

CENTER FOR ORGANIZATIONAL RESEARCH & DEVELOPMENT

Department of Psychology, School of Social Sciences

Ateneo de Manila University

Mobile Numbers: 0966-3206394, 0998-9450573



ATENEO CORD DURING COVID-19

FREQUENTLY ASKED QUESTIONS (FAQ's) FOR CLIENTS AND PARTICIPANTS

In response to the need of the times, Ateneo CORD is transitioning to online learning. This transition will be a major shift for our learners. To guide our valued colleagues and partners in this endeavor, we are sharing a list of Frequently Asked Questions and our corresponding responses below.

PROGRAMS

1. When will Ateneo CORD resume face-to-face programs?

There are no immediate plans to conduct face-to-face programs due to the limitations of the current situation, which include social distancing and restrictions on mass gathering. We are, however, redesigning our courses or designing new ones to be launched online. We will be notifying you on the launch of these programs in the coming months.

2. I'm a diplomate of OD/SHRM; will my residency be extended?

Yes, we have extended the residency for the Diploma of OD/ SHRMD by another year in consideration of the course cancellations and the current COVID pandemic.

ONLINE PROGRAMS

3. Are you going to offer online programs?

Yes. We are currently in the process of designing online courses. These courses may be redesigned versions of current courses or new ones.

4. When are you going to launch your online training sessions?

We hope to launch our first online course, Introduction to Competency-Based HR Management, in June or July then launch other courses thereafter. We encourage you to subscribe to our [mailing list](#) and follow our social network accounts: [Facebook](#), [LinkedIn](#), [Twitter](#) and [Instagram](#). We will be notifying our learners on the launch of the programs in the coming months through these channels.

5. What are your course offerings for the online training sessions?

For the latest updates, we encourage you to subscribe to our [mailing list](#) and follow us in social network accounts: [Facebook](#), [LinkedIn](#), [Twitter](#) or [Instagram](#). You may also e-mail us at cord.soss@ateneo.edu for challenges encountered while subscribing.

6. What are the usual/standard requirements for joining the online training sessions?

For the Diploma in Strategic Human Resource Management and Development (DSHRM) courses, there are neither pre-requisites nor requirements. For the Diploma in Organization Development (DOD), we have a pre-screening process wherein participants have to submit certain requirements. To know more about our Diploma programs, please check the primer by clicking the link: [Link to CORD Diploma Primers](#)

For the technical aspect of both Diplomas, it is recommended that a personal computer or laptop with the necessary internet connection be in place prior to joining online training.

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7. Can the online training be considered part of the Diploma?

Yes. Courses required for each diploma will still be the same regardless of whether these were taken through face to face or online. CORD is ensuring that the same quality of learning and equivalent courses will be delivered online.

REGISTRATION

8. How do I register for online courses?

Course registration for online training will still be done through our website:

<https://www.ateneo.edu/cord/training-and-development/registration>.

At the moment, our courses will be redesigned to online training. Thus, the new dates will be reflected on our website soon.

9. What is the process of enrolling for online courses?

Kindly register online. We will then email an acknowledgment receipt and a Statement of Account.

PAYMENTS

10. How much is the fee for an online course?

Online course pricing is currently being finalized. Further announcements will be released soon.

11. What are the payment options?

Ateneo CORD currently accepts payment through bank-to-bank transactions only. Due to the pandemic, we are sourcing for additional modes of payment. All changes to payment options will be properly disseminated to our clients and partners.

12. Can I refund my payment for the classroom training that I paid for?

Yes. Payments for classroom training can be refunded. However, you may also opt to transfer your existing payments to the online programs that we will be launching soon.

13. When can I get my refund?

Should you wish to get a refund for your payments, kindly email us your request letter and wait for our acknowledgment. Since the University is still in lockdown, we will be processing refunds as soon as we can physically go back to campus.

14. Can I use my paid fee as a training fund?

Yes. Fees paid for classroom training can be considered as credit for future courses or training fund. This can be used for future training with us.

15. Until when can I use my training fund?

We encourage training funds be used until May 2021. This will hopefully give participants sufficient time to use the fund.

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16. Will you resume face-to-face training in the future? Can my payment be reserved until then?

At the moment, face-to-face training is not a feasible option. Still, we hope to conduct our face-to-face classroom training in the future. We suggest that payments be consumed within a year (until May 2021). This is to ensure that your learning need will be met despite the current situation.

17. I wish to settle fees for courses. May I proceed to the CORD office as our policy requires us to get an Official Receipt upon payment?

Ateneo de Manila University is presently on lockdown. Thus, on-site payments are not feasible at the moment. Kindly await further announcements on payments options.

18. Our company policy states that payments need to be picked up at our collection office. Can your representative come to pick up payment?

Ateneo CORD is currently implementing work-from-home arrangements for our employees' safety. Thus, pick-ups are not feasible at the moment. Please advise if there are alternative means of collecting payment .

WEBINARS

19. I would like to request for a speaker to share his/her expertise on a certain topic. Would this be possible?

CORD has conducted free webinars on Work-Life Balance, Caring for Employees during the Pandemic, and Adapting to Life Post-quarantine. We encourage our participants to browse our Facebook page for the uploaded recording of our webinars. Should you wish to invite our facilitators, kindly email us at cord.soss@ateneo.edu so we can assist you.

20. I would like to request for a copy of the presentation materials from CORD's webinars.

Our presentation materials are uploaded on our Facebook page. Please feel free to download them.

For further clarifications, please send your email to: cord.soss@ateneo.edu

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