

TRAINING REGULATIONS

OPHTHALMIC LENS SERVICES NC II



HEALTH, SOCIAL, AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City

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HEALTH, SOCIAL AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

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**TRAINING REGULATIONS FOR
OPHTHALMIC LENS SERVICES NC II**

SECTION 1 OPHTHALMIC LENS SERVICES NC II QUALIFICATION

The OPHTHALMIC LENS SERVICES NC II Qualification consists of competencies that a person must achieve to enable him/her to analyze and interpret ophthalmic lens prescription, edge and mount ophthalmic appliances and apply UV coat/ tint to ophthalmic lenses.

This Qualification is packaged from the competency map of Health, Social and Other Community Development Services Sector as shown in Annex A.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
	Units of Competency
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
	Units of Competency
HCS515201	Apply quality standards
HCS515202	Manage own performance
HCS515204	Maintain a safe, clean and efficient environment
HCS515205	Maintain an effective relationship with clients and customers
ICT311201	Operate A Personal Computer

CODE NO.	CORE COMPETENCIES
	Units of Competency
HCS222301	Analyze and interpret ophthalmic lens prescription
HCS222302	Edge and mount ophthalmic appliances
HCS222303	Apply UV coat/ tint to ophthalmic lenses

A person who has achieved this Qualification is competent to be:

- Optician

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in OPTHALMIC LENS SERVICES NC II. These units of competency are categorized into basic, common and core competencies.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources . 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information. 1.3 Appropriate medium is used to transfer information and ideas. 1.4 Appropriate non- verbal communication is used. 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed. 1.6 Defined workplace procedures for the location and storage of information are used. 1.7 Personal interaction is carried out clearly and concisely.
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time. 2.2 Own opinions are clearly expressed and those of others are listened to without interruption. 2.3 Meeting inputs are consistent with the meeting purpose and established protocols . 2.4 Workplace interactions are conducted in a courteous manner. 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to. 2.6 Meetings outcomes are interpreted and implemented.
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly. 3.2 Workplace data is recorded on standard workplace forms and documents. 3.3 Basic mathematical processes are used for routine calculations. 3.4 Errors in recording information on forms/ documents are identified and properly acted upon. 3.5 Reporting requirements to supervisor are completed according to organizational guidelines.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Made use of relevant terms as an aid to transfer information effectively 1.4 Conveyed information effectively adopting the formal or informal communication
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures 3.6 Basic mathematical processes of addition, subtraction, division and multiplication 3.7 Ability to relate to people of social range in the workplace 3.8 Gather and provide information in response to workplace Requirements
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Fax machine 4.2 Telephone 4.3 Writing materials 4.4 Internet
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Direct Observation 5.2 Oral interview and written test
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The <i>role and objective of the team</i> is identified from available <i>sources of information</i> . 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources.
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified. 2.2 Roles and responsibility of other team members are identified and recognized. 2.3 Reporting relationships within team and external to team are identified.
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives. 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <i>workplace context</i> . 3.3 Observed protocols in reporting using standard operating procedures. 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job 1.6 Reported outcomes
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Communicate appropriately, consistent with the culture of the workplace
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession. 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation . 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties.
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments. 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures.
3. Maintain professional growth and development	3.1 Trainings and career opportunities are identified and availed of based on job requirements. 3.2 Recognitions are sought/received and demonstrated as proof of career advancement. 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 Case studies/scenarios
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting.

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures. 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures. 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures.
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV). 2.2 Effects of the hazards are determined. 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation.
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed. 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies. 3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices. 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol.
4. Maintain OHS awareness	4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures. 4.2 OHS personal records are completed and updated in accordance with workplace requirements.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles • Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling designated emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value -TLV 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 OHS personal records 4.3 PPE
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : APPLY QUALITY STANDARDS

UNIT CODE : HCS515204

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, salon/organizational procedures and other client requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Assess clients service needs	<p>1.1 Work instruction is obtained and work is carried out in accordance with standard operating procedures.</p> <p>1.2 <i>Clients needs</i> are checked against workplace standards and specifications.</p> <p>1.3 <i>Faults on clients</i> and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures.</p> <p>1.4 Clients profile and service extended to them are documented in accordance with workplace procedures.</p>
2. Assess own work	<p>2.1 <i>Documentation</i> relative to quality within the company is identified and used.</p> <p>2.2 Completed work is checked against workplace standards relevant to the task undertaken.</p> <p>2.3 <i>Errors</i> are identified and improved on.</p> <p>2.4 Information on the quality and other indicators of individual performance is recorded in accordance with workplace procedures.</p> <p>2.5 In cases of deviations from specific <i>quality standards</i>, causes are documented and reported in accordance with the workplace' standard operating procedures.</p>
3. Engage in quality improvement	<p>3.1 Process improvement procedures are participated in relative to workplace assignment.</p> <p>3.2 Work is carried out in accordance with process improvement procedures.</p> <p>3.3 Performance of operation or quality of product of service to ensure other <i>client</i> satisfaction is monitored.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Clients	Limited to: 1.1 Eye practitioners 1.2 Optical shops/clinics 1.3 Optical laboratory
2. Faults	May include but not limited to: 2.1 Result is within the accepted standards 2.2 Procedures done but do not conform with any relevant standards 2.3 Damaged caused to client
3. Documentation	3.1 Organization work procedures 3.2 Manufacturer's instruction manual 3.3 Client requirements 3.4 Forms
4. Errors	May be related to the following: 4.1 Deviation from the requirements of the client 4.2 Deviation from the requirements of the salon/organization
5. Quality Standards	May be related but not limited to the following: 5.1 Supplies and materials 5.2 Facilities 5.3 Salon Product 5.4 Service Processes and Procedures 5.5 Client Service 5.6 Environmental Regulations
6. Client	6.1 Co-worker 6.2 Supplier/vendor 6.3 Client 6.4 Organization receiving the product or service

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Carried out work in accordance with the company's standard operating procedures. 1.2 Performed task according to specifications. 1.3 Reported errors or deviations not in accordance with standard operating procedures. 1.4 Carried out work in accordance with the process improvement.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Relevant production processes, materials and products 2.2 Characteristics of materials, software and hardware used in production processes 2.3 Quality checking procedures 2.4 Client relations 2.5 Work place procedures 2.6 Safety and environmental aspects of service processes 2.7 Error identification and reporting 2.8 Quality improvement processes
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Reading skills required to interpret work instructions, product manufacturer's requirements 3.2 Communication skills needed to interpret and apply defined work procedures 3.3 Carry out work in accordance with OHS policies and procedures 3.4 Critical thinking 3.5 Solution providing and decision making 3.6 Interpersonal skills or dealing with varied type of clients
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Materials 4.2 Product 4.3 Equipment
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation with oral questioning 5.2 Third Party Report 5.3 Practical Demonstration
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Assessment may be conducted in the workplace or in a simulated environment.

UNIT OF COMPETENCY : MANAGE OWN PERFORMANCE

UNIT CODE : HCS516202

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in effectively managing own workload and quality of work.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Plan for completion of own workload	1.1 Tasks accurately identified. 1.2 Priority allocated to each task. 1.3 Time lines allocated to each task or series of tasks. 1.4 Tasks deadlines known and complied with whenever possible. 1.5 Work schedules are known and completed within agreed time frames. 1.6 Work plans developed according to assignment requirements and employer policy. 1.7 Uncompleted work or tasks detailed and responsibility for completion passed to incoming shift or other appropriate persons.
2. Maintain quality of own performance	2.1 Personal performance continually monitored against agreed performance standards . 2.2 Advice and guidance sought when necessary to achieve or maintain agreed standards. 2.3 Guidance from management applied to achieve or maintain agreed standards. 2.4 Standard of work clarified and agreed according to employer policy and procedures.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Tasks	1.1 May identified through: <ul style="list-style-type: none"> 1.1.1 Assignment instructions 1.1.2 Verbal Instructions by senior officer 1.1.3 Policy Documents 1.1.4 Duty Statements 1.1.5 Self Assessment 1.2 May be: <ul style="list-style-type: none"> 1.2.1 Daily tasks 1.2.2 Weekly tasks 1.2.3 Regularly or irregularly occurring tasks
2. Performance standards	May include: <ul style="list-style-type: none"> 2.1 Assignment Instructions 2.2 Procedures established in policy documents

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Planned for completion of own workload. 1.2 Assessed verbal or written work plan through observation and discussion of site and employer requirements. 1.3 Demonstrated capacity to complete task within specified time frame. 1.4 Maintained quality of own performance.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Site and assignment requirements 2.2 Employer policy on performance management 2.3 Indicators of appropriate performance for each area of responsibility 2.4 Steps for improving or maintaining performance
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Capacity to plan and prioritize security work loads and requirements 3.2 Time and task management
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to a relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions (if relevant) 4.9 Assessment Instruments, including personal planner and assessment record book
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test/Examination 5.2 Demonstration with questioning 5.3 Observation with questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Company 6.2 On-Site 6.3 Assessment activities are carried out through TESDA accredited assessment centers/venues by using closely simulated workplace environment. 6.4 Continuous assessment in an institutional setting that stimulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up this unit. 6.5 Continuous assessment in the workplace, taking into account the range of variables affecting performance. 6.6 Self-assessment on the same terms as those described above. 6.7 Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance criteria.

UNIT OF COMPETENCY : MAINTAIN A SAFE, CLEAN AND EFFICIENT WORK ENVIRONMENT

UNIT CODE : HCS515205

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes needed to maintain client relations. The unit incorporates the work safety guidelines. It encompasses competencies necessary to maintain a safe workplace for staff, clients and others. It also involves the application of health regulations, including personal hygiene practiced by staff members, provision of a caring client environment and the efficient operation of the salon.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Comply with health regulations	1.1 Salon policies and procedures for personal hygiene applied. 1.2 Procedures and practices implemented in a variety of salon situations in accordance with state and local government health regulations.
2. Assess own work	2.1 Reception, work areas and walkways maintained in a safe, uncluttered and organized manner according to salon policy. 2.2 All routines carried out safely, effectively with minimum inconvenience to clients and staff. 2.3 Waste is stored and disposed of according to OHSC requirements . 2.4 Spills, food, waste, hair or potential hazards promptly removed from floors according to salon policy . 2.5 Spills, food, waste, hair or other potential hazards promptly removed from floors according to salon policy. 2.6 Linen is stored, cleaned and disinfected in line with OHS requirements and salon procedures. 2.7 Refreshments are provided to all clients.
3. Check and maintain tools and equipment	3.1 Tools and equipment are stored safely and in position to comply with salon requirements and local health regulations. 3.2 Tools and equipment are prepared for specific services as required. 3.3 Tools and equipment are checked for maintenance requirements. 3.4 Tools and equipment are referred for repair as required.
4. Check and maintain stocks	4.1 Stock rotation procedures are carried out routinely and accurately according to salon procedures. 4.2 Stock levels are accurately recorded according to salon procedures. 4.3 Under or over supplied stock items are notified immediately to the salon supervisor. 4.4 Incorrectly ordered or delivered stock is referred to the salon supervisor for return to supplier. 4.5 Safe lifting and carrying techniques maintained in line with salon occupational health and safety policy and government legislation.
5. Provide a relaxed and caring environment	5.1 Clients are made to feel comfortable according to salon policy. 5.2 Clients' needs are reported to. 5.3 Clients are consulted on specific desired service.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Relevant salon policies and procedures	May include but not limited to: <ul style="list-style-type: none"> 1.1 Hazard Policies and Procedures 1.2 Emergency, Fire and Accident Procedures 1.3 Personal Safety Procedures 1.4 Procedures for the use of Personal protective Clothing and Equipment 1.5 Hazard Identification 1.6 Job Procedures
2. Occupational health and safety procedures	May include but not limited to: <ul style="list-style-type: none"> 2.1 Client 2.2 Staff 2.3 Equipment/Tools 2.4 Premises 2.5 Stock
3. Unsafe situations	May include but not limited to: <ul style="list-style-type: none"> 3.1 Damaged Packaging Material or Containers 3.2 Broken or Damaged Equipment 3.3 Inflammable Materials and Fire Hazards 3.4 Lifting Practices 3.5 Spillages 3.6 Waste including hair especially on floors 3.7 Trolleys
4. Linkage	May be related to the following: <ul style="list-style-type: none"> 4.1 Institutional 4.2 Organizational Linkage 4.3 Social Services 4.4 International Market

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Generated information on different client requirements and needs. 1.2 Selected and used strategies to accurately analyzed the client requirements. 1.3 Assessed current product and services as against client demand. 1.4 Identified avenues to establish relevant linkage.. 1.5 Selected promotional activities relevant to enhance competitiveness of salon. 1.6 Assisted clients on specific desired services. 1.7 Checked and prepared tools for the specific salon activities.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Media Options 2.2 Data Gathering 2.3 Salon Policies 2.4 International Market 2.5 Skills Competition Rules and Procedures 2.6 New Trends in Products and Services 2.7 Ethical Limitations
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 3.2 Technology Skills 3.3 Interpersonal Skills
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Client 4.2 Relevant Information 4.3 Appropriate Products
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation with questioning 5.2 Practical Demonstration with questioning
<p>6. Context of assessment</p>	<ul style="list-style-type: none"> 6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENTS/CUSTOMERS

UNIT CODE : HCS516201

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required in building and maintaining an effective relationship with clients, customers and the public.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized Bold</i> terms are elaborated in the Range of Variables
1. Maintain a professional image	1.1 Uniform and personal grooming maintained to assignment requirements. 1.2 Personal presence maintained according to employer standards . 1.3 Visible work area kept tidy and uncluttered. 1.4 Equipment stored according to assignment requirements.
2. Meet client/customer requirements	2.1 Client requirements identified and understood by referral to the assignment instructions . 2.2 Client requirements met according to the assignment instructions. 2.3 Changes to client's needs and requirements monitored and appropriate action taken . 2.4 All communication with the client or customer is clear and complies with assignment requirements.
3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to. 3.2 Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy. 3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Presence	May include: <ul style="list-style-type: none"> 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: <ul style="list-style-type: none"> 2.1 Standing Orders
3. Client Requirements	May include: <ul style="list-style-type: none"> 3.1 Assignment Instructions 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May be conveyed in: <ul style="list-style-type: none"> 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May be detected by: <ul style="list-style-type: none"> 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: <ul style="list-style-type: none"> 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Customers	May include: <ul style="list-style-type: none"> 7.1 All members of the public

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained a professional image. 1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client/customer interactions. 1.4 Monitored and acted on changing client or customer needs. 1.5 Met client/customer requirements. 1.6 Built credibility with customers/clients.
<p>2. Underpinning knowledge and attitudes</p>	<ul style="list-style-type: none"> 2.1 Uniform and personal grooming requirements of the employer and the client 2.2 Occupational Health and safety requirement for the assignment 2.3 Assignment Instructions
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Attention to detail when completing client/employer documentation 3.2 Interpersonal and communication skills required in client contact assignments 3.3 Customer service skills required to meet client/customer needs 3.4 Punctuality 3.5 Customer Service 3.6 Telephone Technique 3.7 Problem Solving and Negotiation 3.8 Maintaining Records
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Assessment Centers/Venues 4.2 Accredited Assessors 4.3 Modes of Assessment 4.4 Evaluation Reports 4.5 Access to a relevant venue, equipment and materials 4.6 Assignment Instructions 4.7 Logbooks 4.8 Operational manuals and makers'/customers' instructions (if relevant) 4.9 Assessment Instruments, including personal planner and assessment record book
<p>5. Method of assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written Test 5.2 Demonstration with questioning 5.3 Observation with questioning

<p>6. Context for assessment</p>	<p>6.1 Company</p> <p>6.2 On-Site</p> <p>6.3 Assessment activities are carried out through TESDA accredited assessment centers/venues by using closely simulated workplace environment.</p> <p>6.4 Continuous assessment in an institutional setting that stimulates the conditions of performance describe in the elements, performance criteria and range of variables statement that make up this unit.</p> <p>6.5 Continuous assessment in the workplace, taking into account the range of variables affecting performance.</p> <p>6.6 Self-assessment on the same terms as those described above.</p> <p>6.7 Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance criteria.</p>
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UNIT TITLE : **OPERATE A PERSONAL COMPUTER**
UNIT CODE : ICT311201
UNIT DESCRIPTOR : This unit defines the competency required to operate a personal computer by: starting the PC, logging in, using and working with files, folders and programs, saving work, and closing down the PC.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized Bold</i> terms are elaborated in the Range of Variables
1. Start the computer	1.1 The peripheral devices are properly connected 1.2 Power is checked and the computer and peripheral devices are switched on 1.3 Proper logging in and logging off is successfully done 1.4 The operating system features and functions are accessed and navigated 1.5 Hardware configuration and other system features are checked
2. Arrange and customize desktop display/ Windows settings	2.1 The desktop screen or Windows elements are changed as needed 2.2 Desktop icons are added, renamed, moved, copied or deleted 2.3 The online help functions are accessed or used as needed 2.4 Desktop icons of application programs are selected, opened and closed 2.5 Properties of icons are displayed 2.6 Computer or desktop settings are saved and restored
3. Work with files and folders (or directories)	3.1 A file or folder is created, opened, moved, renamed or copied 3.2 Files are located, deleted and restored 3.3 Details and properties of files and folders are displayed or viewed 3.4 Various files are organized for easy lookup and use 3.5 Files and information are searched 3.6 Disks are checked, erased or formatted as necessary
4. Work with user application programs	4.1 Application programs are added, changed, removed or ran 4.2 User software or application program are installed, updated and upgraded 4.3 Information/data are moved between documents or files
5. Print information	5.1 Printer is added or installed and correct printer settings is ensured 5.2 Default printer is assigned accordingly 5.3 Information or document is printed on the installed printer 5.4 Progress of print jobs are viewed and deleted as required
6. Shut down computer	6.1 All open application programs are closed 6.2 Computer and peripheral devices are properly shut down

RANGE OF VARIABLES

VARIABLE	RANGE
1. Peripheral device	This may include but is not limited to: <ul style="list-style-type: none"> 1.1 mouse 1.2 keyboard 1.3 monitor or visual display unit 1.4 printer 1.5 scanner
2. Computer	May include: <ul style="list-style-type: none"> 2.1 Laptops/notebooks 2.2 Workstations 2.3 Servers 2.4 other personal computer devices
3. Application programs	Can include: <ul style="list-style-type: none"> 3.1 user programs 3.2 database programs 3.3 word processors 3.4 email programs 3.5 Internet browsers 3.6 system browsers 3.7 spreadsheets
4. Operating system	May include but is not limited to the various versions and variants of: <ul style="list-style-type: none"> 4.1 Windows 4.2 NT 4.3 Mac OS 4.4 Linux 4.5 Solaris 4.6 Unix
5. System features	May include but is not limited to the operating system features and hardware features like: <ul style="list-style-type: none"> 5.1 memory size 5.2 disk capacities 5.3 video cards 5.4 USBs 5.5 Modems 5.6 1394 and LAN connectors 5.7 SD and PC cards 5.8 wireless and infrared connections.

VARIABLE	RANGE
6. Online help functions	6.1 An instruction manual, or a portion of the manual, integrated and accessible from within the program or software being used.
7. Properties	Indicates the description of the file or folder to include the: 7.1 file name 7.2 type of file 7.3 file size 7.4 date created and modified 7.5 attributes (hidden, read-only).
8. Various files	8.1 Documents 8.2 Records 8.3 Pictures 8.4 Music 8.5 Video
9. Disks	May include but is not limited to: 9.1 Floppy disks 9.2 CDs 9.3 CD-RW (Compact discs-Read/Write) 9.4 DVD RW 9.5 zip disks 9.6 flash drives 9.7 memory sticks 9.8 hard drives
10. Printer settings	The properties of the printer that enables it to work includes: 10.1 page layout 10.2 paper size 10.3 ink/cartridge type 10.4 number of copies 10.5 page orientation.

EVIDENCE GUIDE

1. Critical aspects of Competency	1.1 Assessment must confirm the ability to utilize software, navigate the desktop, using system features to perform tasks and save results of work.
2. Underpinning Knowledge	<p>Knowledge includes:</p> <ul style="list-style-type: none"> 2.1 Keyboard layout and functions 2.2 Computer functions 2.3 Basic parts of a computer and various hardware components 2.4 Storage devices and file concepts 2.5 Basic software operation and functionalities
3. Underpinning Skills	<p>Skills include:</p> <ul style="list-style-type: none"> 3.1 Saving and retrieving files to and from various folders or disk storage 3.2 Mouse and keyboarding skills for running software applications 3.3 Reading and writing at a level where basic workplace documents are understood 3.4 Clear ability to communicate with peers and supervisors 3.5 Interpretation of user manuals and help functions 3.6 The ability to carry out written and verbal instructions using a personal computer whether standalone or in a networked environment
4. Resource Implications	<p>To demonstrate competence in this unit access to the following resources will be required:</p> <ul style="list-style-type: none"> 4.1 A personal computer 4.2 A printer 4.3 Mouse and keyboard 4.4 Basic systems software
5. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation in a workplace or simulated environment 5.2 Third party reports 5.3 Exams and tests 5.4 Demonstration of required skills 5.5 Interviews
6. Context for Assessment	6.1 Competency may be assessed in the workplace or in a simulated work environment.

CORE COMPETENCIES

UNIT OF COMPETENCY : ANALYZE AND INTERPRET OPHTHALMIC LENS PRESCRIPTION

UNIT CODE : HSC222301

UNIT DESCRIPTOR : This unit of competency describes the skills and knowledge required to analyze and interpret ophthalmic lens prescription.

ELEMENT	PERFORMANCE CRITERIA
1. Analyze ophthalmic lens prescription	<p>1.1 Patient's ophthalmic refractive error is recognized and determined based on optometrist/ophthalmologist's <i>prescription</i></p> <p>1.2 Types of lenses are supplied based on optometrist/ophthalmologist's prescription</p> <p>1.3 Incomplete/incorrect prescriptions are determined and referred to appropriate personnel for action</p> <p>1.4 Parameters of atypical prescriptions are interpreted and analyzed to determine specific application</p>
2. Interpret prescription details	<p>2.1 <i>Lens calculations</i> are performed in accordance with specified standards</p> <p>2.2 Frames are verified based on prescription/order to ensure correct frame is used</p> <p>2.3 Ophthalmic lenses are selected based on prescription requirements</p> <p>2.4 <i>Basic mathematical operations</i> are performed accurately</p> <p>2.5 Prescription parameters, needs and mounting criteria are studied and interpreted following specified standards</p> <p>2.6 Lens order is interpreted following specified standards</p> <p>2.7 Lens manufacturer/supplier's recommendations are considered</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Prescription	includes: 1.1 Spherical power 1.2 Cylindrical power 1.3 Axis 1.4 Addition power 1.5 Pupillary distance 1.6 Pupil height/ segment height 1.7 Prism description
2. Lens calculations	2.1 Base curve 2.2 Lens diameter 2.3 Lens thickness 2.4 Transposition 2.5 Layout
3. Basic mathematical operations	3.1 Four fundamental operations 3.2 Simple algebraic operations

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Analyzed ophthalmic lens prescription 1.2 Interpreted prescription details
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Ophthalmic lens prescription details 2.2 Basic mathematical operations
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Following OHS and standard operating procedures 3.2 Applying good housekeeping practices 3.3 Managing process flow 3.4 Working independently
4. Resource implications	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 real or simulated work area 4.2 materials relevant to the activity 4.3 prescription
5. Method of assessment	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written examination 5.2 Demonstration with questioning 5.3 Observation with questioning
6. Context for assessment	<ul style="list-style-type: none"> 6.1 Competency may be assessed on the job or simulated environment. 6.2 The assessment of practical skills must take place after a period of supervised practice and repetitive experience.

UNIT OF COMPETENCY : EDGE AND MOUNT OPHTHALMIC APPLIANCES

UNIT CODE : HSC222302

UNIT DESCRIPTOR : This unit of competency describes the skills and knowledge required to edge and fit ophthalmic lenses.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Operate equipment	1.1 Relevant lens edging and fitting equipment is operated in accordance with manufacturer's required operating procedures 1.2 Equipment and attachments are maintained in accordance with manufacturer's requirements and safety control procedures 1.3 Equipment and attachments are stored in accordance with manufacturer's requirements and safety control procedures
2. Perform skills in edging and mounting	2.1 Lens parameters are verified in accordance with the prescription requirements 2.2 Lens are edged and mounted in accordance with standard operating procedures 2.3 Mounted lenses are verified in accordance with prescription requirements 2.4 Atypical appliances are mounted in accordance with prescription requirements
3. Utilize computer technology	3.1 Appropriate technology and software applications are selected to achieve the requirements of the task 3.2 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user 3.3 Technology is used according to organization requirements and in a way which promotes a safe work environment 3.4 Ophthalmic equipment are used in accordance with the manufacturer's recommendations/instructions 3.5 Routine maintenance is carried out or arranged in order to ensure that equipment is maintained in accordance with manufacturer's instructions and organization requirements 3.6 Equipment faults are identified and appropriate action is taken in accordance with manufacturer's instructions or by reporting fault to designated person
4. Perform frame modifications	4.1 Frames are inspected for faults prior to glazing in accordance with SOP 4.2 Frames are adjusted in accordance with relevant standards 4.3 Frames are repaired in accordance with relevant standards

5. Conduct final checking procedures	5.1 Ophthalmic appliance is confirmed against the prescription prior to delivery 5.2 Correct type and form of lens used is checked in line with client requirements 5.3 Lens treatments are checked for quality in accordance with prescription requirements 5.4 Frame used is checked in line with prescription requirements 5.5 Standard frame alignment is carried out and confirmed in accordance with specified standards 5.6 Completion of job is confirmed in line with prescription requirements
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Equipment	1.1 The following pieces of equipment and instruments <ul style="list-style-type: none"> - manual edging machine - automated edging machine and accessories - foci-meters (lens meters) - marking/ centration devices - calibration and measuring tools - frame alignment tools
2. Lens parameters	2.1 spherical power 2.2 cylindrical power 2.3 axis 2.4 addition power 2.5 pupillary distance 2.6 pupil height/segment height 2.7 prism
3. Lens	3.1 Mineral (Glass) material 3.2 Organic (Plastic) material 3.3 Polycarbonate material
4. Frame material	4.1 Metal 4.2 Plastic
5. Relevant standards	5.1 International Standards Organization (ISO)
6. Repairing and modifying spectacle frames	6.1 Undertaking frame part replacements <ul style="list-style-type: none"> - temples - temple tips - bridge - nose pads - screws 6.2 Refitting nylon 6.3 Re-pinning and riveting joints/ hinges 6.4 Sink joints/ hinges 6.5 Alignment

7. Atypical	7.1 Occupationally specific appliances including diving masks, swimming goggles 7.2 Low visual aids 7.3 Wrap frames
8. Technology	May include: 8.1 Computer technology, such as laptops and desktops 8.2 Digital cameras 8.3 Memory devices 8.4 Modems 8.5 Scanners 8.6 Printers 8.7 Industry specific equipment
9. Software applications	May include: 9.1 Email, internet 9.2 Word processing, spreadsheet, database or presentation packages 9.3 Industry specific software
10. Routine maintenance	May include: 10.1 Regular checking of equipment 10.2 Replacing consumables 10.3 'In-house' cleaning and servicing of equipment according to manufacturer's guidelines 10.4 Periodic servicing by qualified or manufacturer approved technician
11. Equipment faults or problems	May be identified or anticipated by: 11.1 Routine checking of equipment 11.2 Preparation of a maintenance program 11.3 Encouraging feedback from work colleagues

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 operated optical equipment</p> <p>1.2 performed skills in edging and mounting</p> <p>1.3 utilized computer technology</p> <p>1.4 performed frame adjustments</p> <p>1.5 conducted final verification procedures</p>
<p>2. Underpinning knowledge</p>	<p>2.1 Relevant optical industry standard</p> <p>2.2 Frame measurement systems including boxing and datum</p> <p>2.3 Properties of lens</p> <p>2.4 Scope of metal and plastic frame materials including heating, manipulation, adjusting, handling and repair</p> <p>2.5 Manual/automated edging machine including:</p> <ul style="list-style-type: none"> - machine design - blocking/ chucking systems - edging wheel designs and characteristics - machine operation <p>2.6 Glazing techniques</p> <p>2.7 Impact resistant safety lenses including:</p> <ul style="list-style-type: none"> - uses - impact resistance - principles and processing of thermal and chemical toughening - problems and special lens requirements - advantages and disadvantages - optical industry standards for both general purpose and industrial use - impact testing requirements, conditions and procedures - evaluation of materials including glass, CR39, higher index plastics, polycarbonate and laminates - <p>2.8 Filter and tinted lens processes including:</p> <ul style="list-style-type: none"> - optical industry standard - plastic lens tinting including dyes and tint types, equipment, preparation, problems and solutions - transmission testing including equipment and instrumentation, equipment limitations and optical industry standard <p>2.9 Standard nylon rims including the equipment needed</p> <p>2.10 Drilled rimless frames including mounts and rimless types and equipment needed</p>

<p>3. Underpinning skills</p>	<p>3.1 Performing frame tracing and lens pattern preparation</p> <p>3.2 Hand edge using both hand beveling techniques and safety chamfering</p> <p>3.3 Handling glass and plastic lens material</p> <p>3.4 Handling metal and plastic frame material</p> <p>3.5 Using appropriate techniques to inset lens and fit frames</p> <p>3.6 Calculating minimum size uncut (MSU):</p> <ul style="list-style-type: none"> - MSU using centration chart and by calculation to allow for PD and decentration for prism <p>3.7 Transposing a prescription</p> <ul style="list-style-type: none"> - correcting neutralization - determining powers - determining axes - determining prism - determining centration - determining additions <p>3.8 Operating manual/automated edging machine</p> <p>3.9 Using lens samples and to match samples</p> <p>3.10 Fitting standard semi-rimless frames</p> <p>3.11 Applying grooving techniques</p> <p>3.12 Repairing and service semi-rimless frames</p> <p>3.13 Applying drilling techniques</p> <p>3.14 Mounting lens</p> <p>3.15 Performing frame adjustment</p> <p>3.16 Performing frame servicing</p> <p>3.17 Performing special hand edging techniques including:</p> <ul style="list-style-type: none"> - nasal cut and nasal add (anti-nasal) - change-overs <p>3.18 Using problem solving techniques reducing unwanted vertical and/or horizontal prism</p> <p>3.19 Rectifying off-axis lenses</p>
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <p>4.1 real or simulated work area</p> <p>4.2 appropriate optical appliance and /or equipment</p> <p>4.3 materials relevant to the activity</p> <p>4.4 prescription</p>
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <p>5.1 Written examination</p> <p>5.2 Demonstration with questioning</p> <p>5.3 Observation with questioning</p>
<p>6. Context for assessment</p>	<p>6.1 Competency may be assessed on the job or simulated environment.</p> <p>6.2 The assessment of practical skills must take place after a period of supervised practice and repetitive experience.</p>

UNIT OF COMPETENCY : APPLY UV COAT/ TINT TO OPHTHALMIC LENSES

UNIT CODE : HSC222303

UNIT DESCRIPTOR : This unit of competency describes the skills and knowledge required to apply UV coat/ tint to ophthalmic lenses.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Check quality of lens	1.1 Quality of lens surface conforms to specified standards 1.2 Optical quality of lens is within acceptable tolerances 1.3 Lens selected complies with <i>UV coat/ tint</i> prescription needs
2. Apply work room practices	2.1 Solvents, acids and cleaning products are labeled in compliance with OH&S criteria 2.2 Hazards are recognized and relevant hazardous situations are addressed in accordance with OHS requirements 2.3 Safety practices are complied with in ordering, use, handling and storage of solvents, acids and cleaning products 2.4 Solvents, acids and cleaning products are disposed in accordance with legislative and environmental regulations 2.5 Appropriate PPEs are used within the work room environment in accordance with OHS requirements
3. Identify type of UV coat/tint	3.1 Lens order is interpreted based on specified prescription 3.2 UV coat/tinting schedule is arranged based on due date 3.3 <i>Coating process</i> is selected in accordance with prescription requirements
4. Apply UV coat/ tint to lenses	4.1 Lens for UV coat/tint is prepared, ensuring holding apparatus will not interfere with quality of coating 4.2 <i>UV coating/ tinting</i> is applied in accordance with manufacturer's recommendations 4.3 UV coat is cured according to manufacturer's recommendations
5. Check UV coat/ tint finish	5.1 UV coat/ tint is verified in line with manufacturer/suppliers recommendations and/or organizational policies and procedure 5.2 Lens surface is verified in line with manufacturer/suppliers recommendations and/or organizational policies and procedure 5.3 Lens surface quality is verified in line with manufacturer/suppliers recommendations and/or organizational policies and procedure
6. Dispatch lens	6.1 Lens is packaged in order that no wastage occur 6.2 Lens is dispatched in accordance with the lens order 6.3 Completion of job is confirmed in line with prescription requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. UV Coat/ tint	1.1 Tint colors available 1.2 UV coat
2 Coating process	2.1 Lens preparation 2.2 Proper color mixing/ UV solution 2.3 Application of color dye/ UV solution 2.4 Selection of appropriate equipment/ apparatus
3 Tools and equipment	3.1 Ultra-sonic cleaning equipment 3.2 Solvent and acid 3.3 PPE

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Checked quality of lens 1.2 Applied work room practices 1.3 Identified type of UV coat/tint 1.4 Applied UV coat/tint to lenses 1.5 Checked UV coat/tint finish 1.6 Dispatched lens
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> 2.1 Safety process 2.2 Personal Protective Equipment (PPE) 2.3 Cleanliness 2.4 Manufacturing/process waste disposal 2.5 Standard operating procedures in line with manufacturer/supplier and/or organization requirements 2.6 Safe use, handling, storage and disposal of chemicals in accordance to supplier's recommendations 2.7 Chemical processes involved in lens tinting and UV coating 2.8 Types UV coat and tint 2.9 Lens types and lens materials 2.10 Process flows and production methodologies
<p>3. Underpinning skills</p>	<ul style="list-style-type: none"> 3.1 Following OHS and standard operating procedures 3.2 Applying good housekeeping practices 3.3 Managing process flow 3.4 Communicating with others 3.5 Working independently
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Resources essential for assessment include: <ul style="list-style-type: none"> - access to an optical appliance workplace
<p>5. Method of assessment</p>	<p>Competency MUST be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written examination 5.2 Demonstration with questioning 5.3 Observation with questioning
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed on the job or simulated environment. 6.2 The assessment of practical skills must take place after a period of supervised practice and repetitive experience.

SECTION 3 TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **OPHTHALMIC LENS SERVICES NC II**.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; trainers qualification and institutional assessment.

3.1 CURRICULUM DESIGN

Course Title: **Ophthalmic Lens Services**

NC Level: **NC II**

Nominal Training Duration:

- 18-hours (Basic)
- 28-hours (Common)
- 208 -hours (Core)

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of OPTHALMIC LENS SERVICES NC II in analyzing and interpreting ophthalmic lens prescription, edging and mounting ophthalmic appliances and applying UV coat/ tint to ophthalmic lenses in accordance with industry standards.

To obtain this, all units prescribed for this qualification must be achieved:

BASIC COMPETENCIES (18 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information. 1.2 Complete relevant work related documents. 1.3 Participate in workplace meeting and discussion.	<ul style="list-style-type: none"> • Group discussion • Interaction 	<ul style="list-style-type: none"> • Written examination • Practical/ performance test • Interview
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team. 2.2 Describe work as a team member.	<ul style="list-style-type: none"> • Group discussion • Interaction 	<ul style="list-style-type: none"> • Observation • Simulation • Role Playing
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals. 3.2 Set and meet work priorities. 3.3 Maintain professional growth and development	<ul style="list-style-type: none"> • Group discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interview/ questioning

4. Practice occupational health and safety	4.1 Identify hazards and risks. 4.2 Evaluate hazards and risks. 4.3 Control hazards and risks. 4.4 Maintain occupational health and safety awareness.	<ul style="list-style-type: none"> • Group discussion • Plant Tour • Symposium 	<ul style="list-style-type: none"> • Observation • Interviews
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**COMMON COMPETENCIES
(28 Hours)**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Apply quality standards	1.1 Assess own work 1.2 Assess clients service needs 1.3 Engage in quality improvement	<ul style="list-style-type: none"> • Lecture • Case Study • Discussion/ Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning
2. Manage own performance	2.1 Plan completion of own workload 2.2 Maintain quality of own performance 2.3 Establish credibility with customers/clients (Practitioners)	<ul style="list-style-type: none"> • Lecture • Case Study • Discussion/ Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Written /Practical Exams
3. Maintain a safe, clean and efficient work environment	3.1 Comply with health regulations 3.2 Prepare and maintain work area 3.3 Check and maintain tools and equipment 3.4 Provide a safe and effective working environment	<ul style="list-style-type: none"> • Lecture • Case Study • Discussion/ Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Written /Practical Exams
4. Maintain an effective relationship with clients/ customers (Practitioners)	4.1 Maintain a professional image 4.2 Build credibility with customers/clients(Practitioners) 4.3 Meet customers/clients (Practitioners) requirements	<ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written Exams
5. Operate a personal computer	5.1 Start and shut down the computer 5.2 Arrange and customize desktop display/ Windows settings 5.3 Work with files and folders (or directories) 5.4 Work with user application programs 5.5 Print information 5.6 Shut down computer	<ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written Exams

**CORE COMPETENCIES
(208 Hours)**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Analyze and interpret ophthalmic lens prescription	1.1 Analyze ophthalmic lens prescription 1.2 Interpret prescription details	<ul style="list-style-type: none"> • Lecture • Demonstration • Laboratory 	<ul style="list-style-type: none"> • Written/ • Practical examination
2. Edge and mount ophthalmic appliances	2.1 Prepare lens/frame for edging and mounting 2.2 Operate lens edging machine 2.3 Perform edging and mounting of lenses 2.4 Perform frame modifications 2.5 Conduct final checking procedures	<ul style="list-style-type: none"> • Lecture • Observation • Demonstration • Laboratory 	<ul style="list-style-type: none"> • Written/ • Practical examination
3. Apply UV coat/ tint to ophthalmic lenses	3.1 Prepare ophthalmic lens for UV coat/tint 3.2 Identify type of UV coat/tint 3.3 Apply UV coat/ tint to lenses 3.4 Check UV coat/ tint finish	<ul style="list-style-type: none"> • Lecture • Observation • Demonstration • Laboratory 	<ul style="list-style-type: none"> • Written/ • Practical examination

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.
- Project-based instruction is an authentic instructional model strategy in which students plan, implement and evaluate projects that have real world applications.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into these qualifications should possess the following requirements:

- Must be high school graduate or its equivalent
- MUST be able to communicate effectively both orally and in written form
- MUST be physically, emotionally, psychologically and mentally fit
- MUST be able to perform basic mathematical computation

3.4 TOOLS, EQUIPMENT AND MATERIALS

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for Ophthalmic Lens Services NC II are as follows:

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	
25 sets (1:1)	Precision screw drivers	5 units (1:5)	Manual edger	25 sets (1:5)	Set of lenses(single vision, bifocal, progressive, polycarbonate)
5 sets (1:5)	Ophthalmic pliers	1 unit (1:25)	Automatic edger (*with tracer)	1 per color (1:25)	Tinting powder(vial) /liquid (200ml)
5 sets (1:5)	Needle files	1 unit (1:25)	Lens blocker	25 sets (1:1)	Set of frames (full, semi-rimless, rimless): metal and plastic
5 pcs.	Diamond cutter	5 units (1:5)	Lens meter (manual or computerized)	1vial/ btl. (1:25)	UV powder(vial)/liquid (200ml)
25 sets (1:1)	Precision nut drivers	2 units	Grooving machine	1 btl. (1:25)	Neutralizer
25 sets (1:1)	PPE (lab. Gowns, face mask, safety goggles, gloves)	1 unit (1:25)	Tinting/UV unit with complete accessories	1 roll (1:25)	Refitting nylon cord
5 pcs. (1:5)	Lens measure/clock	2 units (1:12)	Hand polishing machine		Frame spare parts (temples, temple tips, bridge, nose pads, screws)
5 pcs. (1:5)	Precision dial caliper	2 units (1:12)	Precision drill press	25 pcs. (1:1)	Lens pattern
25 pcs. (1:1)	Centration charts	1 unit (1:25)	Curing oven	25 pcs. (1:1)	Edging pad

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	
5 pcs. (1:5)	Frame heater	1 unit (1:25)	UV meter		
25 pcs. (1:1)	PD ruler				
			FIXTURES	Training Materials:	
			Work table	CATALOG	
				1	Frame Catalog
				1	Lens Catalog
				1	Magazines
					Textbooks

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Student/Trainee Working Space	1 x 1 m.	1 sq. m.	25 sq. m
Lecture/Demo Room	8 x 5 m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Wash/ Comfort Room		10 sq. m.	10 sq. m.
Facilities/ Equipment/ Circulation Area	30% (A+B+C+D)		27 sq. m.
Total :			117 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR OPHTHALMIC LENS SERVICES NC II

TRAINER QUALIFICATION (TQ II)

- Must be a holder of Ophthalmic Lens Services NC II or its equivalent
- MUST have undergone training on Training Methodology II (TM II)
- MUST be able to communicate effectively both orally and in written form
- MUST be physically, emotionally, psychologically and mentally fit
- MUST have at least two (2) years experience in the industry
- MUST possess good moral character

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1 To attain the national Qualification of Ophthalmic Lens Services NC II the candidate must demonstrate competence through project-type assessment covering all the units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

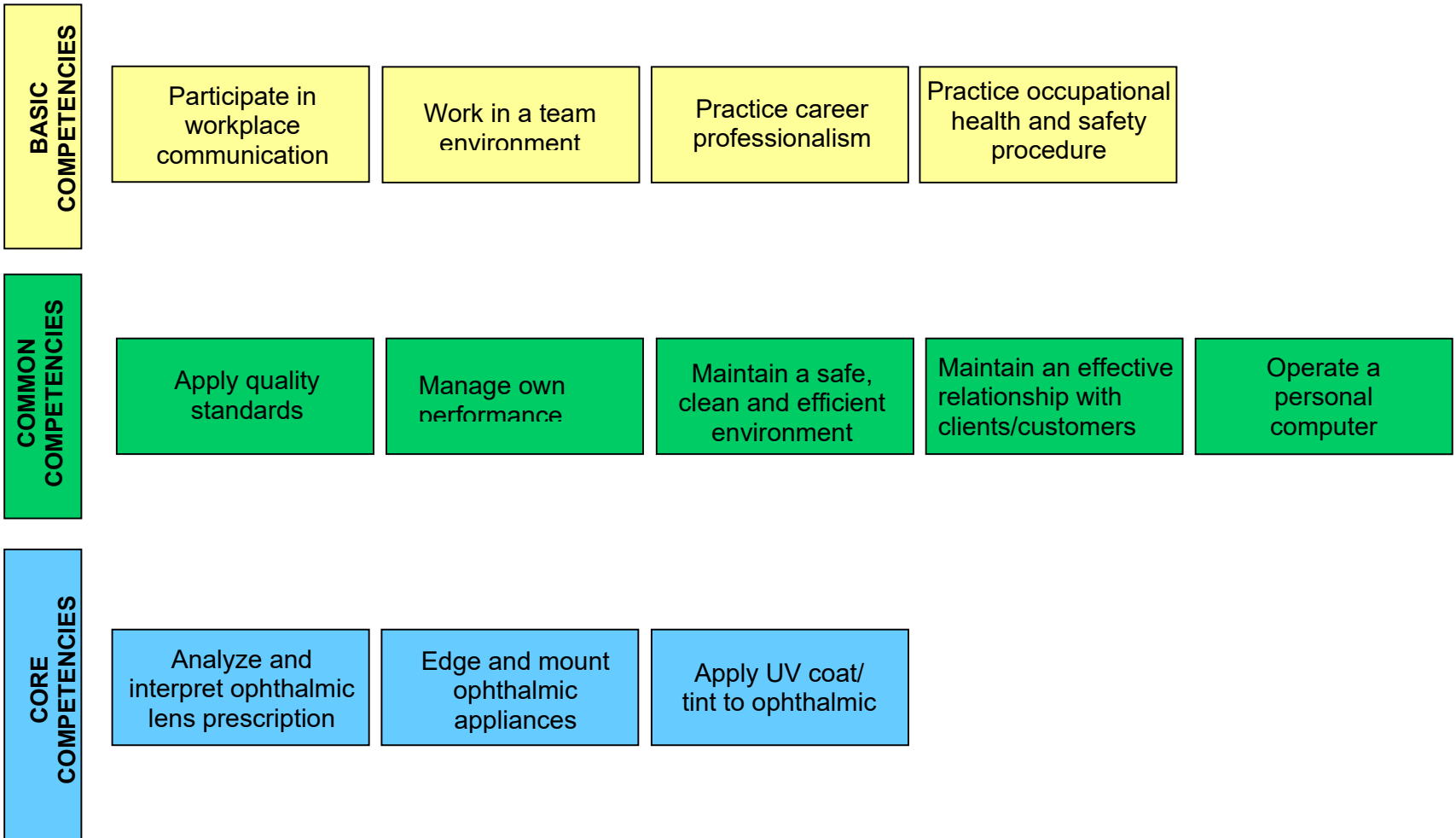
- 4.2 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

- 4.3 The following are qualified to apply for assessment and certification:
 - 4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs

 - 4.3.2 Experienced workers (wage employed or self employed)

- 4.4 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)"

COMPETENCY MAP OPHTHALMIC LENS SERVICES NC II



DEFINITION OF TERMS

1. **LENS** - is used to denote a portion of a transparent substance bounded by two smooth polished surfaces, both of which may be curved, or only one is curved and the other being plane.
2. **DIOPTR** - is the unit of measurement of the refractive power of the lens.
3. **OPHTHALMIC LENSES** - are lenses used for correcting ametropia.
4. **LENS BLOCK** – tool used to hold lens surface
5. **NEUTRALIZATION** – process of finding the power of unknown lens.
6. **PRESCRIPTION** – is the designation of an optical system that is intended to relieve certain difficulties of the patient that are related to vision.
7. **BENCHWORK** – entails the second phase towards the completion of an ophthalmic prescription. It is the operation done, after the lens has been finished from the grinding laboratory, in order to insert or mount the lens to a spectacle frame or mounting with utmost precision to satisfy the requirements for a given prescription.
8. **DATUM LINE** – is a reference line particularly the horizontal line through the geometric center of a lens shape.
9. **CENTERING** – is the process of marking and determining the optical center, the axis of the cylinder, and base-apex line of a prism. All centering marks are done on the front surface of the lens.
10. **GLAZING** – is the process of inserting or mounting lenses in spectacle frame.
11. **DRILLING** - is the process of boring holes through the surface of the lens for retention purposes by the use of drilling machine and drilling fluids.
12. **MOUNTING** – entails the placement of an ophthalmic lens in a rimless frame.
13. **PRISM** – is a transparent wedge of refracting materials with triangular ends and three faces, two of which meet in line called apex and rest upon a third face called base.
14. **FRAME** – is a type in which the lenses are encircled by eyewire.
15. **BRIDGE** – that part of a frame that arches over the nose and connects the two eyewires..
16. **FRONT** – is the entire pair of glasses except the temples.

17. **PADS** – are plastic nosepieces on the arms to support and distribute the weight of glasses on the nose.
18. **TEMPLES** – are sidepieces that hinged into the endpiece and fit over the ears.
19. **FITTING** – is the process of selecting lenses and frames or mountings, taking essential measurements, determining the size and position relationship, all of which ultimately be combined into an efficient, attractive, comfortable ophthalmic correction.
20. **ABSORPTION** – the process in which radiant energy is converted into other forms, usually heat by passage through or reflection from a medium.
21. **FILTRATION** – the process in which wave lengths of light is transmitted or equally absorb through a medium/filter.

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