	TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES Ayala Blvd., Ermita, Manila, 1000 Philippines Tel No. +632-301-3001 local 409 Fax No. +632-521-4063 Email: ues@tup.edu.ph Website: tup.edu.ph	Index No.	PM-UES-4.2.4
		Issue No.	01
		Revision No.	00
	PROCEDURES & WORK INSTRUCTIONS MANUAL	Date	11242017
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Subject 4.2.4	Conduct of Training Program	QAC No.	CC-11242017

Purpose:

This documented information is determined, maintained, retained to the extent necessary to have confidence that the conduct of extension training program procedure, under the University Extension Services, is carried out as planned. This is to demonstrate the conformity of products and services delivered/rendered therein, in compliance to University policies, customer, and statutory/regulatory requirements.

Scope:

This procedure applies to the conduct of extension training programs from all colleges and campuses of TUP, and other relevant interested parties.

Responsibility and Authority:

The Director of University Extension Services (UES) is responsible in the effective implementation of this procedure, duly verified and approved by the Vice President for Research and Extension, or relevant authorities.

Key Performance Indicators:

- 1. Efficiency (E)
- 1.1 Completed tasks with at least 90% accuracy / 10% corrections.
- 2. Quality (Q)
- 2.1 Achieved at least 80% customer satisfaction.
- 2.2 Received 0 complaint.
- 2.3 Received at least 1 customer commendation/wow experience.

3. Timeliness (T)

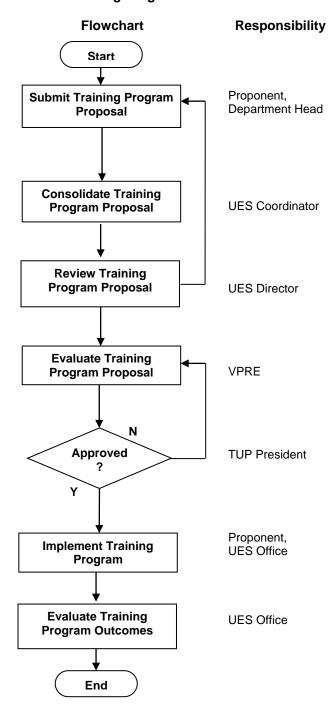
3.1 Completed highly technical transactions (scientific tasks etc.) within 20 days average.

References:

- 1. F-UES-4.2-TRF-Training Registration Form
- 2. F-UES-4.2-PEF-Pre-Evaluation Form
- 3. F-UES-4.2-PME-Program Mid-Evaluation
- 4. F-UES-4.2-PPE-Program Post-Evaluation
- 5. F-UES-4.2-EFS-Financial Statement
- 6. F-UES-4.2-EMF-UES Monitoring Form
- 7. F-UES-4.2-LOP-List of Participants
- 8. F-UES-4.2-ESR-Status Report

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Conduct Training Program Procedure Details:



1. Submit Training Program Proposal

1.1 Proponent shall submit training proposal to UES Office through channels (e.g. Department Head, UES Coordinator, Dean/Campus Director etc). The proposal shall include the design content of the training program and other pertinent documentations.

Details

2. Consolidate Training Program Proposal

2.1 UES Coordinator shall consolidate training proposals from college/campus then endorse to the UES Director for review.

3. Review Training Program Proposal

- 3.1 UES Director shall review training proposals for comments and suggestions.
- 3.2 Any issues, comments, suggestions shall be complied by the proponent.
- 3.3 Successfully reviewed proposals shall be endorsed to the VPRE for further evaluation.

4. Evaluate Training Program Proposal

- 4.1 VPRE shall further evaluate the feasibility/acceptability of training program proposal based on certain criteria.
- 4.2 If the proposal passed the evaluation, VPRE shall endorse it to the President
- 4.3 The President shall then approve the training program through an issuance of TUP/Office Order
- 4.4 If not approved, the proposal shall be returned to the proponent, through the UES office.

5. Implement Training Program

5.1 Proponent shall implement the training program in coordination with the UES Office.

6. Evaluate Training Program Outcomes

- 6.1 UES Office shall evaluate the effectiveness of the training program through a satisfaction survey to the clientele or other relevant instrument.
- 6.2 Results of the evaluation shall serve as basis for improvement of training programs, competency of the proponent, or to the extension thrusts of the University.