerned	N/A
4.		Notifies/sends answer/respond to the aggrieved party on the complaint being filed	5 minutes	VSS	N/A

