



# BUREAU OF CUSTOMS

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Internal Admin. Group  
 Received by: VICKY REYES  
 Date: 4/8/21  
 Time: 12:03 pm

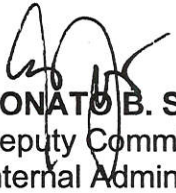
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## MEMORANDUM

**TO :** DEPUTY COLLECTORS FOR ADMINISTRATION  
 CHIEF, ADMINISTRATIVE DIVISIONS/UNITS,  
 IN COLLECTION DISTRICTS  
 ALL CONCERNED EMPLOYEES

**FROM :**   
 DONATO B. SAN JUAN  
 Deputy Commissioner  
 Internal Administration Group

**SUBJECT :** REPORTS ON LOCAL LEARNING AND  
 DEVELOPMENT PROGRAMS CONDUCTED FROM  
 JANUARY TO MARCH 2021

**DATE :** April 5, 2021

1. Relative to the conduct of local learning and development programs from January to March 2021, and in compliance to CMO 12-2020: Policies and Guidelines for Participation in Learning and Development Programs of Bureau of Customs Personnel (attached as Annex "A"), Administrative Divisions/Units in Collection Districts are hereby directed to submit the following after completion of local L&D programs/trainings:
  - 1.1. **Post-Learning and Development Reports** prepared by the Administrative Division/Unit that conducted/facilitated the L&D program (format attached);
  - 1.2. Copy of **Attendance Sheet** during the L&D program;
  - 1.3. Compiled **Post-Participation Reports** submitted by training participants (format attached); and
  - 1.4. Accomplished **Training Evaluation Forms** submitted by training participants (format attached).
2. Compiled documents for local L&D programs conducted or facilitated by your respective ports from January to March 2021 must be submitted to the Interim Training and Development Division (ITDD) on or before April 16, 2021.
3. Submission of the abovementioned documents is required for the issuance of the ITDD of Certificates of Completion for the participants.
4. In addition, Administrative Divisions/Units in Collection Districts are also directed to compile submission of **Learning and Development Impact Surveys** (format attached) accomplished by personnel and their supervisors for local L&D programs conducted in January 2021, in compliance to Memorandum dated November 25,



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2020: Regular Submission of Accomplished Learning and Development Impact Survey forms attached as Annex "B" .

5. Compiled Learning and Development Impact Surveys for local L&D programs/trainings conducted in January 2021 must be submitted to the ITDD not later than April 30, 2021.
6. For guidance and strict compliance




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ANNEX A

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April 27, 2020

**CUSTOMS MEMORANDUM ORDER**  
No. 12-2020

**SUBJECT :** **Policies and Guidelines for Participation in Learning and Development Programs of Bureau of Customs Personnel**

**Introduction.** This Customs Memorandum Order (CMO) hereby establishes the policies and guidelines for participation in Learning and Development Programs (L&D Programs) of the Bureau of Customs' (BOC) personnel pursuant to Sections 30 and 31, Chapter 5, Book V of Administrative Code of 1987 (Executive Order No. 292) and other pertinent Civil Service rules and regulations.

**Section 1. Scope.** This Order applies to all permanent and casual employees of the BOC in all Groups, Offices, and Collection Districts, who shall undergo L&D Programs approved by the BOC Commissioner and/or authorized representative/s.

**Section 2. Objectives.** This Order is being issued to:

- 2.1. Provide policies and guidelines for participation in L&D Programs of BOC personnel;
- 2.2. Establish procedures for participation in L&D Programs offered by the Bureau, other government agencies, private and non-government organizations, and other external training providers; and
- 2.3. Define the responsibilities of the Interim Training and Development Division (ITDD), Groups, Offices, and administrative divisions/units under Collection Districts, and the personnel/training participants in L&D Programs.

**Section 3. Definition of Terms.**

- 3.1. **Learning and Development Program** — shall refer to activities that aim to improve group and individual performance by enhancing skills, knowledge, and behavior. It is usually done

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through trainings, seminars, workshops, cascading sessions, coaching and mentoring, and other similar activities. It is also called training and development program.

- 3.2. Competency-Based Learning and Development** — shall refer to the L&D Program which is based on the identified and established competency requirements of each individual position.
- 3.3. Function-Specific Training Program** — shall refer to set of mandatory and specialized trainings identified for each employee based on the requirement of the job or function he or she is performing.
- 3.4. Program of Instruction** — also called module, shall refer to the document which contains the content of an L&D Program curriculum including its description, learning objectives, learning strategies, subjects and specific topics, schedule of activities, requirements and resources.
- 3.5. In-House L&D Program** — shall refer to L&D intervention developed/designed and organized by the Bureau. It is done for courses specifically designed for BOC personnel.
- 3.6. Post-Participation Report** — shall refer to the document submitted by training participants after the conduct of an L&D Program to evaluate their experience and learnings that could help them in the performance of their duties. Participants are also encouraged to write recommendations for the ITDD and the Bureau based on their learnings and insights.
- 3.7. Training Evaluation Form** — shall refer to the form accomplished by the training participants to evaluate the conduct of an L&D Program. It measures the training participants' evaluation of the program objectives, content, resource speakers, training materials, and facilities.
- 3.8. Post-Learning and Development Report** — shall refer to the document submitted by the ITDD and concerned Groups, Offices, and Collection Districts to the Office of the Commissioner after the conduct of an L&D Program. Post-L&D Report should reflect report of the conducted training from the perspective of the organizer. Components of the report should include training objectives, discussion and activities that transpired during the

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training, results and summary of the training evaluation submitted by the participants, and future recommendations.

## **Section 4. Basic Policies.**

- 4.1.** The L&D Programs managed and implemented by the BOC through the ITDD, include those offered by and coordinated with other government agencies, private and non-government organizations, and other external training providers.
- 4.2.** The L&D Programs also include, but are not limited to, local and international trainings, seminars, workshops, symposia, cascading sessions, and short courses. A separate CMO shall be issued with regard to availment of scholarship grants/Programs for formal education (i.e., graduate studies and diploma program).
- 4.3.** The L&D plans and programs set forth by the ITDD must be aligned with the vision, mission, core values, and strategic direction of the Bureau.
- 4.4.** Under the direction of the Human Resource Management Division (HRMD) and upon the establishment of a Competency-Based Human Resource Management System, a Competency-Based L&D Program shall be developed by the ITDD.
- 4.5.** In lieu of a Competency-Based L&D Program, ITDD shall establish a Function-Specific Training Program that is based on individual employee's and his or her respective office's functional objectives.
- 4.6.** Each employee shall have a minimum of 40 hours of L&D intervention every year. For incumbents of supervisory and managerial positions, a minimum of 40 hours of supervisory/management training or L&D intervention shall be provided.
- 4.7.** Participation to L&D Programs must be coursed through the ITDD for drafting of appropriate Customs Personnel Order (CPO) for approval of the Commissioner or authorized representative/s and for monitoring of L&D Programs attended by each employee.
- 4.8.** Employees are directed to comply with all training orders or CPOs. Any concern with regard to compliance to training CPOs, must be

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elevated by the concerned employee to his or her division chief for Groups and administrative division/unit for Collection Districts for coordination with the ITDD.

- 4.9.** Participation to approved L&D Program shall be on official business, and expenses relative to which shall be charged against BOC training fund, unless otherwise stated, subject to pertinent budget, accounting, and auditing rules and regulations.
- 4.10.** Depending on the cost of the L&D Program, an employee may be covered by a service obligation. The cost shall refer to the training investment of the Bureau for an employee per L&D Program. Should an employee decide to leave the Bureau before the completion of the service obligation, he or she shall reimburse the Bureau for the training expense proportionate to the length of the service still to be served. The service obligations corresponding to the cost of the training are as follows:

Training Investment per L&D Program	Service Obligation
Php0 – less than Php20,000.00	None
Php20,000.00 – less than Php50,000.00	Six (6) months
Php50,000.00 – less than Php100,000.00	One (1) year
Php100,000.00 – less than Php150,000.00	One (1) and a half year
Php150,000.00 and above	Two (2) years

- 4.11.** Attendance or participation to any L&D Program without prior approval and corresponding training CPO shall not be recognized. Absence from work due to participation to L&D Program without prior approval shall be charged against the employee's remaining leave credits, subject to approval of application for leave of absence. Payment of registration fee and other training expense must likewise be shouldered by the employee.
- 4.12.** Employees who are retiring and those with pending application for optional retirement, resignation, transfer, separation, within six months from the date of an L&D Program, or those with appealed dismissal from the service, shall not be allowed to participate.

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- 4.13.** All training requirements, including completely filled-out registration forms and other requested documents, must be submitted by participants on the schedule specified by the ITDD. Non-submission of requirements may result to cancellation of participation.
- 4.14.** Post-Participation Report and accomplished Training Evaluation Form shall also be submitted by the participant to the ITDD for local participation not later than three (3) days after the program, and to the Office of the Commissioner, copy furnished ITDD, for international participation not later than five (5) days after the program. These shall form part of the requirements for the issuance of Certificate of Completion for trainings provided by the BOC. Copy of Post-Participation Report duly received by the ITDD shall also be included in the required documents for the processing of training expense liquidation and reimbursements.
- 4.15.** A participant to an L&D Program is also be required to share his or her learning to the other officers and personnel within and/or outside his or her division/Group/Office/Collection District.

## **Section 5. Procedures.**

### **5.1. For In-House L&D Programs.**

- 5.1.1.** The ITDD shall develop Programs of Instruction (POI) for all in-house L&D Programs for approval of the Commissioner.
- 5.1.2.** Upon approval of the POI, the ITDD shall coordinate with the concerned Groups, Offices, and/or Collection Districts for nomination/recommendation of participants. Recommendations must be officially forwarded by the division chiefs, for Groups, and administrative divisions/units upon approval of the District Collector, for Collection Districts, to the ITDD. Employees may also request attendance to a particular training, which must also be officially endorsed.
- 5.1.3.** Upon receipt of official nomination/recommendation of participants, ITDD shall draft the official training CPO for signature of the Commissioner or authorized BOC official.

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- 5.1.4.** Signed CPO shall be distributed by the ITDD to the participants through their offices for Groups and administrative divisions/units for Collection Districts and through other available means and platforms.
- 5.1.5.** Confirmation of attendance shall be done by the participants through their division chiefs, for Groups, and their respective administrative divisions/units, for Collection Districts.
- 5.1.6.** The ITDD shall issue original copy Certificate of Appearance and Certificate of Completion to the employee upon completion of all training requirements. A certified true copy of Certificate of Completion shall also be forwarded by the ITDD to the HRMD for filing in the employee's 201 file.

## **5.2. For Invitation from External Training Providers.**

- 5.2.1.** All invitations for L&D Programs from other government agencies, private and non-government organizations, and other external training providers, including those coursed through individual employees and offices, must be forwarded to and coordinated with the ITDD.
- 5.2.2.** Should an office wish to nominate participants to an L&D Program, nomination must be officially endorsed by the division chiefs, for Groups, and administrative divisions/units upon approval of the District Collector, for Collection Districts, to the ITDD together with the training invitation.
- 5.2.3.** Upon recommendation of the ITDD, training invitation may be extended to other offices determined to be needing a particular L&D intervention apart from the office/personnel to which the invitation was coursed through.
- 5.2.4.** Taking into account the nature of the L&D Program, the necessity of sending participants to such, and other relevant considerations, the ITDD shall endorse an L&D Program and draft the official training CPO for signature of the Commissioner or his/her authorized representative.

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- 5.2.5.** Signed CPO shall be distributed by the ITDD to the participants through their offices for Groups and administrative divisions/units for Collection Districts and through other available means and platforms.
- 5.2.6.** Confirmation of attendance shall be done by the participants through their division chiefs, for Groups, and their respective administrative divisions/units, for Collection Districts.
- 5.2.7.** Upon completion of the training, participant shall submit Post-Participation Report as provided in Section 4.14. A certified true copy of the Certificate of Completion/Participation issued by the external training provider must likewise be submitted by the participant to the HRMD, copy furnished ITDD, for filing in his/her 201 file.
- 5.3. For Other Trainings Requested and/or Proposed by Groups, Offices, and Collection Districts.**
- 5.3.1.** Groups, Offices, and Collection Districts are directed to initiate and propose L&D Programs for their personnel apart from the ones provided by the ITDD based on the established Function-Specific Training Program, submitted annual training plan, and the identified need of particular employee/s and/or office/s.
- 5.3.2.** Request for L&D Program, whether in-house trainings or those from other government agencies, private and non-government organizations, and other external training providers, must be submitted to the Internal Administration Group through the ITDD at least a month prior to the proposed schedule of the program.
- 5.3.3.** Request for L&D Program must include the following: 1) title/description of the requested/proposed training; 2) proposed schedule; 3) resource requirements including, but not limited to, the budget, resource speakers, training materials, venue and other logistics; and 4) list of nominated participants.

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- 5.3.4. Upon recommendation of the ITDD, requested or proposed training shall be forwarded to the Commissioner or his/her authorized representative for approval, together with the drafted official training CPO of participants.
- 5.3.5. Signed CPO shall be distributed by the ITDD to the participants through their divisions/offices for Groups and administrative divisions/units for Collection Districts and through other available means and platforms.
- 5.3.6. After the conduct of the requested or proposed in-house L&D Program, concerned Group, Office, and Collection District that organized the program must submit the following to the ITDD:
  - a. Attendance sheet during the training;
  - b. Consolidated Post-Participation Reports and Training Evaluation Forms submitted by the participants as provided in 4.14; and
  - c. Post-Learning and Development Report.
- 5.3.7. ITDD shall issue original copy of Certificate of Completion to the training participant based on the reports submitted by the concerned Group, Office, and Collection District. A certified true copy of Certificate of Completion shall also be forwarded by the ITDD to the HRMD for filing in the employee's 201 file.
- 5.3.8. For requested L&D Program organized by external training provider, participant shall submit Post-Participation Report as provided in Section 4.14. A certified true copy of the Certificate of Completion/Participation issued by the external training provider must be likewise submitted by the participant to the HRMD, copy furnished ITDD, for filing in his/her 201 file.

## **Section 6. Additional Requirements for Participation in International L&D Program.**

- 6.1. Additional requirements shall be imposed upon nominees for international L&D Programs:

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- 6.1.1.** Have no pending application for resignation or are not retiring from the service within one (1) year from the date of the L&D Program;
  - 6.1.2.** Have rendered at least one (1) year of service in the Bureau; and
  - 6.1.3.** Have met other qualifications as may be required by the host country/organization and/or partner Philippine government agency.
- 6.2.** The official travel for foreign training shall be subject to approval in accordance with the rules on foreign travel prescribed for government officials and employees.
  - 6.3.** Participant to international L&D Program shall form part of the ITDD pool of trainers and may be required to serve as a resource person or module developer in L&D Programs relevant to his or her expertise or subject matter studied.
  - 6.4.** Reportorial requirements of the sponsoring government, institution and/or organization shall likewise be complied by the participant in accordance with the terms of the training sponsorship.

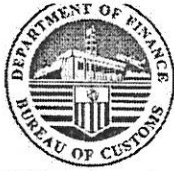
## **Section 7. Non-Compliance to Training Orders.**

- 7.1.** If for justifiable reason/s, an employee will not be able to attend or complete an L&D Program, he or she must submit a written letter-explanation stating reason/s of non-attendance or non-completion of the course at least three (3) days prior to the program for local trainings and two (2) weeks prior to the program for international trainings. The letter, which must be duly endorsed by his or her division chief for Groups and administrative division/unit for Collection Districts, must be addressed to the Commissioner or the authorized representative who issued the order, through the ITDD.
- 7.2.** Subject to the availability of slots and the approval of the Commissioner, an employee may be allowed to attend or complete an L&D Program he or she failed to attend or complete if it should be offered again during the same year.

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**7.3.** If an employee fails to provide justifiable reason for non-attendance, non-completion, or non-compliance to a training CPO, he or she shall be required to pay the amount equivalent to the training budget allotted for his or her participation, payable to the Bureau of Customs.

**7.4.** Failure to comply with training CPOs may also result to disciplinary actions such as reprimand, reassignment, and filing of administrative case against the employee.

**Section 8. Repealing Cause.** This Order repeals other orders and issuances that are inconsistent herewith.

**Section 9. Separability Cause.** If, for any reason, any part or provision of this CMO is declared invalid, the other parts or provisions hereof which are not affected thereby shall remain in full force and effect.

**Section 10. Effectivity.** This Order shall take effect immediately and shall last until revoked.

**REY LEONARDO B. GUERRERO**

Commissioner

MAY 12 2020



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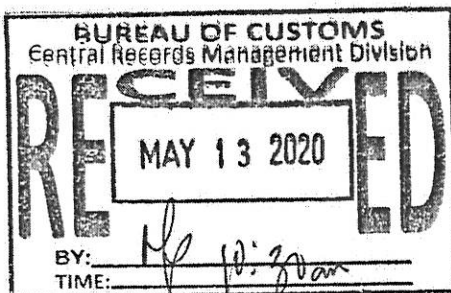
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**1<sup>st</sup> Indorsement**  
May 13, 2020

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Respectfully forwarded to the **MS. GLADYS C. CABUGAWAN**, Chief, Central Management Records Division, the herein approved Customs Memorandum Order (CMO) on Policies and Guidelines for Participation in Learning and Development Programs of Bureau of Customs Personnel and other documents for widest dissemination to all employees of this Bureau.

Thank you for your prompt attention to this request.



*fr: J. Alarcon*  
**LADY FATIMA H. DELA CRUZ**  
Acting Chief  
Interim Training and Development Division

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**ANNEX B**

**MEMORANDUM**

**TO :** ALL OFFICIALS AND EMPLOYEES

**FROM :** *MS*  
DONATO B. SAN JUAN  
Deputy Commissioner  
Internal Administration Group

**SUBJECT :** Regular Submission of Accomplished Learning and Development Impact Survey Forms

**DATE :** November 25, 2020

- 1.0 In order to evaluate effectiveness of all learning and development programs for Bureau of Customs personnel, all officials and employees attending local and international trainings, seminars, or workshops are directed to accomplish and submit a Learning and Development (L&D) Impact Survey using the attached format.
- 2.0 The L&D Impact Survey aims to evaluate whether the knowledge and skills that the training participant has learned in the learning and development (L&D) program he/she attended are applied to his/her work. It also aims to measure the final results that occurred due to the participant's attendance in the L&D program (e.g., increased productivity, improved quality, and decreased cost).
- 3.0 The L&D Impact Survey form must be accomplished by officials and employees who participated in all L&D programs three (3) months after the program and submitted to their respective Administrative Divisions/Units for Collection Districts and Groups, except Internal Administration Group (IAG). All L&D Impact Survey forms of employees under IAG and the Office of the Commissioner must be submitted directly to the Interim Training and Development Division (ITDD).
- 4.0 All Administration Divisions/Units for Collection Districts and Groups, except IAG, must submit all compiled L&D Impact Survey forms to IAG, through the ITDD every end of the month.
- 5.0 For compliance.



**ANNEX C**

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## POST-LEARNING AND DEVELOPMENT REPORT

**PROGRAM TITLE:**

**DATE:**

**VENUE:**

**TOTAL AND PER CAPITA AMOUNT:**

**RESOURCE SPEAKERS:**

**ATTENDEES** *(Number and short description or profile of participants):*

### TRAINING OBJECTIVES

*(Brief description of the training, including specific training objectives)*

Write text here....

### DISCUSSION AND TRAINING ACTIVITIES

*(Details of the contents of the training activities, including outline of the topics discussed)*

Write text here....

### RESULTS AND SUMMARY OF TRAINING EVALUATION

*(Discussion of the results, summary, and analysis of training evaluation on the following components: 1. Course Objectives; 2. Content; 3. Resource Speaker; 4. Training Materials; 5. Facility; 6. Schedule; and 7. Overall Rating)*

Write text here....

### RECOMMENDATION

*(Recommendations based on the evaluation of training and suggested follow-up actions to contribute further to the training development)*

Write text here....

### CONCLUSION

Write text here....





**ANNEXES**

(Report should include the following annexes:

1. Customs Personnel Orders for participants and in-house resource speakers; invitation to other resource speakers;
2. Available training materials distributed to the participants; and
3. Pictures from the training, etc.)

Write text here....

**Prepared by:**

**Approved by:**

**NAME**  
Position

**NAME**  
Position



**ANNEX D**



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## POST-PARTICIPATION REPORT

**PROGRAM TITLE:**

**DATE:**

**VENUE:**

**ORGANIZER/FACILITATOR:**

**RESOURCE SPEAKERS:**

**ATTENDEES** (*Number and short description or profile of other participants*):

### PROGRAM DESCRIPTION AND OBJECTIVE/S

*(Brief description of the training/seminar/workshop, including specific learning objectives)*

Write text here...

### DISCUSSION AND ACTIVITIES

*(Details of the contents of the program, including outline of the activities done and topics discussed)*

Write text here...

### PARTICIPANT'S EXPERIENCE

*(Discussion of the participant's experience for the duration of the program covering important aspects such as interaction with co-participants, resource speakers, hosts, facilitators, etc; exposure to other organizations, country, culture, processes, etc.)*

Write text here...

### PARTICIPANT'S LEARNINGS

*(Discussion of important knowledge, skills, attitude, or insights learned or gained by the participants that would be useful in the performance of his/her duties/functions)*

Write text here...



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**RECOMMENDATION**

*(Recommendations for the Interim Training and Development Division and the Agency based on the participant's experience and learnings)*

Write text here....

**CONCLUSION**

Write text here....

**ANNEXES**

*(Report should include the following annexes:*

- 1. Available training materials distributed to the participants; and*
- 2. Pictures from the training, if any)*

Write text here....

**Prepared by:**

**Approved by:**

**PARTICIPANT'S NAME**

Position  
Office

**PARTICIPANT'S SUPERVISOR/CHIEF**

Position  
Office



**ANNEX E**



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**TRAINING EVALUATION FORM**

[https://docs.google.com/forms/d/1UR5SslpinEA1iDzO7CpeLM3QQpl4DR\\_M9XI5x0UQBH8/edit?ts=5dc36d82](https://docs.google.com/forms/d/1UR5SslpinEA1iDzO7CpeLM3QQpl4DR_M9XI5x0UQBH8/edit?ts=5dc36d82)

**TRAINING TITLE:** Orientation Programme for New Employees of the Bureau of Customs

**DATE:** January 20-28, 2020

**NAME:** \_\_\_\_\_

**POSITION:** \_\_\_\_\_

*This evaluation form aims to seek your opinion on how to improve our training programs. Your objectivity in answering this questionnaire is highly appreciated. Your response shall remain confidential and shall be used for training purposes only.*

*Please rate how strongly you agree or disagree with each of the following statements by placing a check mark in the appropriate box.*

**SA = Strongly Agree;    A = Agree;    N = Neutral;    D = Disagree;    SD = Strongly Disagree**

**I. Course Objectives**

	SA	A	N	D	SD
The course covered the subjects I expected.					
The course met the training objectives.					
The course met my training needs.					

**II. Content**

	SA	A	N	D	SD
Content was relevant to my present job.					
The topics were organized and presented in a logical order.					
Content was clearly laid down.					
The language used in the training session was easy to understand.					
Training course encouraged exchange of information and expression of ideas.					
The skills/concepts presented will help me in the performance of my duties.					





**III. Resource Speaker**

<b>Name of Speaker</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
Trainer demonstrated mastery of the subject matter.					
Trainer was prepared.					
Trainer facilitated relevant discussion.					
Trainer presented the lessons clearly.					
Trainer communicate well.					
Trainer encouraged participation and question.					
Trainer kept the session alive and interesting.					
Trainer recommended next steps or actions at the end of the presentation.					

**IV. Training Materials**

	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
Materials were presented in an organized manner.					
Materials were easy to understand.					
Materials were helpful and useful.					
Materials used were appropriate for the course.					

**V. Facility**

	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
The training area had adequate lighting.					
The temperature was comfortable and conducive to learning.					
The space layout was adequate and appropriate for the session.					
Food service was good.					





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**VI. Schedule**

	SA	A	N	D	SD
The time scheduled for the agenda items were appropriate.					
The schedule was convenient to my schedule.					

**VII. Overall Rating**

	Excellent	Good	Fair	Comments
1. Overall quality of this training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Resource speakers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Duration of the training course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**OTHER COMMENTS/SUGGESTIONS:**

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**ANNEX F**



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**LEARNING AND DEVELOPMENT IMPACT SURVEY**

<b>NAME</b>	
<b>POSITION/DESIGNATION &amp; OFFICE</b>	
<b>TITLE OF L&amp;D PROGRAM ATTENDED</b>	
<b>DATE OF THE L&amp;D PROGRAM ATTENDED</b>	
<b>TRAINING PROVIDER &amp; VENUE</b>	
<b>POSITION/DESIGNATION &amp; OFFICE AT THE TIME OF THE L&amp;D PROGRAM</b>	

*This Learning and Development Impact Survey aims to evaluate whether the knowledge and skills that the training participant has learned in the learning and development (L&D) program he/she attended are applied to his/her work. It also aims to measure the final results that occurred due to the participant's attendance in the L&D program (e.g., increased productivity, improved quality, and decreased cost).*

*Your objectivity in answering this questionnaire is highly appreciated. Your response shall remain confidential and shall be used for training purposes only.*

*Please answer the following questions by ticking the appropriate box and writing the response/comment in the space provided.*

**To be accomplished by the employee/training participant:**

- Has the overall learning and development (L&D) program been beneficial to your work?**  Yes  No

a. If "yes," please explain why it was beneficial:  
It is beneficial to us as a newly hired to know well and perform our function effectively

\_\_\_\_\_

b. If "no," please explain why not:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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**2. Has your job performance improved as a result of your participation in the L&D program?**

Yes  No

a. If "yes," please provide an indicator of an improved job performance as a result of your attendance to the program:

I now know different terminologies used by some of my officemate.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—

\_\_\_\_\_

**3. Have you had the chance to make the best use of the knowledge and/or skills you learned from the L&D program?**  Yes

No

a. If "yes," please provide at least one example of how you have used the knowledge and/or skills you learned from the program:

I have used it by answering some question from my officemate related to different topics discussed.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—

\_\_\_\_\_

**4. Have you introduced changes or new ideas in your work after participating in the L&D program?**

Yes  No

a. If "yes," please provide at least one example of a change or a new idea you have introduced in your work after participating in the program:

By giving them ideas on how we can be effective personnel.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—

\_\_\_\_\_





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5. Has there any change in your perception, attitude, or behavior as a result of your participation in the L&D program?   
Yes  No

a. If "yes," please provide at least one example of a change in your perception, attitude, or behavior:  
I have become more aware of my work.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—

6. Have you cascaded to your colleagues/peers the learnings you received from the L&D program?  Yes   
No

a. If "yes," please elaborate how and when have you cascaded the learnings you received from the L&D programs to your colleagues/peers:  
The duties and responsibilities of a Security Guard.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—

7. Have you used the materials provided in the L&D program since you participated?  Yes   
No

a. If "yes," please elaborate how and when have you used the materials from the program:  
By reviewing it.

\_\_\_\_\_

—

b. If "no," please explain why not:

\_\_\_\_\_

—





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8. Have you been promoted to a new position or given more responsibilities since you finished the L&D program?       Yes  No

a. If "yes," please elaborate on the position you have been promoted to or the additional responsibilities you have been given to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. What kind of follow-up support/training would help you do your work better?  
Actual training.

\_\_\_\_\_  
\_\_\_\_\_

10. If you could recommend a new module for the L&D program, what would it be?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Please provide any improvement/recommendation/comment that could further improve the L&D program.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To be accomplished by the supervisor:**

*Based on the self-assessment accomplished by the personnel, please evaluate performance of the concerned employee after participation in the indicated L&D program.*

*Please rate how strongly you agree or disagree with each of the following statements by placing a check mark in the appropriate box.*

**SA = Strongly Agree; A = Agree; N = Neutral; D = Disagree; SD = Strongly Disagree**

	SA	A	N	D	SD	Remarks
The overall learning and development (L&D) program has been beneficial to the employee's work.						



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The employee's job performance has improved as a result of his/her participation in the L&D program.						
The employee has had a chance to make the best use of the knowledge and/or skills he/she learned from the L&D program.						
The employee has introduced changes or new ideas in his/her work after participating in the L&D program.						
There has been change in the employee's perception, attitude, or behavior as a result of his/her participation in the L&D program.						
The employee has cascaded to his/her colleagues/peers the learnings he/she received from the L&D program.						
The employee has used the materials provided in the L&D program since he/she participated.						
The employee has been promoted to a new position or given more responsibilities since he/she finished the L&D program.						

**Prepared by:**

**Approved by:**

(Signature)  
**PARTICIPANT**  
Position  
Office

(Signature)  
**PARTICIPANT'S SUPERVISOR/CHIEF**  
Position  
Office

*Thank you for participating in this survey.*