

Republic of the Philippines  
**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**  
East Service Road, South Superhighway, Taguig City

**53<sup>rd</sup> TESDA Board Meeting**  
14 December 2006, Thursday, 1:00 p.m.  
7<sup>th</sup> Floor TESDA Board Room, Office of the Chair  
Taguig City

**Resolution No. 2006-30**

**APPROVING THE AMENDMENTS ON THE TRAINING REGULATIONS FOR CONTACT CENTER SERVICES NCII**

**WHEREAS**, Board Resolution No. 2004-01 Approving and Adopting the Training Regulations for the Information and Communication Technology (ICT) Sector-Contact Center was promulgated by the TESDA Board during the 41<sup>st</sup> TESDA Board Meeting which was held last 05 February 2004;

**WHEREAS**, the Business Processing Association of the Philippines (BPAP) has endorsed the revised Training Regulations for the Contact Center Services NCII (Competencies, Training Standards with respect to the Curriculum Design, List of Tools and Equipment, Trainees Entry Requirements, Trainers Qualifications, Assessment and Certification Arrangements, Competency Map, and Acknowledgments);

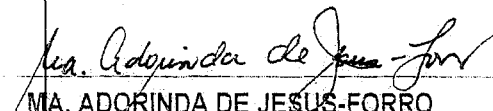
**WHEREAS**, during the 21<sup>st</sup> Standard Setting and Systems Development (SSSD) TESDA Board-TESDA Secretariat Consultation Meeting, 12 December 2006, the amendments to the Training Regulations for Contact Center Services NCII (Training Standards, Assessment and Certification Arrangements, Competency Map, and Acknowledgments) were deliberated on and favorably recommended to the TESDA Board for approval;

**WHEREAS**, during the 53<sup>rd</sup> TESDA Board Meeting held on 14 December 2006, TESDA Board agreed and approved the amendments on the Training Regulations for Contact Center Services NCII;

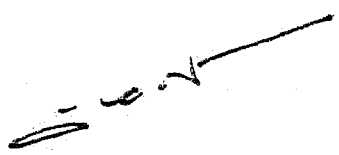
**NOW, THEREFORE BE IT RESOLVED, AS IT IS HEREBY RESOLVED**, that the Board approves the aforementioned amendments to the training regulations, as attached;

**BE IT RESOLVED FINALLY**, that copies of the Resolution and amended copies of the Training Regulations (TRs) for Contact Center Services NCII be published and disseminated to all concerned, and shall be effective fifteen (15) days upon its publication. All programs under these amended training regulations must comply with the requirements of the aforementioned TRs. There shall be no mandatory national assessment required for graduates of TVET courses covered by this TR. Instead the performance of registered courses under this TR shall be monitored based on the absorption rate or skills utilization rate of their graduates in the Contact Center industry.

Adopted this 14<sup>th</sup> day of December 2006.

  
**MA. ADORINDA DE JESUS-FORRO**  
Board Secretary VI

Attested by:

  
**DR. AUGUSTO BOBOY SYJUCO**  
Alternate Chair, TESDA Board  
Secretary/Director General  
Technical Education and Skills Development Authority