

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM
REGULATORY OFFICE (MWSS RO)
LEARNING AND DEVELOPMENT GUIDELINES**

I. RATIONALE

Pursuant to Rule VIII (Career & Personnel Development) of the Omnibus Rules Implementing Book V of Executive Order No. 292, and Rule VIII, Qualification Standards, 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018, this MWSS RO Learning and Development Guidelines ("L&D Guidelines", for brevity) is hereby established for the guidance of all concerned.

II. OBJECTIVES

The following are the objectives of the L&D Guidelines:

- A. To provide support in achieving strategic objectives and priorities of the MWSS RO;
- B. To promote the quality policy objective of the MWSS RO "to develop and enhance employees' competencies, performance, and welfare"; and
- C. To comply with the Civil Service Commission's Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIMEHRM) Maturity Indicators for Learning and Development.

III. SCOPE

The shall apply to all employees in career and non-career service of MWSS RO. Individuals engaged through Contact of Service (COS) are not covered by the MWSS RO L&D Guidelines.

IV. L&D GUIDING PRINCIPLES

- A. The MWSS RO values its human resources and commits itself to a process-defined program of career and personal development for all employees in the career and non-career service of MWSS RO.



- B. The MWSS RO seeks to afford its employees opportunities for competency development and skills enhancement for a more effective delivery of public service.
- C. The L&D Guidelines shall be aligned with the MWSS RO strategic objectives and goals;
- D. The MWSS RO ensures that the L&D efforts and interventions are attuned to the Performance Scorecards;
- E. The L&D interventions of the MWSS RO shall be based on the Annual L&D Plan and Budget.
- F. The L&D Plan and Budget shall be based on results of competency assessments conducted by Department Managers with the assistance of the Human Resource Unit and/or consultant/s;
- G. The MWSS RO adheres to Equal Opportunity Principle (EOP):
 - 1. In no case shall sexual orientation, gender identity, sex, age, civil status, pregnancy, disability, religion, ethnicity, or political affiliation be a basis for disqualification from availment of local and/or foreign L&D opportunity. As such, pregnant women, married women with a child or children, senior employees, and employees with disability shall be considered for nomination/ selection in scholarship grants provided that they will have the opportunity to apply and/or transfer their learning within the prescribed period for return service;
 - 2. Establish a safe and inclusive workplace free from all forms of discrimination and harassment;
 - 3. Give employees equal access to relevant L& D opportunities; and
 - 4. The Personnel Development Committee (PDC) Secretariat shall ensure the use of gender-fair and disability-friendly language in the nomination forms and citations.

V. DEFINITION OF TERMS

- A. **Career Service** - refers to positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical

qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

- B. Contract Of Service** - refers to the engagement of the services of individuals, private firms, other government agencies, non-government agency, or international organization as: consultant, learning service provider, or technical expert to undertake special project or job within a specific period.
- C. Employees** - career and non-career service of MWSS RO who are participants of L&D interventions that addresses their competency gaps and improve work performance.
- D. In-House Training** - refers to training conducted and/or arranged by the HR for MWSS RO officials and employees.
- E. Learning and Development (L&D)** - is broadly defined as a set of interventions for the personal, career, and professional development of the MWSS RO officials and employees that intend to improve individual and organizational performance.
- F. Nomination** - official recommendation for the employees as a participant to the L&D interventions.
- G. Non-Career Service** - refers to positions in the civil service characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to a period specified by law, or which is coterminous with that of the appointing authority or subject to their pleasure, or which is limited to the duration of a particular project for which purpose employment was made.
- H. Return of Service Obligation** - refers to the period of time that the grantee must serve after completion of local or foreign L&D intervention.

VI. L&D GOVERNANCE

Responsibilities:

- A.** The Chief Regulator as the head of agency shall provide the overall strategic direction of the L&D guidelines of the MWSS RO. As such, the Chief Regulator shall have the final approval on L&D policies and guidelines;

- B. The Chief Regulator shall appoint the members of the Personnel Development Committee (PDC);
- C. The PDC and the Human Resource Unit shall lead the development and review of policies, guidelines, and plans for L&D;
- D. Regulators and Department Managers, with the assistance of the HR Unit, shall perform planning, execution, and assessment of L&D interventions for their respective subordinates; support employees' participation in L&D activities, as well as the application of learning on the job; augment L&D interventions through coaching; and ensure that investments in L&D result to employees' improved performance; and
- E. The HR Unit shall serve as the PDC Secretariat.

VII. L&D PLANNING, IMPLEMENTATION, MONITORING, AND EVALUATION

- A. L&D Planning shall be conducted from September to October in preparation for the planning and budget process of the MWSS RO;
- B. The L&D Plan and Budget shall be based on competency assessment results and competency profiles of the employees;
- C. Regulators/Department Managers shall utilize the updated competency profile and identified competency gaps and priority areas within their regulation areas and forward generated data and report to the HR Unit;
- D. The HR Unit shall consolidate, review, and endorse the draft L&D Plan and Budget to the Chief Regulator for approval;
- E. The Competency assessment shall serve to validate competency requirements of the regulation areas complemented with Office Performance Commitment and Review (OPCR) and Individual Performance Commitment and Review (IPCR);
- F. Employees and their Department Managers shall use the Individual Development Plan (IDP) to document their discussion on agreed L&D interventions; and
- G. The Annual Department L&D Plan and Budget shall include targeted participants, objectives, suggested interventions, timetable, estimated cost,

and service provider. The L&D Plan and Budget is submitted to the HR Unit for consolidation, and endorsement to the Chief Regulator.

VIII. L&D IMPLEMENTATION (LDER 9&10)

- A. The Chief Regulator, upon the recommendation of the PDC, shall have the authority to approve all requests for participation in L&D Interventions;
- B. All L&D requests must be aligned with the approved Annual L&D Plan;
- C. For L&D interventions not contained in the approved Annual L&D Plan and Budget, the following guidelines will be observed:
 - 1. The Regulators/Department Managers, with the assistance of the HR Unit, shall assess and determine the relevance of the L&D intervention;
 - 2. Coordination with the end-user for the allocation of the budget allocation;
 - 3. The HR Unit shall endorse the L&D request to the Accounting Unit to check the availability of budget or funding source; and
 - 4. The HR Unit shall submit the Nomination Form to the PDC for review and endorsement to the Chief Regulator.
- D. All invitations to local and foreign L&D Interventions, whether or not part of the approved Annual L&D Plan and Budget, sent to MWSS RO or to individual employees must be forwarded to the HR Unit for appropriate action;
- E. The HR Unit shall notify all interested and qualified employees on the L&D Interventions. All Regulators and Department Managers shall evaluate those who are interested and qualified employees based on their respective IDP using the Nomination Form (for database preparation);
- F. The PDC shall convene to select among the nominees based on these guidelines. The deliberation shall be by the majority vote of the members of the PDC; and
- G. L&D Interventions required by law and those required in the performance of duty (e.g., new employees) shall also be subjected to the evaluation of the PDC to ensure compliance with existing laws and shall not be subject to minimum years in the office.

IX. SPECIFIC GUIDELINES FOR LOCAL L&D INTERVENTIONS

- A. Generally, L&D Interventions are preferred to be conducted in-house over public offerings;
- B. Generally, preference is given to L&D Interventions conducted/provided by government agencies and CSC-Accredited L&D Institutions;
- C. Non-accredited L&D institutions may be considered if the L&D Intervention is highly technical or no other L&D service provider is available;
- D. To avail of an L&D Intervention, an employee must meet ALL the following requirements:
 - 1. Has no pending criminal or administrative case;
 - 2. More than six (6) months service remaining prior mandatory retirement; and
 - 3. Employees with existing return service obligations shall be allowed to avail of additional L&D Interventions requiring RSO, provided that the total RSO does not exceed the mandatory retirement age or term of office, whichever is applicable;
- E. Employees nominated by their respective Regulators/Department Managers shall be subject to the evaluation of the PDC;
- F. Employees sent to L&D Interventions shall submit a post-training report with certificate of attendance and/or completion to the HR Unit within 10 calendar days from the completion of L&D Interventions. Requests for extension of time to submit the abovementioned documents shall be subject to the evaluation of the HR Unit; and

Upon the instruction of the Regulator/Department Manager, the employees sent to L&D Interventions must re-echo the relevant subject matter to their regulation area and other interested employees within 30 calendar days from the completion of the L&D Interventions. The Department Manager will issue a certification to the HR that the concerned employee conducted re-echoing session within the prescribed period.

X. SPECIFIC GUIDELINES FOR FOREIGN L&D INTERVENTIONS

- A. Generally, foreign L&D Interventions shall only be allowed when there are no such L&D Interventions offered locally;
- B. No official or employee may be sent to foreign L&D Intervention when they are due to retire within one year after the said foreign travel pursuant to the General Provisions on the "*Use of Government Funds*" under Section 17 C of the Republic Act No. 11639 or the "General Appropriations Act for Fiscal Year 2022";
- C. All foreign L&D Interventions requiring foreign travel shall be subject to provisions of Executive Order No. 77, s. 2019 "Prescribing Rules and Regulations and Rates of Expenses and Allowances for Official Local and Foreign Travel";
- D. To avail of foreign L&D Interventions, the employee must meet all the following requirements:
 - 1. Except for the Regulators, where the training is necessary in the exigency of service, an employee must have rendered at least six (6) months of service in the MWSS RO;
 - 2. Has a performance rating of at least Very Satisfactory (VS) for the last or applicable rating period;
 - 3. Has no pending criminal or administrative case; and
 - 4. Employees with existing RSO shall be allowed to avail of additional L&D Interventions requiring RSO provided that the total RSO does not exceed the mandatory retirement age or term of office, whichever is applicable.
- E. The Regulators shall endorse the nominated employee to the PDC for evaluation and accomplishment of the Nomination Form within five (5) days from endorsement for Chief Regulator's approval;
- F. The Chief Regulator's approved Nomination Form shall be subject to RO *en banc* confirmation for issuance of RO Resolution and Travel Authority;
- G. Participants sent to foreign L&D Interventions shall submit an L&D report with a certificate of attendance and completion to the Administration Department within ten (10) days from the completion of L&D Interventions. Requests for extension of time to submit the

abovementioned documents shall be subject to the evaluation of the HR;
and

H. Upon instruction by the Regulator of the respective Regulation Area, the participants sent to L&D Programs must initiate the re-echoing to share relevant learnings or highlights of the subject matter to their respective department and/or other personnel within ninety (90) days from the completion of the L&D Programs, with the attendance of at least one (1) member of the PDC. The Regulator will issue a certification to the HR that the concerned employee conducted re-echoing session within the prescribed period.

XI. COMPETENCY PROFILE ASSESSMENT

A competency assessment shall be conducted by the Department Manager directly supervising the employee with the assistance of the HR to determine the L&D effectiveness and addressing of competency gaps at the end of 3rd quarter of each year.

XII. RETURN SERVICE OBLIGATION & REFUND MECHANISM

A. For MWSS RO-funded L&D Interventions, the Return Service Obligation for both foreign and local L&D Interventions shall be based on the cost as follows:

Cost per L&D Interventions (in Philippine Pesos)	Return Service Obligation
500,000 or more	2 years
300,000 to 499,999	1 year
100,000 to 299,999	6 months
50,000 to 99,999	3 months

Note: The cost of L&D Intervention is inclusive of the cost of the program, airfare, accommodation, per diems, and all allowances received while attending the L&D Programs.

B. For L&D Interventions, Scholarship Programs not funded by the MWSS RO, and Study Leave:

The service obligation for both local and foreign L&D Interventions shall be based on the length of the program term as follows:

L&D /Scholarship/Study Leave Term	Return Service Obligation
2 years and over	4 years
1 year to less than 2 years	3 years

less than 1 year	6 months
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Note: For purposes of computing the refund, the amount shall be based on the salaries, bonuses, per diems and all allowances and benefits received during the duration of the L&D, Scholarship/Study Leave Term.

The computation of the Refund shall be as follows:

$$R = \frac{(SOR - SOS)}{SOR} \times TCR$$

Where:

R	=	Refund
TCR	=	Total Compensation Received (gross salary, allowances, and other benefits)
SOS	=	Service Obligation Served
SOR	=	Service Obligation Required

The service obligation for both local and foreign L&D Programs shall be cumulative. Foreign L&D Programs not funded by RO shall be reckoned on a per program basis regardless of the length of the program.

C. Failure to Render Service Obligation. In case the employee fails to render the RSO stipulated in the contract through his/her own fault or willful neglect, resignation, voluntary separation, or transfer to the private sector or to another government office, the employee shall refund to the MWSS RO all costs incurred in connection with the L&D Intervention, including salaries, bonuses and allowances, received during the L&D interventions, pro-rated with the unserved portion of the RSO.

Clearance from accountabilities shall not be released to employees with unserved RSO or has not fully paid the refund based on the computation under Section XII (B). However, the employee may opt to fully pay in cash the amount equivalent to the unserved portion of the RSO. The term of payment shall be made within one (1) year from the date of separation from the office.

XIII. PENALTY PROVISIONS

A. Effects of Administrative Cases

1. When an employee, prior to approval of the availment of the L&D Interventions, is formally charged with an administrative offense where the penalty is suspension or dismissal, the employee shall be automatically disqualified to avail of the L&D Interventions; and

2. When a formal charge is filed after the approval of the L&D Intervention, the employee may be substituted with another qualified employee.

B. Failure to attend approved L&D Interventions

Unless waived by the Chief Regulator for meritorious reasons, the employee who failed to attend any approved L&D Intervention shall refund all costs incurred in connection with the said L&D Intervention, by way of salary deduction.

XIV. PERSONNEL DEVELOPMENT COMMITTEE (PDC)

A. Composition

The Personnel Development Committee (PDC) is hereby created and composed of the following:

Chairperson : Deputy Administrator for Administration and Legal Affairs

Members : Department Manager for Administration
Senior IRM Officer
First & Second Level RO-Tubig Representative
Technical Assistants (without regulation area representation)

Secretariat : HR unit

B. Duties and Responsibilities

The PDC shall perform the following duties and responsibilities:

1. Review the MWSS RO L&D Guidelines;
2. Conduct the screening of qualified employees from the list of nominees relevant to the L&D Interventions under consideration;
3. Recommend to the Chief Regulator the most qualified nominees in accordance with L&D guidelines;
4. Conduct annual evaluation on the effectiveness of the L&D system and propose amendments, if any;
5. Submit to the Chief Regulator the PDC's Annual Report for its accomplishment;
6. Communicate/orient the MWSS RO L&D Guidelines to all employees; and

7. In case of a tie in the ranking of nominees or issues to be resolved by the PDC, the Chairperson will make a decision by voting.

The **HR Unit** shall serve as the MWSS RO L&D Secretariat and shall perform the following:

1. Formulates plans, identifies resources, and proposes annual budget for L & D implementation;
2. Facilitates the conduct of orientations on L&D policies;
3. Advises the Regulators/Department Managers and announces commencement of the period of nomination to the L&D interventions;
4. Coordinates and facilitates PDC meetings;
5. Reviews all nominations based on qualifications and criteria prescribed by L&D Interventions and policies;
6. Maintains database and records of deliberations and references utilized in the evaluation;
7. Documents best practices, innovative ideas including success stories related to the implementation of the MWSS RO L&D;
8. All Regulators and Department Managers shall evaluate those who are interested and qualified employees based on their respective IDP using the Nomination Form (for database preparation);
9. Informs the nominees within one (1) calendar day on the result of the deliberations, if denied from PDC.

The **Chief Regulator, as head of agency**, shall be responsible in overseeing the MWSS RO L&D's operations.

Nominees will be notified of the approved L&D Intervention through an issued Office Order.

Any aggrieved employee or any RO-Tubig representative may file a motion of reconsideration to the Chief Regulator within 3 (three) calendar days.

XV. RESPONSIBILITIES

A. Employees

1. Submit to HR Unit the accomplished nomination form for appropriate L&D Interventions;
2. Participate in all L&D Interventions that have been identified based on their competency profile;
3. Participate in L&D Interventions required by oversight agencies and by the national government;

4. Submit the required Post-L&D Report/s to HR Unit and initiate re-echoing of learnings when instructed by the respective Regulator;
5. Submit a copy of their certificate of attendance, participation, completion, whichever is applicable, to the HR Unit no later than ten (10) calendar days after the local and foreign training; and
6. Update the "Training Attended" section of the Personal Data Sheet (PDS).

B. Regulators/Department Managers

1. Manage the L&D budget pursuant to their approved Annual L&D Plan and Budget;
2. Identify employees to attend L&D Interventions based on competency assessment results and competency profile;
3. Ensure that each employee should have undergone at least one (1) planned L&D intervention per year;
4. Prepare and monitor their Department's L&D Calendar and submit a copy to HR Unit for inclusion in the MWSS RO-wide L&D Calendar;
5. Calendar "re-echoing" sessions to be conducted by employees who attend L&D Interventions;
6. Create a culture that will encourage the application of learning on the job; and
7. Lead the assessment of L&D intervention effectiveness.

C. HR Unit

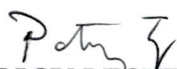
1. Monitor and evaluate the Annual L&D Plan and Budget;
2. Monitor and evaluate in-house L&D Interventions;
3. Ensure that the outsourced Learning Service Providers (LSPs) are accredited by the Civil Service Institute as prescribed by CSC MC No. 21, s. 2013, "*Qualification Standards on Training*".
4. Source/explore L&D Intervention offerings from LSPs based on L&D Plan;
5. Recommend to the Chief Regulator the participation of employees to relevant L&D invitations and offers not included in the L&D Plan;
6. Disseminate/post in the HR Bulletin Board or RO Viber Group Chat available L&D opportunities; and
7. Monitor scholars'/study leave grantees' milestone (checklist of progress), both for foreign and local L&D programs.

XVI. EFFECTIVITY

The MWSS RO L&D Guidelines shall become effective after final evaluation by the CSC. Subsequent amendments shall likewise be submitted to CSC for evaluation and shall take effect immediately.

XVII. COMMITMENT

I hereby commit to implement and abide by the provisions of this MWSS RO L&D Guidelines, which shall be the basis for the grant of training course/scholarship for all employees in career and non-career service of MWSS RO.


PATRICK LESTER N. TY
Chief Regulator 

Noted:

HANS R. ALCANTARA

Acting Assistant Regional Director, CSC NCR
Concurrent Head, Civil Service Commission-UP Field Office

Approved:

JUDITH DONGALLO-CHICANO

Director IV
Civil Service Commission-NCR