TESDA CIRCULAR

SUBJECT: Implementing Guidelines on the Deployment of Training Regulations (TR) and Competency Assessment Tools (CATs) for Front Office Services NC IV		Page 1 of 7 pages Number 044 series of 2020
Date Issued: 28 February 2020	**Effectivity:** Immediately	**Supersedes:**

In the interest of the service and to provide coherence and standards in the deployment of amended **Training Regulations for Front Office Services NC IV**, the following Implementing Guidelines are hereby issued:

I. BACKGROUND/LEGAL BASIS

- TESDA Board Resolution No. **2019-71** dated **17 December 2019** "Approving and Promulgating the Training Regulations for Front Office Services NC IV".

- The abovementioned Training Regulations (TR) was developed in partnership with the Tourism Industry Board Foundation, Inc. (TIBFI) and Department of Tourism (DOT).

- 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 Training Regulations, aimed at better responding to demands of the industry. This TR will promote competencies that are readily employable, environment-friendly and compliant with the industry requirements for both clients and the tourism industry workers;

- To strengthen the industry-academe linkages addressing the "skill-job mismatch" in critical sector; and

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

III. COVERAGE

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

IV. GENERAL POLICIES

A. Utilization of the New TR

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

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

B. Training Delivery Modality

1. In view of the requirements of the training arrangements in tools, equipment, facilities and the required competencies of trainers, it is encouraged that the training delivery for this qualification shall be classroom-based/in-center instruction; dual/dualized training; formal apprenticeship or through enterprise-based training modality.

2. To standardize the program offerings and ensure that they are in accordance with this TR, the Competency-Based Curriculum (CBC) shall be developed by the Technical Vocational Institutions (TVIs) registering the program.

C. Program Registration

1. Registration or re-registration/migration to the new Training Regulations within a period of one year shall commence only after the issuance of the approved Implementing Guidelines on the Deployment of Training Regulations, Competency Assessment Tools, and the conduct of Capability Building Program for Regional Lead Assessors/National Master Assessor (CBP for RLAs/Master Assessor). The conduct of CBP for RLAs/Master Assessor shall facilitate the building of the training and assessment infrastructure and to ensure uniform/standard implementation of competency assessment based on Operating Procedure on Competency Assessment (TESDA-OP-CO-05, Rev. 00) and alignment to the ASEAN Mutual Recognition Arrangements for Tourism Professionals (MRA-TP).

2. 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 year after the issuance of the approved Implementing Guidelines on the Deployment of Training Regulations, Competency Assessment Tools and conduct of Regional Lead Assessors Course.

3. The registration of program related to Front Office Services NC IV shall follow the Operating Procedure on Program Registration (TESDA-OP-CO-01, Rev. 00) and current program registration guidelines;

4. All Regional/Provincial 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 training for trainer's development.

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

Qualification Title	Qualification Code	Unit Code (Basic Competency)	Unit Title (Basic Competency)
Front Office Services NC IV	TRSFOS 419	500311401	Utilize specialized communication skills
		500311402	Develop and lead teams
		500311403	Perform higher-order thinking processes and apply techniques in the workplace
		500311404	Contribute to the practice of social justice in the workplace
		500311405	Manage innovative work instructions
		500311406	Manage and evaluate usage of information
		500311407	Lead in improvement of Occupational Safety and Health (OSH) programs, policies and procedures
		500311408	Lead towards improvement of environment work programs, policies and procedures
		500311409	Sustain entrepreneurial skills
		Unit Code (Common Competency)	**Unit Title (Common Competency)**
		TRS141208	Maintain hospitality industry knowledge
		TRS141209	Perform child protection duties relevant to the tourism industry
		TRS141210	Develop and supervise operational approaches
		TRS141211	Manage quality customer service

		TRS141212	Manage finances within a budget
		TRS141213	Plan and implement a series of training events
		TRS141214	Use the assessment system for training outcomes
		Unit Code (Core Competency)	**Unit Title (Core Competency)**
		TRS122305	Plan and establish systems and procedures
		TRS122306	Lead and manage people
		TRS122307	Manage and resolve conflict situations
		TRS122308	Manage guests' financial records

D. Trainer's Qualifications

1. Holder of National TVET Trainer Certificate (NTTC) Level I in Front Office Services NC IV;

2. Must have at least two (2) years industry experience in any Front Office related works as manager;

3. In line with the Philippine commitment to the ASEAN MRA on Tourism Professional, must have passed the National Master Trainers' Training.

E. Assessment and Certification

1. The assessment and certification shall follow the Operating Procedure on Competency Assessment (TESDA-OP-CO-05, Revision 00) and provisions of Section 4 - Assessment and Certification Arrangements of this TR.

2. A National Certificate (NC) is issued when a candidate has demonstrated competence in all unit/s of competency of a qualification with a promulgated Training Regulations.

3. Candidate 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. The following are qualified to apply for assessment and certification:

4.1 TVET Graduates of formal, non-formal and informal including

enterprise-based training programs and a holder of National Certificate III in Front Office Services;

4.2 Graduates of formal education with 150 hours' industry immersion for supervisory position and a holder of National Certificate III in Front Office Services;

4.3 Two (2) years Experienced Workers (wage employed or self-employed supervisory position).

5. Portfolio Assessment shall be adopted on alternating mode for the experienced worker per TESDA Circular 47, Series of 2018.

V. CONDUCT OF COMPETENCY ASSESSMENT

QSO shall deploy the Competency Assessment Tools (CATs) to all Regional/Provincial Offices. Concurrent with this, the Certification Office shall conduct Capability Building Programs for Lead Assessors as stated in Section 6.6 of the Operating Procedure for Development of Competency Assessment Tools (Document No. TESDA-OP-QSO-02, Rev. No. 01).

A. Qualification of Competency Assessors

1. In accordance with TESDA Circular No. 55, series of 2017 "Amending Section 7.2d) and Section 8.1a) of TESDA Circular No. 15, series 2015 – Guidelines on Assessment and Certification under the Philippine TVET Competency Assessment and Certification System (PTCACS)", the accredited Competency Assessor must fulfill the following requirements:

   a. Holder of NTTC I for Front Office Services NC IV or Holder of National Certificate at the same or higher level of the qualification and COC 2 of TM I;

   b. Must have at least two (2) years industry experience in any Front Office related works as manager;

   c. Have assisted in the conduct of actual assessment:

      - For new applicant-competency assessor - he/she must have conducted actual assessment to at least ten (10) candidates under the supervision of a Lead Assessor, as part of capability building of competency assessors; and

      - For accredited competency assessors on the 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 Lead Assessor.

2. In line with the implementation of the ASEAN MRA on Tourism Professional, must have passed the National Master Assessor Training.

B. Competency Assessment Tools (CATs)

1. **The CATs shall be regarded with strict confidentiality.** The documents include the Assessor's Guide, Specific Instruction for the Candidate, Competency Assessment Results Summary (CARS) and Rating Sheet with prescribed Tasks/Activities and time allocation for the conduct of assessment.

2. CATs for the amended TR can be utilized immediately after the conduct of RLA, however, the superseded CATs can still be utilized within the migration period.

3. The methods of assessment identified in the Assessor's Guide shall be strictly followed in the conduct of assessment. The Rating sheet shall be used to record the details of the evidence collected and judgment made about the candidate's performance.

4. The Specific Instructions for the Candidate shall be provided to each candidate at the start of assessment and shall be retrieved by the competency assessor right after the assessment activity.

5. **The CATs shall be returned to the TESDA Representative within the same day of assessment.**

6. The size requirement for the facilities, List of Supplies, Tools and Equipment specified in the CATs shall be used in the Accreditation of Assessment Center.

C. Assessment Fee

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

D. Integrity Fortification

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

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1. Conduct of Capability Building Program for National Master Assessors' Training;

2. Pre-scheduled assessment;

3. Presence of TESDA Representative during the entire conduct of assessment.

E. Mandatory Assessment

1. All TVIs with UTPRAS-registered programs on Front Office Services NC IV shall ensure mandatory assessment of their graduating students.

2. The list of certified individuals will be uploaded in the online Registry of Workers Certified.

VI. 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