

TESDA CIRCULAR

SUBJECT: Implementing Guidelines in the Operationalization of the TESDA Specialista Desk (A Partnership between TESDA and Robinsons Land Corporation)		Page 1 of <u>9</u> pages Number <u>32</u> , series of 2017
Date Issued: June 14, 2017	Effectivity: Immediately	Supersedes:

I. BACKGROUND

The Robinsons Land Corporation (RLC) as one of the largest and most successful chain of malls in the country today, desires to bring government services in one convenient location closer to the general public, and has conceptualized and established the Robinsons Mall Lingkod Pinoy Center (RMLPC) in selected Robinsons Malls. It has invited government agencies such as TESDA to put up satellite branches/offices/desks to serve their clientele under a rent free arrangement.

The RLC and TESDA forged a partnership for the 3rd renewal for mall space to be provided to TESDA under a free arrangement. This is with the end in view of enabling clients to avail of TESDA's various technical and skills development program. This arrangement shall be known as "**TESDA Specialista Desk Program**" at selected RMLPC.

This program aims to put into motion, the working partnership between TESDA and Robinsons Land Corporation (RLC).

II. OBJECTIVE

These implementing guidelines shall be adopted by concerned implementing field units (*please see attached list of selected ROs/POs with RMLPC sites*). This will facilitate the process of the implementation of the "**TESDA Specialista Desk**" particularly standardizing the type and level of services that will be provided in the seventeen (17) RMLPC sites to ensure provision of quality service in the cited outlets and in concurrence with Anti-Red Tape Act (ARTA) provisions.

III. SERVICES OFFERED

The TESDA Specialista Desk Program (TSDP) shall initially provide the following services to the clients:

1. Inquiry/referral on Training Programs offered in the locality or nearby provinces;

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<ol style="list-style-type: none">2. Inquiry/referral on Scholarship Applications Requirements and available scholarship slots in TTIs/TVIs;3. Online application for scholarship;4. Referral for Career Profiling;5. Inquiry/referral for Assessment and Certification Requirements and Assessment Schedules;6. Inquiry re program registration, issuance of SO, CAV, etc.;7. Distribution of pamphlets, brochures and other literature and/or other advice on TESDA's programs/projects; and8. Film showing on TESDA's programs and services. <p>Relative to this, the TSDP shall always have the following documents/information:</p> <ol style="list-style-type: none">1. Compendium of Registered Programs; national and local;2. List of accredited assessment centers;3. List of TVIs with TWSP slots; and4. List of requirements for program registration, assessment and certification, trainers training, issuance of SO and CAV. <p>Apart from the TSDP, Robinsons Land Corporation will allow free use of their Activity Center for orientation, mass graduation, skills demonstration, free service and other related activities which should be scheduled regularly, at least one per month.</p> <h4>IV. STANDARD REQUIREMENTS</h4> <p>The use of mall space shall be exclusively indicated for the "TESDA Specialista Desk" and for no other purpose, and shall be provided with the following equipment, fixtures, materials and manpower complement, among others:</p> <ol style="list-style-type: none">1. Tables/chairs;2. PC with printer;3. Internet Connection;		

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4. Telephone line;
5. Customer Inquiry Form;
6. TESDA brochures, pamphlets, etc.
7. Two (2) staff complement preferably Customer Satisfaction focal assigned to post five (5) days a week;
8. Customer Feedback Form; and
9. Referral letters.

V. ACTIVITIES DURING THE LAUNCHING

The following activities and services shall be conducted during the launching of TESDA Specialista Program:

1. Ribbon cutting
2. A short program with a minimum of 50 guests including officials from LGU, TVI associations, industry associations, and other stakeholders
3. Film showing on TESDA programs
4. Distribution of flyers, pamphlets, etc.
5. Inquiry/referral desks on courses offered, scholarship slot, assessment schedules, etc.
6. Free services (e.g. massage & haircut) at the activity center

VI. DUTIES AND RESPONSIBILITIES

The agreement forged between TESDA and Robinsons Land Corporation has the following roles/responsibilities of both parties:

Robinsons Land Corporation (RLC)	Technical Education and Skills Development Authority (TESDA) Implementing Field Units
1. Shall allow TESDA to continue to maintain and operate the existing TESDA Specialista Desks found in the following locations: <ol style="list-style-type: none"> i. North and Central Luzon <ol style="list-style-type: none"> 1. Robinsons Place Santiago- 	1. Shall make sure that the TESDA Specialista Desk shall be manned by properly trained, responsible and qualified TESDA employees/agency-hired personnel from 10 am up

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<ol style="list-style-type: none"> Isabela 2. Robinsons Tuguegarao 3. Robinsons Place-Pangasinan 4. Robinsons Starmills-Pampanga 5. Robinsons Ilocos-Ilocos Norte ii. South Luzon 6. Robinsons Place-Palawan 7. Robinsons-Naga iii. Visayas 8. Robinsons Cebu Galleria 9. Robinsons Place-Iloilo 10. Robinsons Jaro 11. Robinsons Place-Tacloban 12. Robinsons Place Dumaguete-Negros Oriental 13. Robinsons Place Roxas-Capiz iv. Mindanao 14. Robinsons Place-Gen. Santos City 15. Robinsons Cagayan de Oro-Misamis Oriental 16. Robinsons Place Butuan 17. Robinsons Iligan 		<p>to 7 pm from Monday to Friday, excluding legal holidays and special non-working days.</p>
2. Shall waive rental fees, air conditioning charges, CUSA (common usage area) charges for the TESDA Specialista Desk.		2. TESDA's agents and employees shall allow themselves to be subjected to the usual security procedures of the Mall, including but not limited to body searches and bag inspection by the Mall's security guard/s.

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3. Shall allow TESDA personnel who are included in the official list provided by TESDA, entry to the premises before Mall hours, subject to Mall rules and regulations.	3. Shall use the spaces exclusively as TESDA Specialista Desk and for no other purposes.	
4. Shall allow TESDA personnel to use RLC facilities in the conduct of orientation, mass graduation, skills demonstration and other related activities for free.	4. Shall provide frontline services such as: <ul style="list-style-type: none"> • Free information through video presentation; • Distribution of pamphlets, brochures and other literature and/or other advice; • Scholarship program; • Apprenticeship/Learnership program; • Available Technical Vocational Education and Training (TVET) courses; • Assessment and Certification; and • Career Guidance/Counselling. 	
	5. Shall pay RLC the following: <ul style="list-style-type: none"> • Expenses for Individual Utilities: <ul style="list-style-type: none"> - Actual Power Consumption – metered TESDA account (for monthly billing and collection based on actual electrical consumption or usage) - Telephone Utilities – (1 line – TESDA account) to be applied by TESDA with utility company 	

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		<ul style="list-style-type: none"> - Internet Connection – to be applied by TESDA with utility company • Deposit Per Mall Location <ul style="list-style-type: none"> - Meter Deposit Per Mall – for payment/chargeable to TESDA. (Based on Actual Meter Installed but refundable upon termination of MOA)
		6. Shall at its expense, maintain the Mall space allocated in a clean and sanitary condition, free from noxious odors, disturbing noises, hazardous defects, inflammable materials or other nuisances.
		7. Upon the expiration of this Agreement, TESDA shall return the Mall space and fixtures in as good condition as that in which they were actually found at the beginning of the agreement, ordinary wear and tear excepted, devoid of all occupants, furniture, articles and movable effects of any kind. TESDA shall repair any damage caused to the premises which cannot be accounted for by reasonable wear and tear and restore the premises to the condition it was found at the time of turn-over to the satisfaction of RLC.

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	8. Shall not drive nails, screws, hooks or other abutments on or into the walls, frames or other portions of the premises or in any manner deface or damage any part thereof. Any damage caused to the premises shall be for the account of TESDA.	
	9. Shall be responsible for the standard maintenance and minor repair of the premises including plumbing and electrical fixtures within the premises or those serving the same.	
	10. Shall notify RLC immediately of any discovered damage to the premises, their appurtenances as well as any occupation, usurpation or untoward act being committed, or threatened to be committed, within the TESDA Specialista Desk.	
	11. No machinery, office equipment, furniture or any other electronic device may be brought in or pulled-out of the premises without the prior written approval of RLC. It is hereby understood that the office furniture and equipment may only be moved, brought in, pulled-out or transferred to and from the TESDA Specialist Desk during non-mall hours.	

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	<p>12. Shall maintain the premises in a clean condition by utilizing plastic bags for the disposal of both dry and wet garbage. Unless garbage is contained in plastic bags, it will not be allowed to be deposited in the authorized depository for collection.</p>
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Role of Technical Education and Skills Development Authority Central Office/s:

Public Information Unit (PIU)	Partnerships and Linkages Office (RCO)
1. Provide electronic copies of AVPs.	1. Monitor the implementation of TESDA Specialista Desk.
2. Provide the designs for the tarpaulins to be displayed.	2. Consolidate RO/PO's progress report.
3. Provide information materials such as brochures, flyers, etc.	3. Submit the consolidated report to ODDG-PL for reference/use for national advocacy of TESDA programs and services.

VII. MANAGEMENT AND ACCOUNTABILITY

The Deputy Director General for Partnerships and Linkages shall be the focal Deputy Director General for "TESDA Specialista Desk". This program shall be centrally coordinated and monitored by the Office of the Director General. At the regional level, the Regional Directors are fully responsible and accountable for the implementation of the "TESDA Specialista Desk".

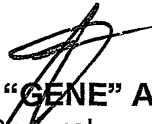
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VIII. MONITORING AND REPORTING

1. The Partnerships and Linkages Office (PLO) shall monitor the implementation of the TESDA Specialista Desk.
2. Accomplishment Report of the activities shall be submitted by RO/PO concerned to the Partnerships and Linkages Office every last Wednesday of the month in electronic format and hard copies as part of the monitoring report. (*please see attached monitoring/accomplishment report*)

This Circular takes effect as indicated and shall supersede any issuances inconsistent hereof.


GUILING "GENE" A. MAMONDIONG
Director General

LIST OF SELECTED ROs/POs WITH RMLPC SITES

	Region	Concerned Operating Unit	RMLPC Site
1	I	PO-Pangasinan	Robinsons Place- Pangasinan
2		PO-Ilocos Norte	Robinsons Ilocos-Ilocos Norte
3	II	PO-Isabela	Robinsons Place Santiago-Isabela
4		PO-Cagayan	Robinsons Tuguegarao
5	III	PO-Pampanga	Robinsons Starmills- Pampanga
6	IV-B	PO-Palawan	Robinsons Place-Palawan
7	V	PO-Camarines Sur	Robinsons-Naga
8	VI	PO-Iloilo	Robinsons Place-Iloilo
9			Robinsons Jaro
10		PO-Capiz	Robinsons Place Roxas-Capiz
11	VII	PO-Cebu	Robinsons Cebu Galleria
12		PO-Negros Oriental	Robinsons Place Dumaguete-Negros Oriental
13	VIII	PO-Leyte	Robinsons Place-Tacloban
14	X	PO-Misamis Oriental	Robinsons Cagayan de Oro-Misamis Oriental
15		PO-Lanao del Norte	Robinsons Iligan
16	XII	PO-Sarangani	Robinsons Place-Gen. Santos City
17	CARAGA	PO-Agusan del Norte	Robinsons Place Butuan

