



REPUBLIC OF THE PHILIPPINES

# PLARIDEL WATER DISTRICT

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## COMMITTEE TITLE : PWD Committee on Qualification Standards (QS)

### I. RATIONALE

Although essential for life, water supplies are burdened by drought, water shortages, climate change, contamination and pollution, the requirements of large cities, intensive irrigation and a growing population with higher standards of living. Pressure on the world's water resources is reaching unsustainable levels. Few challenges are more global than water. Rivers and lakes cross national boundaries while oceans are shared resources. Droughts, floods and climate change cut across continents.

The International Organization for Standardization (ISO) provides global tools to help us manage our shared water resources equitably and durably. ISO water standards build confidence through consensus-based global solutions for good business practice, management of resources, risk assessment, metrics and infrastructure. They facilitate sustainable water management and increase water potential, helping alleviate water scarcity and contributing to achieving the United Nation's Millennium Development Goals.

Accreditation is an endorsement of a conformity assessment body's (CAB's) competence, credibility, independence and integrity in carrying out its conformity assessment activities. In everyday language the terms *accreditation* and *certification* are often used interchangeably. In the conformity assessment industry however, these terms have very different and specific meanings.

ISO's formal definition of accreditation is "third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks." (ISO/ IEC 17000:2004) Certification is "third party attestation related to products, processes, systems or persons." (ISO/ IEC 17000:2004).

Qualification Standards are a description of the minimum requirements necessary to perform work of a particular occupation successfully and safely. These minimum requirements may include specific job-related work experience, education, medical or physical standards, training, security, and/or licensure.

The Civil Service Commission (CSC) aims to integrate competencies in human resource systems of government agencies, starting with recruitment. The Competency-Based Recruitment and Qualifications Standards (CBRQS) program was implemented. With this program, the CSC recognizes that hiring and retaining the best employees will lay the foundation for developing high performing, competent, and credible civil servants.

A competency is often defined as a set of observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success. The current recruitment system in the Philippine civil service is based on Qualification Standards (QS), a minimum set of requirements comprised of education, eligibility, training, and experience.

There is a formula provided by the Civil Service Commission in the establishment of qualification standards. For the first level, for example, candidate must be able to read and write or Elementary School Graduate - for simple, routinary, largely manual and repetitive work like Utility Worker, Metro Aide, Laborer.

Candidate must be a High School Graduate/vocational/trade course, for positions that require mechanical/manipulation skills, and coordination knowledge of a trade and the acceptable practice in the trade the ability to use and maintain tools and equipment and ability to work without immediate supervision like the Operator positions.

Completion of two years college studies / vocational / trade course - for positions with clerical functions like those of the Clerical, Secretarial, Stenographer positions, for positions which require knowledge, skills and abilities for successful performance of the job which can hardly be measured by written test like Artist-Illustrator positions, and for positions which require specialized training and/or the issuance of an appropriate license by proper authorities for performance thereof like Communication Equipment Inspector, position.

As qualification standards is the basic guide in the selection of personnel and in the evaluation of appointments to all positions in the government. Section 4 Rule IV of the Omnibus Rules Implementing Book V of Executive Order No. 292 and other pertinent civil service laws, provided that the Civil Service Commission shall adopt qualification standards for service-wide positions in the 1<sup>st</sup> and 2<sup>nd</sup> levels and shall review and update, whenever necessary , those already established.

Revised Policies on Qualification Standards circularized in CSC Memorandum Circular no. 12, Series of 2003, provides the policies which include 1. Qualification Standards that are subsequently prescribed in a special law shall prevail. 2. Appointees to career service positions must meet the requirements prescribed in the Qualification Standards Manual, unless otherwise determined by the Civil Service Commission.

On February 12, 2014, the Office of the General Manager has issued, through Recommendation No. 2014-01-008, the issuance of a Board Resolution allowing the creation of a committee that will prepare, oversee and implement the guidelines for the qualification standards for employees of Plaridel Water District.

The recent corporate planning of the water district have highlighted the vision of ISO accreditation of the PWD, the need to have Qualification Standards for the diofferent plantilla positions of the district, which brought about the recommendation of the general manager.

PWD Board Resolution No 13. Series of 2014 approved the Committee on Qualification Standards to set a higher qualification standards in preparation in the application of the ISO Accreditation of Plaridel Water District.

President Benigno S. Aquino III's 22-point Labor and Employment Agenda whose overarching goal is to invest in the country's human resource to make them more competitive and employable

have brought about convergent action on job and skills mismatch thru a Philippine Qualifications Framework (PQF). The PQF is one of the four convergent programs designed by the government's Human Development and Poverty Reduction Cluster to address the issue on jobs and skills mismatch. The other three are the K-12 Educational Reform, Career Guidance Advocacy Program, and Optimizing the Use of PhilJob.Net.

The PQF was developed to establish a coherent national and internationally- benchmarked structure for all qualifications awarded in the Philippines. All qualifications listed on the framework are quality assured so that there may be national and international confidence not only in the academic and skill standards and their vocational relevance, but also in the quality of teaching, assessment, and the valid awarding of the officially recognized Philippine national qualification.

Any high school graduate, especially those who cannot afford to enroll in a bachelor's degree program, may enroll in any certificate program offered principally in technical vocational institutions once the PQF is in place. Thus, increasing the opportunities for the personnel to employed in other industry within the ASEAN region, as they are being equipped now.

## **II. POLICY STATEMENT**

Plaridel Water District adheres to the principle of establishing a career service and adopt measures to promote professionalization of service, high morale and integrity, efficiency and responsiveness, progressiveness and courtesy among public servants . It shall be based on merit and rewards system, integrated human resource development programs for all, and institutionalized climate conducive to public accountability and service to the concessionaires.

## **III. OBJECTIVES**

1. To create an awareness among the PWD employees of the herculean task of ISO accreditation , thus the need to upgrade the Qualification Standards of the different plantilla position in the water district.
2. To equip the PWD committee who will undertake the preparation, review, study and implementation of guidelines for the qualification standards for PWD employees.

## **IV. SCOPE AND COVERAGE**

The PWD Committee commitment shall cover all the rank and file employees who are part of the stakeholders who will paved the way of ISO Accreditation application after assessing the qualification standards compliance of all plantilla position of the PWD employees.

## V. Definition of Terms

**Accreditation** - Accreditation is an endorsement of a conformity assessment body's (CAB's) competence, credibility, independence and integrity in carrying out its conformity assessment activities.

**Assessment** - Assessment is conducted through any of the following evidence gathering methods: demonstration/observation with oral questioning, written test, interview, third party report, portfolio and submission of work projects.

**Certificate of Competency** - Certificate of Competency is issued to individuals who have satisfactorily demonstrated competence on a particular or cluster of units of competency.

**Certification** - Certification refers to the confirmation of certain characteristics of an object, person, or organization. This confirmation is often, but not always, provided by some form of external review, education, assessment, or audit. Accreditation is a specific organization's process of certification.

**Classification** - Classification pertains to a position or job and the evaluation process that determines the appropriate pay system, occupational series, title, and grade/pay band.

**Competency** - A competency is often defined as a set of observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success.

**Competency Assessment** - It is the process of collecting evidence and making judgments on whether competency has been achieved. It focuses in assessing an individual's skills, knowledge, attitude and work values relative to a unit or cluster of units of competency.

**Competency-Based Recruitment and Qualifications Standards (CBRQS)** - The CBRQS adds competencies to the minimum Quality Standards requirements to improve accuracy in assessing a candidate's fitness to a particular job. Moreover, the competency framework or model is aligned to the agency's strategic thrusts, ensuring that each employee is able to contribute to organization-wide goals.

**National Certificate** - National Certificate is issued when a candidate has demonstrated competence in all units of competency that comprised a Qualification. It is valid for 5 years.

**International Organization for Standardization (ISO)** - ISO (International Organization for Standardization) is the world's largest developer of voluntary International Standards providing benefits for business, government and society. ISO is a network comprising the national standards institutes of 163 countries as of January 2012.

**ISO International Standard** -ISO International Standards ensure that products and services are safe, reliable and of good quality. For business, they are strategic tools that reduce costs by minimizing waste and errors, and increasing productivity. They help companies to access new markets, level the playing field for developing countries and facilitate free and fair global trade. ISO standards are developed by groups of experts, within technical committees which are made up of representatives of industry, NGOs, governments and other stakeholders, who are put forward by ISO's members.

**Philippine Qualifications Framework (PQF)** - PQF is a unified, seamless, and borderless education and training system that weaves together basic education, technical-vocational education, and higher education into one coherent, quality-assured instrument for classifying qualifications according to a set of criteria for levels of learning outcomes.

The PQF seeks to (a) establish national standards and levels for outcomes of education and training, skills and competencies; (b) promote quality by ensuring standards are met by education and training providers or authorities who issue qualifications; (c) facilitate comparison among levels and contents of qualifications; and (d) promote access to learning and transfers to higher levels of education and training by clarifying the entry points to qualifications.

**Position Description** A position description is a statement of the major duties, responsibilities, and supervisory relationships of a position. In its simplest form, a Position Description indicates the work to be performed by the position. The purpose of a Position Description is to document the major duties and responsibilities of a position, not to spell out in detail every possible activity during the work day.

**Position Classification Standards** - Position classification standards encourage uniformity and equity in the classification of positions by providing a common reference across organizations, locations, and agencies. Classification standards may cover one or many occupations. They usually include a description of the work performed; official titles; and criteria for determining grades. Classification flyers describe the work, but refer the user to other standards or guides for grading guidance. Some broad standards are issued as "functional guides" and provide criteria for determining the grade level of work in multiple occupations.

**Professional Certification** – Professional certification, trade certification, or professional designation, often called simply certification or qualification, is a designation earned by a person to assure qualification to perform a job or task.

**Qualifications** - Qualifications pertain to a person and describe the knowledge skills and/or abilities a person must have to be successful in a particular occupation.

**Qualification Standards** - Qualification Standards are the description of the minimum requirements necessary to perform work of a particular occupation successfully and safely. These minimum requirements may include specific job-related work experience, education, medical or physical standards, training, security, and/or licensure. They are not designed to rank candidates, identify the best qualified for a particular position, or substitute for an analysis of an applicant's knowledge, skills, and abilities/competencies.

**Standard (ISO)** - A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.

**Training Regulation (TR)** - The Training Regulation defines the knowledge, skills and attitudes/values required for competent performance in the workplace. The competency requirements, as defined in the relevant Training Regulations shall be the take-off point of all corresponding qualifications, assessment and certification in all industry sectors.

## **VI. GENERAL GUIDELINES**

Qualification Standards are the minimum and basic requirement for positions in the government. These shall serve as the basic guide in the selection of personnel and in the evaluation of appointments to all positions in the government. Appointees to career service positions should meet the approved Qualification Standards for the position for which he/she is being appointed. No substitution shall be allowed for deficiencies in education and experience requirement. Appointees to confidential personal staff must meet only the education requirement. The civil service eligibility, experience and training are dispensed with. Eligibility is not required for appointment to casual positions but preference should be given to civil service eligible. However, if the duties of the position involves the practice of a profession regulated by the Philippine Bar/Board Laws, and/or requires licenses, the corresponding professional license and/or certificate of registration shall be required.

## **VII. SPECIFIC GUIDELINES**

1. The Legal basis for the committee's mandate are the following:

### **Executive Order No. 292 Book V Title I Subtitle A Chapter 5 Section 22**

**SECTION 22.** Qualification Standards.—(1) A qualification standard expresses the minimum requirements for a class of positions in terms of education, training and experience, civil service eligibility, physical fitness, and other qualities required for successful performance. The degree of qualifications of an officer or employee shall be determined by the appointing authority on the basis of the qualification standard for the particular position.

Qualification standards shall be used as basis for civil service examinations for positions in the career service, as guides in appointment and other personnel actions, in the adjudication of protested appointments, in determining training needs, and as aid in the inspection and audit of the agencies' personnel work programs.

It shall be administered in such manner as to continually provide incentives to officers and employees towards professional growth and foster the career system in the government service.

(2) The establishment, administration and maintenance of qualification standards shall be the responsibility of the department or agency, with the assistance and approval of the Civil Service Commission and in consultation with the Wage and Position Classification Office.

2. Promotion of personnel mechanism through interactive online registration :

- Categorizing the services through interactive manner.

List of title/s for this category:

- How to apply for Transfer from another Agency to the Plaridel Water District
- How Next-In-Rank Personnel can apply for Promotion
- How to apply for Employment (Open Positions)
- How to secure Certificate of Employment
- How to secure Service Record
- How to apply for Retirement Gratuity under RA 1616
- How to apply for Terminal Leave
- How to apply for Rehabilitation Leave
- How to apply for Paternity Leave
- How to apply for Maternity Leave

3. Mindeseting the employees of the lofty goal of ISO Accreditation, through productivity and information dissemination. Increased the motivational factors, initiatives, additional non monetary benefits, and other incentives.

## **VII. STRUCTURE AND COMPOSITION**

Based on the General Manager's Recommendation No. 2014-01-008 dated February 12, 2014, to the Board of Directors, which consequently issued and approved the Board Resolution No 13 Series of 2014 which created the composition of the Committee on Qualification Standards, presented as follows:

1. Anne Tonette R. Cruz – Chairperson
2. Gertrudes D. Dumaguin - Member
3. Engr. Roberto N. Hilario - Member
4. Ma. Niza DC. Castro - Member
5. Noimee E. Cruz – Member
6. Irene M. Vinluan – Member
7. Joselito S. Samson - Member
8. Garino SD. Lopez – Member
9. Aurelio L. Casaje – Member
10. Richard M. Zapata - Member

## **VIII. ROLES AND RESPONSIBILITIES:**

## COMMITTEE CHAIRMAN AND MEMBERS

Plaridel Water District Committee on Qualification Standards Chairperson calls the meeting of the committee and initiates the activities in preparation, overseeing and implementation of the guidelines for the qualification standards for employees of PWD and has the final decision, in case of conflict, as to which recommendation shall be submitted to the Board of Director for approval.

## COMMITTEE FUNCTIONS

PWD Committee on Qualification Standards is primarily created to assist the management and Board of Directors to paved the way in upgrading the qualification standards and assist the appointing authority in the judicious and objective selection of qualified and deserving candidates/personnel for appointment or promotion in Plaridel Water District and in the formulation, development and implementation of some policies which would contribute to the welfare of the PWD employees.

1. Drafting, formulation and development of Policy Resolution on Qualification Standards for PWD pursuant to CSC Memorandum on Qualification Standards for Utilities.
2. Formulate formal screening procedures like examinations, interviews, criteria for evaluating the competence and qualifications of candidates in the first and second levels of the career service involving original appointments;
3. Apply fairly and consistently reasonable and valid standards and methods of evaluating the competence and qualifications of all personnel competing for a particular position;
4. Set criteria for evaluation of qualifications of candidates for original appointment, reinstatement, reappointment, transfer and promotion to suit the job requirements of the position;
5. Make a systematic assessment of the competence and qualifications of the candidates taking into consideration the qualification standards of the position and other requirements which may be deemed necessary; and,
6. Inform all applicants/employees who are candidates of the criteria and procedures on the selection.
7. Creation of IEC materials for massive information dissemination and highlighting the impact of PWD ISO accreditation of Plaridel water district and upgraded Qualification Standards.