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09 LEARNING AND DEVELOPMENT

Scope:

This process starts from the identification of *competency gaps* of personnel using the results of the *online* Competency Based Assessment tool and Consolidated Individual Development Plan/Professional Development Plan (IDP/PDP), *implementation of Learning and Development interventions*, up to the evaluation and analysis of the effectiveness of the interventions provided.

Description of Service:

The Learning and Development (L&D) Plan, is a set of interventions to address the competency gaps of the Department personnel reflected in the results of the competency based assessment conducted through the online systems available and/or consolidated IDP/PDP. Its implementation is consistent with the approved L&D Plan, CSC PRIME-HRM and ISO 9001:2015 requirements.

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Office: ADMINISTRATIVE SERVICE – HUMAN RESOURCE MANAGEMENT DIVISION / REGIONAL OFFICE - FINANCE AND ADMINISTRATIVE DIVISION

No.	Activities (Internal Work Flow)	Agency Action (Detailed Steps)	Person-In-Charge/ Position/Unit/Division	References / Interfaces
1	Conduct Competency Gap Assessment	 3rd Quarter Issue memo to all DILG Central / Regional Personnel to answer the online competency based assessment Consolidate the L&D Interventions needed as follows: Competency Online Profiling System Results / Learning and Development Database (for CO) and Competency Dashboard Results (for RO) Consolidated PDP/IDP 	Assigned Action Officer	 COPS (for CO) Competency Dashboard (for ROs) Competency Framework and Dictionary Manual Consolidated IDP/PDPs Learning and Development Database (or its equivalent in the ROs)



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No.	Activities (Internal Work Flow)	Agency Action (Detailed Steps)	Person-In-Charge/ Position/Unit/Division	References / Interfaces
2	Prepare the L&D Plan and secure approval from the approving authority	 Prepare the L&D Plan and submit to the approving authority on or before the <u>31st day of October</u> of the current year. Identify the priority competency gaps of the personnel culled out from the results of the online competency based assessment and/or consolidated PDP/IDP; Provincial/City Office: Recommend to RO priority/urgent needed interventions for the current year Notes: In prioritizing the appropriate learning and development interventions, number one consideration is the critical competency gaps of personnel based on the result of the assessment and/on consolidated RDR/IDP; when DOWNLOAL Always refer to the Documented Information Management Sy Prepare a memo of the approved L & D Plan for reference and records purposes. In case of changes in the L&D Plan, a revision will be done for submission to the approving authority. 		 Online Competency Based Assessment Result Result of Consolidated PDP/IDP L&D Plan
3	Implement the approved L&D Plan	 Pre-Implementation Phase Prepare all the necessary documents and materials, equipment and undertake preparatory activities 	CO and ROs Training Teams	 Activity Design Memo to participants Letter Invitation to Resource Speaker / Presenter Department/Regional Order Training Materials/Equipment Online Platform details (if virtual intervention) Program of Activity Approved Contract for food/ accommodation if applicable Attendance Sheets



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No.	Activities (Internal Work Flow)	Agency Action (Detailed Steps)	Person-In-Charge/ Position/Unit/Division	References / Interfaces
		 Implementation Phase Administer the Pre-Training Assessment Conduct the L&D intervention per approved Program of Activity/Agenda/ Objectives and methodology 	Resource Person(RP)/ Presenter/ Local Resource Institute(LRI)/ Participants/ CO and ROs Training Teams	 Pre-Training Assessment (PTA) Post-Training Evaluation (PTE) Note: If online, the Pre-Training Assessment will also serve as attendance. Preparation and administration of PTA and PTE may be done in the form of an electronic copy sent through email or through online platforms such as but not limited to Google Form.
		 Post Training Activities Administer the Post-Training Evaluation: D when DOWNLOAD Prepare Alnecessary Udocuments and masabilit agtone they approving authority 	Assigned Action Officer ED and/or PRINTED. tem for the Controlled Copy	 Department Order – Confirmation of Attendance Certificate of Participation/ Completion Post Activity Report
4	Monitor, evaluate and analyze the effectiveness of the Learning and Development intervention implemented	 Monitor and evaluate the effectiveness of the L&D interventions conducted by administering the L&D Effectiveness Feedback Form (EFF) to those target learners who attended the training, 180 calendar days / six (6) months after the conduct of L&D intervention. The immediate Supervisor should accomplish and return the EFF to HRMD/HR Office 40 calendar days upon receipt. Note 1: Preparation and administration of L&D EFF may be done in the form of hard copy (paper-based) or an electronic copy sent through email or through online platforms such as but not limited to Google Form. 	Assigned Action Officer/ L&D Team/ Concerned Rater and Ratee	L&D Effectiveness Feedback Form



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		Note 2: If the <i>competency</i> gap/s is still not yet addressed by the training provided, to meet the required level of competency, identify and execute other mode of intervention/s to address the competency gap such as: Mentoring, Coaching, Job Rotation, Cross Posting, On boarding		 SPMS Form 6 Memo request/acceptance from concerned supervisors
5	Retain Records	Update the Log Sheets and retain records in accordance with the Controlled, Retained and Documented Information Procedure and Master List of Retained Documented Information.	Process Owner/ Designated Records Custodian	 Post-Training Evaluation Monitoring Logsheet Process Summary Log Sheet Control of Retained Documented Information Procedure Master List of Retained
		This document is UNCONTROLLED when DOWNLOAD Always refer to the Documented Information Management Sys		Documented InformationPost Activity Report
	L	End of Transaction		

Prepar	ed by:	Reviewed by:	Approved by:	
(SGC.) Michelle J. Negrido	(SGC.) HILDA F GAURINO	(SGC.)	(SGC.) ASEC. ESTER A. ALDANA, CESO II	
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY OBJECTIVE (QO)



OFFICE	ADMINISTRATIVE SERVICE – HUMAN RESOUCE MANAGEMENT DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	LEARNING AND DEVELOPMENT

	Key Pe	Key Performance Indicators (KPI)				Applicable Documents
Function	Objective	Target	Indicator/Formula (if applicable)	Frequency of Monitoring Results	Responsible for Monitoring	(Procedures) and Forms (Records), including applicable Legal Requirements
• Facilitation of Learning and Development Intervention for DILG Human Resources to equip them with the necessary knowledge, skills and attributes and support their career growth and objectives	• Timely <i>submission</i> of the L & D Plan to the approving authority.		Date submitted to Top Management/ Approving authority UNCONTROLLED when DOWNLOADED mented Information Management System		• L & D Process Owner	 Cover Memo or logbook
	• 80% of the target L & D interventions are conducted within 45 calendar days from the target date.	• 80%	• (Total number of L & D interventions conducted within 45 calendar days from the target date / Total number of planned L & D interventions for implementatiom within the quarter) x 100	• Quarterly	• L & D Process Owner	• L & D Process Summary Logsheet



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT QUALITY OBJECTIVE (QO) Document CodeQO-QP-DILG-AS-RO-09Rev. No.Eff. DatePage0210.01.222 of 2

Function	Key Per	Key Performance Indicators (KPI)			Responsible	Applicable Documents (Procedures) and
	Objective	Target	Indicator/Formula (if applicable)	Frequency of Monitoring Results	for Monitoring	Forms (Records), including applicable Legal Requirements
	• 100% of the target learners who attended are evaluated by their supervisors after 180 calendar days from the conduct of the Learning intervention.	• 100%	• (No. of L&D interventions recipients evaluated 180 calendar days / six (6) months after the conduct of the interventions / Total No. of L&D intervention recipients) x 100	• Quarterly	• L & D Process Owner	• L & D Process Summary Logsheet
	• 80% of the duly accomplished Effectiveness Feedback ^A Form are retrieved 40 calendar days from release.	• 80% This document is Iways refer to the Docu	• (No. of duly accomplished UNEffectiveness hen DOFeedbacko menformaren Metrieved Sy40n calendar days from release/ Total number of duly accomplished Effectiveness Feedback Form) x 100	and/or PRINTED. for the Controlled Co	• L & D Process py Owner	• Effectiveness Feedback Form

Prepare	d by:	Reviewed by:	Approved by:
MICHELLE J. NEGRIDO	Hilda F. GAURINO	ELNORA A. VELASCO	ASEC. ESTER A. ALDANA, CESO II
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT QUALITY MONITORING AND EVALUATION (QME)



OF	FICE		VE SERVICE – HUMAN RESOURCE M ICE – FINANCE AND ADMINISTRATIV		IVISION			
PR	OCEDURE TITLE	LEARNING AND	DEVELOPMENT					
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A	Date submitted to / Approving Autho	addition of the second s	Target Result: 31 t day of October			Conv		
в	Gap Analysis: In ca not met.	ase the objective is	not met, put your analysis why it is			Copy		
		INDICAT	ORS	1 ST Quarter	2 ND Quarter	3 RD Quarter	4 TH Quarter	TOTAL
Ob	jective 2: 80% of th	ie target L&D Interv	ventions are conducted within 45 cale	ndar days from	the target date.			
A	Total number of L from the target da		onducted within 45 calendar days					
в	Total number of p the quarter	lanned L&D Interv	entions for implementation within					
С	Formula: $\frac{A}{B} \times 100$		Target Result: 80%					
D	Gap Analysis: In ca not met.	ase the objective is	not met, put your analysis why it is					



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT QUALITY MONITORING AND EVALUATION (QME)

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		INDICATORS	1 ST Quarter	2 ND Quarter	3 RD Quarter	4 TH Quarter	TOTAL
Obj	jective 3: 100% of the target l Learning intervent	earners who attended are evaluated by their su ion.	pervisors after 18	30 calendar days	s / six (6) month	as from the condu	ict of the
A	No. of L&D interventions rec months after the conduct of	tipients evaluated 180 calendar days/six (6) the intervention					
В	Total number of L&D Interv	ention recipients					
С	Formula: $\frac{A}{B} x 100$	Target Result: 100%					
D	Gap Analysis: In case the obj not met.	ective is not met, put your analysis why it is					
Obj	ective 4: 80% of the duly acco	omplished Effectiveness Feedback Form are retr	rieved 40 calenda	r days from rele	ase.		
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В	Total number of duly accomp	olished Effectiveness Feedback Form					
С	Formula: $\frac{A}{B} \times 100$	Target Result: 80%					
D	Gap Analysis: In case the obje met.	ective is not met, put your analysis why it is not					

Prepar	ed By	Reviewed By	Approved By
MICHELLE J. NEGRIDO	Hilder form	ELNORA A. VELASCO	ASEC. ESTER A. ALDANA, CESO II
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative



DILG DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (FOR LGOOs)

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Note: For the specific description of Developmental Activities Needed, refer to the Menu of Learning and Development Interventions

Prepared by	Reviewed by	Approved by
ALBINO L. TOLENTINO	HILDA F. GAURINO	ATTY. JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LIST OF EMPLOYEES' DEVELOPMENTAL ACTIVITIES NEEDED BASED ON IDPS AND PDPS (FOR NON-LGOOS)
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Note: For the specific description of Developmental Activities Needed, refer to the Menu of Learning and Development Interventions

ALBINO L. TOLENTINO Process Owner

MOA FOM **Division Chief**

ATTY. JENA J. JAVARE AS Deputy QMR

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT DATABASE

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eviewed by	
	Kilde Harry
	HILDA F. GAURINO
	Division Chief

Approved by		
	ATTY. IENA J. AVAREZ	
	AS Deputy QMR	

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT PLAN

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FOR THE YEAR: _____

				BUDGETARY	OTHER SUPPORT	1	TARGET PART	TICIPANTS		
NO.	PROPOSED L&D INTERVENTION	LEARNING OBJECTIVES	PRIORITY COMPETENCY GAP		REQUIREMENTS, IF ANY	No.	Office	No. of Participants	IMPLEMENTATION SCHEDULE	REMARKS
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repared by Note	ed by
Planning Officer/Designated Personnel	Division Chief

Prepared by	Reviewed by	Approved by
ALBINO L. TOLENTINO	HILDA F GAURINO	ATTY JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT DILG LEARNING AND DEVELOPMENT PROCESS SUMMARY LOGSHEET (PSL)

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QUALITY OBJECTIVE: 2. 80% of the L&D Interventions for implementation are conducted within 45 calendar days from the target date. 3. 100% of the target learners who attended are evaluated by their supervisors after 180 calendar days from the conduct of the Learning intervention. 4. 80% of the duly accomplished Effectiveness Feedback Form are retrieved 40 calendar days from release.

FREQUENCY OF MONITORING: Quarterly **CURRENT PERIOD:**

-						OBI	ECTIVE 2	RESULT				OBJ	ECTIVE 3	RESULT		OBJ	ECTIVE 4	RESULT
NO.	COMPETENCY CATEGORY (Core, Leadership, Functional)	TITLE OF L & D INTERVENTION	NO. OF ACTUAL PARTICIPANTS	TARGET DATE (PER APPROVED L&D PLAN/ ACTIVITY DESIGN)	ACTUAL CONDUCT OF L & D INTERVENTION	MET (≤45 CDs from the Target Date)	UNMET (>45 CDs from the Target Date)	REMARKS (Indicate Reason if Target is Unmet)	ACTUAL NO. OF PARTICIPANTS EVALUATED (Reference: L&D Database)	TARGET DATE OF EVALUATION	OF	MET ≥100% %=(M/D) x100	UNMET <100% %=(N/D) x100	REMARKS (Indicate Reason if Target is Unmet)	NO. OF EFF RETRIEVED	MET ≥80% %=(Q/D) x100	UNMET <80% %=(Q/D) x100	REMARKS (Indicate Reason if Target Is Unmet)
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repared by		
	Process Owner	

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	 Divisi	on Chief		-	-

Prepared by	Reviewed by	Approved by
(SGC.) Michelle J. Negrido	(SGC.)	(SGC.) /ELNORA A. VELASCO
Process Owner	Division Chief	AS Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT EFFECTIVENESS FEEDBACK FORM

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TITLE OF TRAINING ATTENDED

DATE OF ATTENDANCE

Targeted Competency Area : Core Leadership Functional

Current GAP : _____

RATER:

POSITION

The purpose of this tool is to help assess the Ratee who has just recently attended an L&D Intervention. Please take 10-15 minutes to give a thought to this intervention, and where do you currently see this Ratee with regard to the targeted competency.

Positive Behavioral changes you have observed in this Ratee (with regard to the targeted competency)

With regard to the targeted competency, after attending the L&D Intervention, please rate the level of Ratee's competency using the following rating scale:

[0] N/A -Not applicable to current role and responsibility

[1] BASIC - has a common knowledge or basic understanding of techniques and concepts relevant to the competency

[2] INTERMEDIATE - This gland minited experience, can understand and discuss concepts, principles and issues related to the competency [3] ADVANCED - can perform the actions associated with the competency without assistance; capable of coaching others in the

[3] ADVANCED – can perform the actions associated with the competency without assistance, capable of coaching others in the application of the competency and is recognized as a person to ask when difficulties arise regarding the competency.

[4] EXPERT- has demonstrated consistent excellence in applying the competency; can provide guidance, troubleshoot and answer to this area of expertise and the field where the competency is required.

Competency Name		Curr	ent F	latin	g	GAI
Competency Description	0	1	2	3	4	
						-

Please elaborate, with an example, why you have given those ratings

Recommendation:

Provide another intervention To address the competency gap. No need for further interventions. Target competency level is achieved.

Signature of Rater:

Date of Evaluation:

Date Received by HRMD:

Receiving HRMD Personnel:

Prepared By	Reviewed By	Approved By
(SGC.) Albino C. Tolentino	(SGC.) Hilda F. gaurino	(SGC.) ATTY, JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT PRE-TRAINING ASSESSMENT

Document	Code	
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NAME	SEX	AGE	
OFFICE	POSITION		
TITLE OF TRAINING	DATE		
NAME OF SUPERVISOR	POSITION OF SUPERVISOR		

Thank you for your interest to attend this training. We would like to know how we can appropriately respond to your developmental needs. Please check the rating that corresponds to your level of knowledge on the following topics:

1 - Very Poor	2 - Poor	3 - Fair	4 - Good	5 - Very Good
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		RATING					
	TOPIC	1	2	3	4	5	
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What do you expect to learn from this training?				

This form is ISO required. Once accomplished, please return to the Secretariat.

Thank You!

Prepar	ed By	Reviewed By
MICHELLE J. NEGRIDO	HILDA F. GAURINO	ELNORA A. VELASCO
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT POST-TRAINING EVALUATION

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TITLE OF TRAINING			1	
NAME OF PARTICIPANT		OFFICE		
VENUE	SECRETARIAT		DATE	

We would like to know how we can further improve our Learning and Development (L&D) programs. Please rate our performance by putting a check (\checkmark) on the column that best corresponds to your answer.

A. L&D ACTIVITY		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
A1. Achievement of the O	bjective/s					
A2. Relevance to your wo						
A3. Pacing and Time allo	tted					
A4. Structure and Sequer	ncing of topics					
B. L&D CONTENT		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
B1. Clarity						
B2. Sufficiency of topics	covered					
B3. Quality of presentation	on materials					and the second second
C. PRESENTER/S / RESOU PERSON/S		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
(indicate the name of the	Presenter/s / Re	source Person/s be	eing rated)			
C1. Mastery on the	RP/SA:					
topic/s	RP/S B:					
C2. Ability to explain and	RP/SA:					
illustrate the concepts	RP/S B:					
C3. Ability to respond	RP/SA:					
appropriately to questions	RP/S B:					
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D. TOPIC		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERI POUR [1]
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E. SECRETARIAT (L&D T	raining Team)	VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERIFOOR[1]
L&D Training Team						
F. VENUE		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
F1. Professionalism of v applicable)	enue staff <i>(if</i>					
F2. Suitability (comfort conducive to learning)	able and					
F3. Quality of equipmen	ıt					
F4. Meals and snacks (ij	fapplicable)				1	
G. OTHER COMMENTS					Carl Banks	
What are your key takeaw	ays from the tra	ining?				
Other comments/suggesti	ons for improve	ment:				
H. LEARNING INTERVEN OVERALL RATING		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]

Prepar	red By	Reviewed By
MICHELLE J. NEGRIDO	Hulda F Gaurino	ELNORA A. VELASCO
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT LEARNING AND DEVELOPMENT POST- TRAINING EVAL HARVOND **POST- TRAINING EVALUATION MONITORING LOG SHEET**

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TITLE OF TRAINING: DATE CONDUCTED: TOTAL NO. OF PARTICIPANTS: VENUE:

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Prepared by	Reviewed by
Process Owner	Division Chief

Prepared by	Reviewed by	Approved by
Michelles. Negrido	Hilda F. GAURINO	ELNORA A. VELASCO
Process Owner	Division Chief	AS Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

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	DOCOMENT TITLE	00	01	02	03	04	05
arning and Development							
QP-DILG-AS-RO-09	Learning and Development	06.15.21	02.15.22	10.01.22			
QO-QP-DILG-AS-RO-09	Learning and Development Quality Objectives	06.15.21	02.15.22	10.01.22			
QME-QP-DILG-AS-RO-09	Learning and Development Quality Monitoring and Evaluation	06.15.21	02.15.22	10.01.22			
FM-QP-DILG-AS-RO-09-01A	List of Employees Developmental Activities Needed Based on IDPs and PDPs (For LGOO)	06.15.21					
FM-QP-DILG-AS-RO-09-01B	List of Employees Developmental Activities Needed Based on IDPs and PDPs (For Non-LGOO)	06.15.21					
FM-QP-DILG-AS-RO-09-02	Learning and Development Database	06.15.21					
FM-QP-DILG-AS-RO-09-03	Learning and Development Plan	06.15.21					
FM-QP-DILG-AS-RO-09-04	Learning and Development Process Summary Log Sheet	06.15.21	02.15.22	10.01.22			
FM-QP-DILG-AS-RO-09-05	Learning and Development Feedback Form	06.15.21					
FM-QP-DILG-AS-RO-09-06	Learning and Development Pre-Training Assessment (PTA)	10.01.22				1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	
FM-QP-DILG-AS-RO-09-07	Learning/and Development Post-Training Evaluation (PTE)	10.01.22	PRINTED: Controlled Co	ру		a an an an an an an an an	
FM-QP-DILG-AS-RO-09-08	Learning and Development Post-Training Evaluation Monitoring Log Sheet	10.01.22					
Circular 2016-09	Delineation of Functions of the DILG Central Office Human Resource Management Division (HRMD), Personnel Division and the Local Government Academy's Human Resource Development Division (HRDD)	06.07.16					
	Competency-Based Human Resource Development Plan manual	06.13.16					
	Central Competency Framework Manual	08.05.16					

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