

1. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded in the Continuing Professional Development Accreditation System (CPDAS). After the conduct of applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent via email through the Social Welfare Institutional Development Bureau (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD) & FO Caraga	
Classification:	Highly technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All offices in DSWD Central Office (CO) and Field Offices (FOs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A) CPD Application		
1. CPD Application Form	PRC website <prc.gov.ph> or SWIDB Google Drive <https://tinyurl.com/PRC-SWIDB-CPDForms>	
2. Instructional Design	PRC website or SWIDB Google Drive	
3. Evaluation Tool	SWIDB Google Drive	
4. Program of Activities	SWIDB Google Drive	
5. Resume of Speaker/s	PRC website or SWIDB Google Drive	
6. Current Professional ID of Speaker/s	PRC website or SWIDB Google Drive	
7. Breakdown of Expenses for the Conduct of Program	PRC website or SWIDB Google Drive	
8. Certificate of Participation	PRC website or SWIDB Google Drive	
9. Letter of Undertaking	SWIDB Google Drive	
Additional Requirements for Online Learning		
10. Declaration of Minimum Technical Requirements	SWIDB Google Drive	

11. Privacy Policy		SWIDB Google Drive		
B) CPD Completion Report				
1. CPD Completion Report Form		PRC website or SWIDB Google Drive		
2. CPD Attendance Sheet		PRC website or SWIDB Google Drive		
3. Actual Program of Activities with List of Resource Speakers		SWIDB Google Drive		
4. Lecture Materials		Proponent Office (CO or FO)		
5. Summary of Evaluation of Speakers		SWIDB Google Drive		
6. Summary of Evaluation of Learning of Participants		SWIDB Google Drive		
7. Financial Report		SWIDB Google Drive		
8. Relevant Photographs		Proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1A) CPD Application				
1.Submit the CPD Application requirements through email to < cbs.focrg@dswd.gov.ph >	1.1 Accept and track the CPD application	None	3 Hours	CPD Technical Staff: Eval B. Makinano (POIII) <i>and</i> Anafe A. Lecciones (TS III)
	1.2 Update the CPD monitoring sheet and review the Application documents per PRC and DSWD standards	None	5 Days	CPD Technical Staff: Karl Kevin Bacon (AA II)
	1.3 Forward the initial review checklist to the Proponent	None	3 Hours	Anafe A. Lecciones (TS III) CPD Technical Staff: Karl Kevin Bacon (AA II)
2. PO submits revised files based on	2.1 After the proponent's revision, review	None	3 Days	Anafe A. Lecciones (TS III)

SWIDB's/CBS Initial Review	and finalize the application If complete and compliant , proceed to Step 2.2. If not, return to the proponent until complete.			CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.2 Forward the merged CPD Application Requirements to the Capability Building (CBS) Section Head/ Division Chief for final review	None	3 Hours	Anafe A. Lecciones (TS III) CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.3 Review and affix initials on the Application documents. If there are concerns/comments from the CBS, relay to the proponent (if needed) and respond. Forward the signed file to the DSWD CPD Focal Person	None	4 Hours	Anafe A. Lecciones (TS III) Eval B. Makinano (POIII) CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.4 Review and sign the Application documents If there are concerns/comments from the DSWD CPD Focal Person, relay to the proponent (if	None	4 Hours	Anafe A. Lecciones (TS III) Eval B. Makinano (POIII)

	needed) and respond.			
	2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder	None	4 Hours	CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.5b Upload the requirements online via CPDAS	None	1 Day	CPD Technical Staff: Karl Kevin Bacon (AA II)
	<p>2.6 Track the submitted application.</p> <p>If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days.</p> <p>FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.</p>	None	N/A	CPD Technical Staff: Karl Kevin Bacon (AA II)
3. Submit required documents per PRC-NCR's evaluation	3.a Receive required documents from the Proponent per PRC's evaluation and submit to PRC	None	2 Days	CPD Technical Staff: CPD Technical Staff: Karl Kevin Bacon (AA II)

	3.b Update the monitoring sheet in Google Drive	None	3 Hours	CPD Technical Staff: Karl Kevin Bacon (AA II)
	3.c Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	Anafe A. Lecciones (TS III) CPD Technical Staff: Karl Kevin Bacon (AA II)
SUBTOTAL PROCESSING TIME:		None	15 working days	

1B.) CPD Completion Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the CPD Completion requirements through email to < cbs.focrg@dswd.gov.ph >	1.1 Accept and track the Completion Report	None	1 Hour	Anafe A. Lecciones (TS III) CPD Technical Staff: Karl Kevin Bacon (AA II)
	1.2 Review the Completion documents per PRC and DSWD standards	None	2 days	CPD Technical Staff: Anafe A. Lecciones (TS III)
	1.3 Forward the initial review checklist to the Proponent	None	1 Hour	Anafe A. Lecciones (TS III)
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the proponent's revision, review and finalize the completion documents If complete and compliant,	None	1 Day	CPD Technical Staff: Anafe A. Lecciones (TS III)

	<p>proceed to Step 2.2.</p> <p>If not, return to the proponent until complete.</p>			
	<p>2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials</p>	None	1 Hour	<p><i>Anafe A. Lecciones (TS III)</i></p> <p>Eval B. Makinano (POIII)</p>
	<p>2.3 Review and affix initials on the Completion documents</p> <p>If there are concerns/comments from the CBD-DC, relay to the proponent (if needed) and respond.</p> <p>Forward the signed file to the DSWD CPD Focal Person</p>	None	3 Hours	<p><i>Anafe A. Lecciones (TS III)</i></p> <p>Eval B. Makinano (POIII)</p> <p>Karl Kevin Bacon (AA II)</p>
	<p>2.4 Review and sign the Completion documents</p> <p>If there are concerns/comments from the DSWD CPD focal person, relay to the proponent (if needed), then respond.</p>	None	3 Hours	<p><i>Anafe A. Lecciones (TS III)</i></p> <p>Eval B. Makinano (POIII)</p>

	2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder	None	1 Hour	Karl Kevin Bacon (AA II)
	2.5b Upload the requirements online via CPDAS	None	2 Hours	Karl Kevin Bacon (AA II)
	2.6 Update the monitoring sheet in Google Drive	None	1 Hour	Karl Kevin Bacon (AA II)
	2.7 Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	1 Hours	Karl Kevin Bacon (AA II)
	2.8. Technical staff process the CSMS responses and include them in the CSM Report (CSMR).	None	1 Hour	Jastine Fe. Tipay
SUBTOTAL PROCESSING TIME:		None	5 working days	
TOTAL PROCESSING TIME:		None	20 Working Days	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance

How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
How complaints are processed?	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph

