

Republic of the Philippines  
**TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY**  
East Service Rd., South Superhighway, Taguig, Metro Manila

**41<sup>ST</sup> TESDA BOARD MEETING**  
5 February 2004, Thursday, 8:30 a.m.  
7<sup>th</sup> Floor TESDA Board Room, Office of the Chair  
Taguig, Metro Manila

**Resolution No. 2004 - 01**

**APPROVING AND ADOPTING THE TRAINING REGULATIONS FOR THE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SECTOR-CONTACT CENTER**

**WHEREAS**, The TESDA Advisory Panel (TAP) and TESDA Experts Panel (TEP) for the Information and Communication Technology (ICT) Sector were organized to determine the occupational requirements, curriculum and assessment for the Information and Communication Technology (ICT) Sector -Contact Center;

**WHEREAS**, education and training in the Information and Communication Technology (ICT) Sector-Contact Center is one of the critical factors in the development of competencies and skills of the skilled workers in the Information and Communication Technology (ICT) Sector;

**WHEREAS**, the training regulations for the ICT Sector-Contact Center was developed in accordance with the direction of the Information Technology E-Commerce Council (ITECC), the highest policy making body in the information technology chaired by the President of the Philippines;

**WHEREAS**, TESDA Chairs one of the sub-committee of the HRD Committee in ITECC and is assigned to develop training regulations on the ITECC identified priority areas;

**WHEREAS**, the training regulations for ICT Sector-Contact Center is part of the five (5) priority areas identified by ITECC ranked based on market and employment opportunities namely customer contact center, medical transcription, animation (both education/business and entertainment); shared (backroom) financial services; software development services and construction-related engineering design;

**WHEREAS**, in the 32<sup>nd</sup> EXCOM-TESDA Board Meeting held on 5 February 2004 the EXCOM reviewed and favorably endorsed said training regulations;

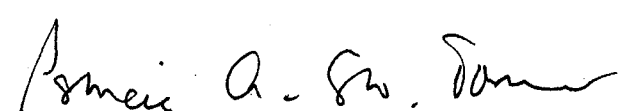
**NOW THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED**, that the Board approves the Training Regulations for the Information and Communication Technology (ICT) Sector-Contact Center for adoption and implementation;

**BE IT RESOLVED FINALLY**, that copies of this resolution and training regulations be published and disseminated to all concerned.

Adopted this 5<sup>th</sup> day of February 2004.

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

**Attested By:**

  
**PATRICIA A. STO. TOMAS**  
Secretary, Department of Labor and Employment  
Chair, TESDA Board