

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

67th TESDA BOARD MEETING
18 December 2008, Thursday, 2:00 p.m.
7th Floor TESDA Board Room, Office of the Chair
Taguig City

Resolution No. 2008- 04
(Page 1 of 2 pages)

**APPROVING AND PROMULGATING THE TRAINING REGULATIONS FOR
CUSTOMER SERVICES NC II**

WHEREAS, Section 14 item (b) of RA 7796 mandates that TESDA shall develop and establish a national system of skills standardization, testing and certification and to conduct research and development on various occupational areas in order to recommend policies, rules and regulations for effective and efficient skills standardization, testing and certification system in the country;

WHEREAS, in the 55TH TESDA Board Meeting held on 20 April 2007 the TESDA Board approves the prioritization of the Training Regulation for Customer Services NC II;

WHEREAS, the concerned industry body, Philippine Retailers' Association (PRA) have endorsed for promulgation the Training Regulations for Customer Services NC II;

WHEREAS, in the 37th Standard Setting and Systems Development-TESDA Board-TESDA Secretariat Consultation Meeting held on 09 December 2008 the Training Regulations for Customer Services NC II was deliberated upon and favorably recommended to the TESDA Board for consideration and approval;

WHEREAS, during the 63rd EXCOM-TESDA Board Meeting held 18 December 2008, 1:00 p.m. the EXCOM-TESDA Board endorsed favorably the approval of the aforementioned Training Regulations;

Note: Training Regulations for Customer Services NC II has no NC I.

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Resolution No. 2008- 34
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**APPROVING AND PROMULGATING THE TRAINING REGULATIONS FOR
CUSTOMER SERVICES NC II**

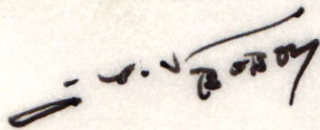
NOW, THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED,
that the TESDA Board in its meeting today, 18 December 2008; 2:00 p.m. approves
the Training Regulations for Customer Services NC II;

BE IT RESOLVED FINALLY, that copies of this Resolution and Training
Regulations (TRs) be published and disseminated to all concerned and shall be
effective fifteen (15) days upon its publication. All programs registered under or to
be under this training regulation must comply with the requirements of the
aforementioned training regulation. Graduates of TVET courses covered by the
aforementioned training regulation shall be required to undergo mandatory
assessment under the national assessment and certification system.

Adopted this 18th day of December 2008.


MA. ADORINDA DE JESUS-FORRO
Board Secretary VI

Attested by:



SEC. AUGUSTO BOBOY SYJUCO, Ph.D.
Alternate Chair, TESDA Board
Director General
Technical Education and Skills Development Authority

TESDA



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