TESDA CIRCULAR

SUBJECT: Implementing Guidelines on the Deployment of Training Regulations (TR) and Competency Assessment Tools (CATs) for Tour Guiding Services NC III		Page 1 of 8 pages Number 110 series of 2021
Date Issued: 20 December 2021	**Effectivity:** Immediately	**Supersedes:**

In the interest of the service and to provide coherence and standards in the deployment of **Training Regulations for Tour Guiding Services NC III,** the following Implementing Guidelines are hereby issued:

I. BACKGROUND/RATIONALE

- TESDA Board Resolution No. **2021-35** dated **14 September 2021** on "Approving and Promulgating the Training Regulations for Tour Guiding Services NC III" was issued.

- The abovementioned Training Regulations (TR) was developed in partnership with the Department of Tourism (DOT), Tourism Industry Board Foundation, Inc. (TIBFI) and Philippine Federation of Professional Tour Guide Associations, Inc. (TGFED).

- The deployment of this TR is in accordance with the Operating Procedure on the Development and Deployment of Training Regulations under ISO 9001:2015.

II. OBJECTIVES

- To implement the TRs aimed at better responding to the demands of the industry. This TR will promote competencies that are readily employable, environment-friendly and compliant with the industry requirements of the Tourism Sector (Travel and Tour);

- To strengthen the industry-academe linkages addressing the "skills-jobs mismatch" in critical sectors; and

- To build the training and assessment infrastructures for the development of industry workers in the sector.

III. SCOPE / COVERAGE

New and existing training programs registered under the No Training Regulations (NTR) or LGU/industry/other government programs relating or leading to Tour Guiding Services NC III shall be covered by this Circular.

IV. IMPLEMENTATION MECHANISM

A. Utilization of the New TR

To ensure utilization of this TR, all Regional/Provincial/District Directors shall immediately encourage and facilitate the registration and re-registration of abovementioned program. The Qualifications and

Standards Office (QSO) shall conduct the deployment/orientation on the TRs and CATs for all Regional/Provincial/District Offices in accordance with the Operating Procedure on Development and Deployment of TRs and CATs.

B. Training Delivery Modality

1. Training providers shall be required to offer the program using training delivery mode options such as institution/school-based or enterprise-based or community-based or combination of modalities.

2. To standardize program offerings, the training providers shall be required to develop Competency-Based Curriculum (CBC) based on this TR;

3. To ensure the quality of the training delivery, the training providers shall adhere to the training arrangements as stipulated in this TR, including the trainer's qualifications, trainee entry requirements, training facilities, materials, tools and equipment.

C. Program Registration

1. Registration or re-registration/migration to new or amended Training Regulations within a period of one (1) year shall commence only after the following activities were undertaken

   a) The issuance of the approved Implementing Guidelines on the Deployment of Training Regulations and Competency Assessment Tools; and

   b) Conduct of Capability Building Program for Regional Lead Trainers and Assessors (CBP for RLTs and RLAs).

   c) The conduct of CBP for RLTs and RLAs shall facilitate the building of the training and assessment infrastructure and to ensure uniform/standard implementation of competency assessment based on Operating Procedures on Competency Assessment (TESDA-OP-CO-05, Rev. 00).

2. Subject to the relevant provisions of current Omnibus Guidelines on UTPRAS, all "No Training Regulations (NTR)" registered programs related to this qualification shall be re-registered as "With Training Regulations (WTR)" within a period of one (1) year which shall commence only after the activities indicated in letters a, b, and c of item No. 1 were completed.

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3. The registration of program related to Tour Guiding Services NC III shall follow the current Operating Procedure on Program Registration and the current program registration guidelines;

4. All Regional/Provincial/District Directors are hereby instructed to process application for Program Registration within the allowable Process Cycle Time (PCT) indicated in the Operating Procedure on Program Registration or existing guidelines.

5. The National TVET Trainers Academy (NTTA) shall initiate the training for Regional Lead Trainers.

6. The following codes shall be applied for this TR:

Qualification Title	Qualification Code	Unit Code	Unit Title
Tour Guiding Services NC III	TRSTGS321	**Basic Competencies**	
		400311319	Lead workplace communication
		400311320	Lead small teams
		400311321	Apply critical thinking and problem-solving techniques in the workplace
		400311322	Work in a diverse environment
		400311323	Propose methods of applying learning and innovation in the organization
		400311324	Use information systematically
		400311325	Evaluate occupational safety and health work practices
		400311326	Evaluate environmental work practices
		400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)
		Common Competencies	
		TRS311201	Develop and update industry knowledge
		TRS141201	Receive and resolve customer complaints
		TRS141202	Work cooperatively in a general administration environment
		TRS141203	Maintain quality customer/guest service

		Core Competencies	
		TRS511307	Research information relevant to the destination and tour itinerary
		TRS511308	Oversea regional tour arrangements for clients
		TRS511309	Guide and escort clients in accordance with the tour itinerary

D. Trainer's Qualifications

1. Holder of National TVET Trainer Certificate (NTTC) Level I in Tour Guiding Services NC III;
2. Must be computer-literate;
3. Must have at least two (2) years of continuous job/industry experience as Department of Tourism (DOT) Accredited Regional Tour Guide

E. Assessment and Certification

1. Assessment and certification shall follow the existing Operating Procedure for Competency Assessment and provisions of Section 4 – Assessment and Certification Arrangements of the TRs or new assessment arrangements to adapt to the new normal.

2. A National Certificate (NC) is issued when a candidate has demonstrated competence in all units of competency for Tour Guiding Services NC III.

3. Candidates wanting to be certified will have to be assessed in accordance with the requirements identified in the evidence guide of the relevant unit/s of competency.

4. Candidates who have gained competencies through informal training, previous work or life experiences may apply for recognition in a particular qualification through competency assessment or portfolio assessment.

5. Any of the following are qualified to apply for assessment and certification:

   5.1 Graduates of WTR-registered programs, NTR-registered programs or formal/non-formal/informal including enterprise-based trainings related to Tour Guiding Services NC III; or

5.2 K-12 graduates of Home Economics Strand with Tour Guiding Services NC II / Local Guiding Services NC II; or

5.3 Students with at least two (2) years of higher education; or

5.4 Experienced workers (wage employed or self-employed) who gained competencies in TOUR GUIDING SERVICES for at least two consecutive (2) years within the last five (5) years.

6. Recognition of Prior Learning (RPL). Candidates who have gained competencies through education, informal training, previous work or life experiences with at least three (3) years of tour guiding services experience within the last five (5) years may apply for recognition in this Qualification through Portfolio Assessment.

7. The guidelines on assessment and certification are discussed in detail in the "Operating Procedures on Assessment and Certification" and current "Guidelines on the Implementation of the "Philippine TVET Competency Assessment and Certification System (PTCACS)".

V. CONDUCT OF COMPETENCY ASSESSMENT

The Qualifications and Standards Office (QSO) shall deploy the Competency Assessment Tools (CATs) to all Regional/Provincial/District Offices. Concurrent with this, the Certification Office in collaboration with QSO shall conduct Capability Building Program for Prospective Regional Lead Assessors as stated in Section 6 of the Operating Procedure for Development of Competency Assessment Tools (Document No. TESDA-OP-QSO-02, Rev. No. 01).

A. Qualification of Competency Assessors

In accordance with TESDA Circular No. 64, Series of 2020, on the "Accreditation of Assessment Centers and Competency Assessors under the Philippine TVET Competency Assessment and Certification System (PTCACS)" amending TESDA Circular No. 15, Series of 2015, and Operating Procedures TESDA –OP-CO-03 and 04, the Accredited Competency Assessor must fulfill all of the following conditions:

1. Practitioner or a teacher/ instructor/trainer in tour guiding services for at least two (2) years.

2. Holder of a National Certificate (NC) at the same or higher level of the Qualification where the Assessor is accredited;

3. Holder of NTTC I and/or COC 2 — Conduct Competency Assessment under Trainers Methodology Level I (TM I).

4. For new Applicant - Competency Assessor, he/she must have conducted actual assessment to at least ten (10) candidates under the supervision of a Regional/ Provincial Lead Assessor, as part of capability building of Competency Assessors.

5. For Accredited Competency Assessors for amended Training Regulations, he/she shall only be required to conduct actual assessment to at least two (2) candidates for related qualifications under the supervision of a Regional/Provincial Lead Assessor.

6. Erring Competency Assessors shall be subjected to the provisions of TESDA Circular No. 134, Series of 2019, or other relevant issuances.

B. Competency Assessment Tools (CATs)

1. **The CATs shall be regarded with strict confidentiality.** The documents include the Assessor's Guide, Rating Sheet with prescribed Tasks/Activities and time allocation for the conduct of assessment.

2. The Assessor's Guide shall be strictly followed in the conduct of assessment. The Rating Sheet shall be used to record the evaluation of candidates.

3. The Specific Instructions for the Candidate shall be provided to each candidate at the start of assessment and returned to assessor right after the assessment activity.

4. The CATs may be enhanced for alignment in the conduct of competency assessment in the new normal, subject to agreement among the National Experts, QSO and CO.

5. The CATs must be returned to the TESDA Representative/ District/ Provincial Officer within the same day of assessment or based on guidelines in the conduct of assessment in the new normal.

C. Assessment Centers

1. Conduct of assessment shall be done in Accredited Assessment Centers, which passed the requirements based on the Operating Procedure or existing guidelines.

2. The CATs specification on the size requirement for the facilities and List of Supplies, Tools and Equipment must be used in the Accreditation of Assessment Center or as provided in current TESDA Circulars related to conduct of assessment in the new normal i.e. subject to health and safety protocols additional computer and camera requirements in the case of virtual competency assessment.

3. Assessment Centers which do not have vehicles (e.g. van) that will be used in assessment activity may have a Memorandum of Agreement (MOA) with relevant institutions or enterprises.

D. Assessment Fee

A separate TESDA Circular shall be issued upon promulgation of assessment fee for this qualification.

E. Integrity Fortification

Integrity fortification of assessment and certification shall be strictly adhered to through the implementation of the following measures:

1. Conduct of Capability Building Program for Prospective Regional Lead Assessors (RLAs) by the Certification Office in collaboration with QSO;

2. Conduct of Capability Building Program for Prospective Provincial Lead Assessors (PLAs) and Competency Assessors by the Regional Office (RO) through the appointed RLAs;

3. Pre-scheduled assessment;

4. Presence of a TESDA Representative during the entire conduct of assessment;

5. Conduct of Calibration Workshop for Accredited Competency Assessors by the TESDA Regional/Provincial Offices through the RLA/PLAs or by the CO and QSO, as necessary; and

6. Installation of CCTV cameras, subject to guidelines issued for the purpose, and Data Privacy rules and regulations.

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F. Registry of Certified Workers

The information on individuals assessed and certified shall be encoded in the TESDA Training Management Information System (T2MIS) and the list of certified individuals shall be accessed through the Registry of Certified Workers (RCW) in the TESDA Website.

VI. MONITORING AND FEEDBACK SYSTEM

1. The Regional and Provincial/District Offices (ROPO/DO) shall closely monitor the implementation of the registered programs under this TR; and

2. The ROPO/DO shall require the education and training providers with registered program under this TR to report the enrolled, graduates and employed in the T2MIS as part of the regular monitoring and feedback system.

VII. EFFECTIVITY

This Circular shall take effect as indicated and shall supersede all other issuances inconsistent hereof. Wide dissemination of this Circular by all concerned is hereby enjoined.

SEC. ISIDRO S LAPEÑA, PhD, CSEE
Director General