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

91st TESDA BOARD MEETING
16 June 2015, Tuesday, 2:00 p.m.
7/F TESDA Board Room, Office of the Chair
TESDA Complex, South Superhighway, Taguig City

Resolution No. 2015-05
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APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR TOURISM PROMOTION SERVICES NC II

WHEREAS, TESDA Board Resolution No. 2007-41 was issued approving and promulgating the Training Regulations for Tourism Promotion Services NC II last November 22, 2007 during the 58th TESDA Board Meeting;

WHEREAS, it is the policy of TESDA to review after three (3) years any Training Regulations (TRs) promulgated by the TESDA Board;

WHEREAS, there is a need to review the existing Training Regulations in view of the implementation of Mutual Recognition Arrangements (MRAs) for tourism qualifications in the ASEAN region.

WHEREAS, the Tourism Industry Board Foundation, Inc. (TIBFI) with the assistance of Qualifications and Standards Office (QSO) of TESDA, has recommended the amendments to the existing Training Regulations for Tourism Promotion Services NC II ;

WHEREAS, during the 75th Standards-Setting and Systems Development (SSSD) Committee - TESDA Board-TESDA Secretariat Consultation Meeting held on 09 December 2014, the Committee favorably endorsed the following amendments to the abovementioned Training Regulations for Tourism Promotion Services NC II:

Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
Qualification Title	
Tourism Promotion Services NC II	Same
Section 1 - Definition of Qualification	
The TOURISM PROMOTION SERVICES NC II Qualification consists of competencies that a person must achieve to operate an automated information system, source and provide information	The TOURISM PROMOTION SERVICES NC II Qualification consists of competencies that a person must achieve to advocate and sell tourism destination, products and services through technology-based

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Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
and advice access and interpret product information, and promote tourism products and services.	information gathering and application of sales and promotion principles and techniques.
Section 1- Units of Competency	
Basic Competencies (Prescribed competencies for NC II)	**Basic Competencies** No amendments
Common Competencies (Prescribed competencies for NC II)	**Common Competencies** No Amendments
Core Competencies 1. Operate an automated information System 2. Source and provide destination information and advice 3. Access and interpret product information 4. Promote tourism products and services	**Core Competencies** 1. Operate technology-based information system 2. Provide information and advice on a destination, product or service 3. Promote tourism products and services
Job Title	
• Tourism Information Officer • Tourism Desk Officer • Travel Adviser/Consultant • Concierge Agent	• Tourism Information Officer (LGU) • Tourism Desk Officer (LGU) • Travel Adviser/Consultant (Tourism Enterprise) • Concierge Agent (Tourism Enterprise)
Section 2 - Competency Standards Updates/Changes were made consistent with the proposed amendments on Basic, Common and Core Competencies as indicated in the TR.	

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**APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR
TOURISM PROMOTION SERVICES NC II**

Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
Section 3 – Training Arrangements **3.1 Curriculum Design** Updates/Changes were made consistent with the proposed amendments on Basic, Common and Core Competencies using the new template as indicated in the TR.	
Nominal Training Duration	
20 Hours - Basic Competencies 28 Hours - Common Competencies <u>24 Hours - Core Competencies</u> **72 Hours**	20 Hours - Basic Competencies 28 Hours - Common Competencies <u>28 Hours - Core Competencies</u> **76 Hours**
Course Structure	
The course structure has four (4) columns namely – 1) Unit of competency; 2) Learning outcome; 3) Methodology; and 4) Assessment approach.	The course structure has seven (7) columns namely – 1) Unit of competency; 2) Learning outcome; 3) Learning content; 4) Practical activities; 5) Methodology; 6) Assessment approach; and 7) Nominal duration.
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 the 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; •	1. The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET. a. Course design is based on competency standards set by the industry or recognized industry sector; (Learning system is driven by competencies written to industry standards)

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**APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR
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Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
• 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 only facilitates the training delivery.	b. Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies; c. Training can be done on an actual workplace setting, simulation of a workplace and/or through adoption of modern technology. d. Assessment is based in the collection of evidence of the performance of work to the industry required standards; e. Assessment of competency takes the trainee's knowledge and attitude into account but requires evidence of actual performance of the competency as the primary source of evidence. f. Training program allows for recognition of prior learning (RPL) or current competencies; g. Training completion is based on satisfactory performance of all specified competencies. 2. 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

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**APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR
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Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
• 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 a 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 instructors are not in the same place. Distance learning may employ correspondence study, or audio, video or computer technologies.	competency standards specified by the industry. The following training modalities and their variations/ components may be adopted singly or in combination with other modalities when designing and delivering training programs: 2.1. Institution- Based: • The traditional classroom-based or in-center instruction may be enhanced through use of learner-centered methods as well as laboratory or field-work components. 2.2 Enterprise-based Training - where training is implemented within the company in accordance with the requirements of the specific company. Specific guidelines on this mode shall be issued by the TESDA Secretariat.
3.3 Trainee Entry Requirements	
1. Can communicate in basic English in both oral and written 2. Can perform basic mathematical computation	1. Can communicate in basic English in both oral and written form 2. Can perform basic mathematical computation

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Existing Promulgated Training Regulations (Board Resolution No. 2007-41)	Amendments
3.4 List of Tools, Equipment and Materials Listings were updated based from proposed amendments and are consistent with the competencies for Tourism Promotion Services NC II and are applicable for the delivery of Core Competencies.	
3.5 Training Facilities - Same	
3.6 Trainer's Qualification	
1. Must have completed a Trainer's Training Methodology Course II (TM II) or its equivalent 2. Must be physically and mentally fit 3. Must have at least 3-5years job/industry experience 4. Must be a holder of Tourism Promotion Services NC Level II Certificate or its equivalent qualification 5. Must be of good moral character 6. With pleasing personality 7. Must have attended relevant training and seminars	1. Must be a holder of National TVET Trainer Certification (NTTC) Level I in Tourism Promotion Services NC II 2. Must have at least 3-5 years job/industry experience 3. Must have attended relevant trainings and seminars
Section 4 - Assessment and Certification Arrangements	
➤ **National Certificate (NC)** Demonstration of competence in all the core units of competencies below: • Operate an automated information system • Source and provide destination information and advice • Access and interpret product information • Promote tourism products and services	➤ **National Certificate (NC)** To attain the National Qualification of TOURISM PROMOTION SERVICES NC II, the candidate must demonstrate competence through project-type full qualification assessment sequentially covering all the units of competency listed in Section 1.

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APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR TOURISM PROMOTION SERVICES NC II

Existing Promulgated Training Regulations (Board Resolution No. 2006-22)	Amendments
Section 4 - Assessment and Certification Arrangements	
	BASIC COMPETENCIES 1. Participate in workplace communication 2. Work in a team environment 3. Practice career environment 4. Practice occupational health and safety procedures **COMMON COMPETENCIES** 1. Develop and update industry knowledge 2. Observe workplace hygiene procedures 3. Perform computer operations 4. Perform workplace and safety practices 5. Provide effective customer service **CORE COMPETENCIES** 1. Operate technology-based information system 2. Provide information and advice on a destination, product or service 3. Promote tourism products and services

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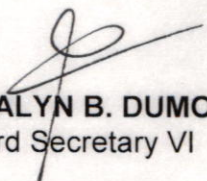**Resolution No. 2015-05**
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APPROVING THE AMENDMENTS TO THE TRAINING REGULATIONS FOR TOURISM PROMOTION SERVICES NC II

WHEREAS, during the 91st TESDA Board Meeting on 16 June 2015 at 2:00 a.m., the TESDA Board considered the proposed amendments and approved the promulgation of the Training Regulations for Tourism Promotion Services NC II;
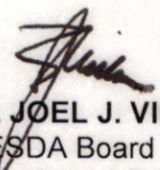
NOW, THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, that the TESDA Board in its meeting today, 16 June 2015 at 2:00 p.m., approves the aforementioned amendments to the Training Regulations for Tourism Promotion Services NC II;

BE IT RESOLVED FINALLY, that copies of this Resolution and abovementioned Training Regulations be published and disseminated to all concerned, and the same shall be effective fifteen (15) days upon publication. All programs registered under these training regulations must comply with the requirements of the aforementioned training regulations. Graduates of TVET courses covered by the aforementioned training regulations shall be required to undergo mandatory assessment under the national assessment and certification program. All programs registered under the current Tourism Promotion Services NC II will be required to migrate to the amended Tourism Promotion Services NC II Training Regulations within one (1) year from the date of effectivity of this resolution and the date of issuance of the TESDA Circular to this effect.

Adopted this 16th day of June 2015.

RINALYN B. DUMOL
Board Secretary VI

Attested by:

SEC. EMMANUEL JOEL J. VILLANUEVA
Alternate Chair, TESDA Board
Director General, Technical Education and Skills
Development Authority (TESDA)