

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

107th TESDA BOARD MEETING
11 January 2019, Friday, 9:00 a.m.
7/F TESDA Board Room, Office of the Chair
TESDA Complex, South Superhighway, Taguig City

Resolution No. 2019 - 12
(Page 1 of 4 pages)

**APPROVING AND PROMULGATING THE AMENDMENTS OF THE TRAINING
REGULATIONS FOR TRAVEL SERVICES NC II**

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WHEREAS, TESDA Board Resolution No. 2013-17 was issued "Approving the Amendments for the following existing Training Regulations for Front Office Services NC II, **Travel Services NC II**, Tour Guiding Services NC II, Food and Beverage Services NC II, Food and Beverage Services NC III, Barista NC II, Bartending NC II and Housekeeping NC II" last 17 December 2013 during the 87th 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;

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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;

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

WHEREAS, industry experts and partners, headed by the Chair of the Tourism Industry Board Foundation, Inc. (TIBFI), with the technical assistance of the Qualifications and Standards Office (QSO) of TESDA have reviewed and endorsed the same for TESDA Board Approval;

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WHEREAS, during the 105th Standards-Setting and Systems Development (SSSD) Committee Meeting held on November 22, 2018, the Committee deliberated upon and favorably recommended the amendments of the abovementioned Training Regulations for Travel Services as attached in Annex A.

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**APPROVING AND PROMULGATING THE AMENDMENTS OF THE TRAINING
REGULATIONS FOR TRAVEL SERVICES NC II**

WHEREAS, during the 105th Standards-Setting and Systems Development (SSSD) Committee Meeting held on 22 November 2018, the Committee agreed to recommend for approval and promulgation of the amendments of the Training Regulations for Travel Services NC II;

WHEREAS, during the 107th TESDA Board Meeting on 11 January 2019 at 9:00 a.m., the TESDA Board considered the amendments and approved the promulgation of the Training Regulations for Travel Services NC II;

NOW, THEREFORE, BE IT RESOLVED AS IT IS HEREBY RESOLVED, that the TESDA Board in its meeting today, 11 January 2019 at 9:00 a.m., approves and promulgates the aforementioned Training Regulations for Travel Services NC II as herein appended;

BE IT RESOLVED, FINALLY, that:

(1) Copies of this Resolution and the abovementioned Training Regulations be published in the Official Gazette and one (1) newspaper of general circulation, and disseminated to all concerned, and the same shall be effective fifteen (15) days upon publication;

(2) All programs registered under the current Travel Services NC II must comply with the requirements of the abovementioned Training Regulations as amended. The one-year period of re-registration under this amended Training Regulations shall commence on the date of effectivity as indicated in the Implementing Guidelines/ TESDA Circular for the deployment of the Training Regulations to be issued by the TESDA Secretariat; and

(3) Graduates of TVET programs covered by the aforementioned Training Regulations shall be required to undergo mandatory assessment under the national assessment and certification program.

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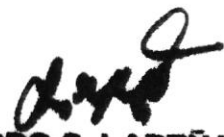
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**APPROVING AND PROMULGATING THE AMENDMENTS OF THE TRAINING
REGULATIONS FOR TRAVEL SERVICES NC II**


Adopted this 11th day of January 2019.


MS. RIGAYA D. ALCAZAREN
Acting Board Secretary

Attested by:


SEC. ISIDRO S. LAPENA, PhD., CSEE
TESDA Board Designated Chair
Department of Labor and Employment


SEC. LEONOR M. BRIONES
Department of Education


USEC. ZENAIDA C. MAGLAYA
Department of Trade and Industry


SEC. EMMANUEL F. PIÑOL
Department of Agriculture


SEC. EDUARDO M. AÑO
Department of the Interior and Local
Government


SEC. FORTUNATO T. DELA PEÑA
Department of Science and Technology


COMM. PROSPERO E. DE VERA, III, DPA
Commission on Higher Education


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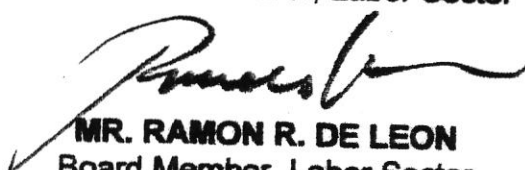
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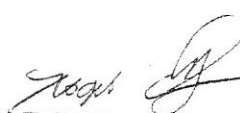
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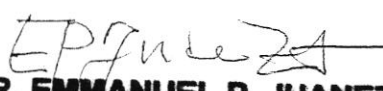
**APPROVING AND PROMULGATING THE AMENDMENTS OF THE TRAINING
REGULATIONS FOR TRAVEL SERVICES NC II**



ATTY. BAYANI G. DIWA
Board Member, Labor Sector


MR. RENE LUIS M. TADLE
Board Member, Labor Sector


MR. RAMON R. DE LEON
Board Member, Labor Sector


MR. ROGELIO J. CHAVEZ, JR.
Board Member, Labor Sector


ENGR. EMMANUEL P. JUANEZA
Board Member, Employer Sector


DR. LEONIDA B. ORTIZ
Board Member, Employer Sector


MS. PATRICIA C. DALMAS
Board Member, Education and Training Sector



AMENDMENTS ON TRAINING REGULATIONS FOR TRAVEL SERVICES NC II

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
Qualification Title	
Travel Services NC II	Same
Section 1 – Definition of the Qualification	
The TRAVEL SERVICES NC II qualification consists of competencies that a person must achieve to manage the travelers request for pre to post trips. It issues necessary travel documents and arranges reservations for travel related services.	The TRAVEL SERVICES NC II qualification consists of competencies that a person must achieve to process request for independent travelers. It responds to inquiries, arranges reservations for travel-related services, assists in securing travel documentations and issues the necessary travel documents.
Job Title	
<ul style="list-style-type: none"> • Reservations Staff • Ticketing Staff • Travel Documentation Staff 	<ul style="list-style-type: none"> • Counter Staff • Reservations Staff • Travel Documentation Staff • Ticketing Staff • Travel Counselor
Basic Competencies	
<ul style="list-style-type: none"> • Participate in workplace communication • Work in a team environment • Practice career professionalism • Practice occupational health and safety procedures 	<u>Basic Competencies</u> <ul style="list-style-type: none"> • Participate in workplace communication • Work in team environment • Solve/Address general workplace problems • Develop career and life decisions • Contribute to workplace innovation • Present relevant information • Practice occupational safety and health policies and procedures • Exercise efficient and effective sustainable practices in the workplace • Practice entrepreneurial skills in the workplace

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
<u>Common Competencies</u> <ul style="list-style-type: none"> • Develop and update industry knowledge • Observe workplace hygiene procedures • Perform computer operations • Perform workplace and safety practices • Provide effective customer service 	NO Amendments
<u>Core Competencies</u> <ul style="list-style-type: none"> • Create travel-related reservations and transactions • Provide assistance in travel documentation preparation • Issue IATA-BSP documents and other passage documents 	<u>Core Competencies</u> <ul style="list-style-type: none"> • Capture, record and respond to travel service requirements and requests • Create travel-related reservations and transactions • Provide assistance in travel documentation preparation • Process the issuance of passage tickets and other travel related documents
Section 3: Training Arrangements	
3.1 Curriculum Design: Nominal Training Hours: 28 Hours (Basic Competencies) 28 Hours (Common Competencies) 72 Hours (Core Competencies) <hr/> 128 Hours - TOTAL	Nominal Training Hours: 37 Hours (Basic Competencies) 28 Hours (Common Competencies) 72 Hours (Core Competencies) <hr/> 137 Hours - TOTAL + 200 Hours – Supervised Industry Training (SIT)
Course Description This course is designed to enhance the knowledge, skills and attitudes of an individual in the field of tour servicing in accordance with industry standards. It covers specialized competencies such as; facilitate Issuance of travel documents; and arrange and make reservations for travel related services. It covers the basic, common and core competencies.	This course is designed to provide the learner with knowledge, practical skills and attitude, applicable in performing work activities involve in processing request for independent travellers, arranging reservations for travel related services and assisting in securing travel documentation and issuing travel documents. This includes classroom learning activities and practical work in actual work site or simulation area. Upon completion of the course, the learners are expected to demonstrate the above-mentioned competencies to be employed. To obtain this, all units prescribed for this qualification must be achieved.

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
<p>3.2 Training Delivery</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>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:</p> <ul style="list-style-type: none"> • 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. • Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners. 	<p><u>AS PER NEW TR FRAMEWORK (TESDA BR 2014-04)</u></p> <ol style="list-style-type: none"> 1. The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET. <ol style="list-style-type: none"> 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) 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.

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
<ul style="list-style-type: none"> 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. 	<p>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 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:</p> <p>2.1 Institution- Based:</p> <ul style="list-style-type: none"> Dual Training System (DTS)/Dualized Training Program (DTP) which contain both in-school and in-industry training or fieldwork components. Details can be referred to the Implementing Rules and Regulations of the DTS Law and the TESDA Guidelines on the DTP; 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, computer technologies or other modern technology that can be used to facilitate learning and formal and non-formal training. Specific guidelines on this mode shall be issued by the TESDA Secretariat. 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. <p>2.2 Enterprise-Based:</p> <ul style="list-style-type: none"> Formal Apprenticeship – Training within employment involving a contract between an apprentice and an enterprise on an approved apprenticeable occupation. Informal Apprenticeship - is based on a training (and working) agreement between an apprentice and a master craftsperson wherein the agreement may be written or oral and the master craftsperson commits to training the apprentice in all the skills relevant to his or her trade over a significant period of time, usually between one and four years, while the apprentice commits to contributing productively to the work of the business. Training is integrated into the production process and apprentices learn by working alongside the experienced craftsperson.

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
	<ul style="list-style-type: none"> 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. <p>2.3 Community-Based:</p> <ul style="list-style-type: none"> Community-Based Training – short term programs conducted by non-government organizations (NGOs), LGUs, training centers and other TVET providers which are intended to address the specific needs of a community. Such programs can be conducted in informal settings such as barangay hall, basketball courts, etc. These programs can also be mobile training program (MTP).
<p>3.3 Trainee Entry Requirements</p> <p>Trainees or students wishing to gain entry into this course should possess the following requirements:</p> <ul style="list-style-type: none"> can communicate by oral and written language; physically and mentally able; with good moral character; and can perform basic mathematical computation. 	<p>Trainees or students who wish to enter this training should possess the following requirements:</p> <ul style="list-style-type: none"> Must have completed the 10-year basic education or an Alternative Learning System (ALS) Certificate of Completion with grade 10 equivalent holder Able to communicate in verbal and written form

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)

Amendments

3.4 List of Tools, Equipment and Materials

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for **Travel Services NC II**.

FACILITIES		EQUIPMENT		SUPPLIES AND MATERIALS	
QTY		QTY		QTY	
				SUPPLIES	
	Workshop	1 unit	Projector screen		Writing materials
	Laboratory	1 unit	Overhead projector		Requisition forms
	Audio-visual room	1 unit	Electric fan		Sample booking forms
	Lecture room	1 set	First aid cabinet		Record books
	Storage/stock room	1 pc	Filing cabinet		Envelopes, folders
		1 unit	Fire extinguisher	Accessories	
		1 unit	Emergency light		Complete laboratory outfit
		1 unit	directional signage		Working devices
		1 unit	air condition		Padlocks
		1 unit	Telephones		Keys
		1 unit	computers with internet connection	References	
		1 unit	TV		Brochures
		1 unit	Video player		Manuals
		1 unit	Fax machine		Charts
		1 unit	LCD		Map
		1	Licensed Software on Computerized Reservation System		CD's
		1	Licensed on Word Processing, Worksheet, Presentation and Database Presentation and Database		Video Tapes
					Pictures
					Updated Official Airline Guide
					Updated documentation Manual
					Updated travel agent ticketing Manual
					Used plane tickets
					Updated BSP Manual
					Updated Travel Agent Handbook
					Updated Passenger and Tariff manual

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for **TRAVEL SERVICES NC II** are as follows:

FACILITIES		EQUIPMENT		SUPPLIES AND MATERIALS	
QTY		QTY		QTY	
				SUPPLIES	
	Workshop	1 unit	Projector screen	25 pcs	Writing materials
	Laboratory	1 unit	Overhead projector	25 pcs	Requisition forms
	Audio-visual room	1 unit	Electric fan	25 pcs	Sample booking forms
	Lecture room	1 set	First aid cabinet	25 pcs	Record books/Notebooks
	Storage/stock room	1 pc	Filing cabinet	25 pcs	Envelopes/folders
		1 unit	Fire extinguisher	Accessories	
		1 unit	Emergency light	25 pcs	Calculator
		1 unit	Directional signage		
		1 unit	Air condition		
		1 unit	Telephones		
		1 unit	Computer with internet connection	References	
		1 unit	TV	25 pcs	Brochures
		1 unit	Video player	25 pcs	Manuals
		1 unit	Fax machine	25 pcs	Charts
		1 unit	LCD	25 pcs	Maps
		1 unit	Licensed Software on Global Distribution System (GDS)	-	Updated Video Clips
		1 unit	Licensed Software	-	Pictures
				5 pcs	Updated PTAA Documentation Manual
				1 pc	Electronic ticket sample
				1 pc	Updated IATA BSP Manual
				1 pc	Updated Tariff Sheets

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)				Amendments
3.5 Training Facilities				
Based on a class intake of 25 students/trainees				NO Amendments
Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters	
Building (Permanent):				
Student/Trainee Working Space	1m x 1m	1 sq. meter	25 sq. meters	
Contextual Learning Laboratory	8m x 5m	40 sq. meters	40 sq. meters	
Lecture Room	8m x 5m	40 sq. meters	40 sq. meters	
Learning Resource Center	3m x 5m	15 sq. meters	15 sq. meters per class	
Facilities/Equipment/ Circulation Area	3m x 5m	15 sq. meters	15 sq. meters per class	
Total workshop area:			135 sq. m.	
3.6 Trainer's Qualifications				
For ticketing instructor, must have an UFTAA/IATA Trainers Certification				<ul style="list-style-type: none">• Holder of National TVET Trainer Certificate (NTTC) Level I in Travel Services NC II• Certified Global Distribution System (GDS) reservations and ticketing• Must have at least five (5) years travel industry experience
<ul style="list-style-type: none">• Must be a holder of National TVET Trainer Certificate (NTTC) Level I in Travel Services NC II• Must be computer and (GDS) literate• *Must have at least 5 years job/industry experience in the field of expertise/instruction <p>*Optional. Only when required by the hiring institution.</p>				
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.				NO Amendments

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
SECTION 4 National Assessment and Certification Arrangements	
<p>4.1 To attain the National Qualification of TRAVEL SERVICES NC II, the candidate must demonstrate competence through project-type full-qualification assessment covering all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.</p> <p>4.2 The qualification of TRAVEL SERVICES NC II may be attained through demonstration of competence covering all the required core units of qualification.</p> <p>4.3 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.</p> <p>4.4 The following are qualified to apply for assessment and certification:</p> <p>4.4.1 Graduates of formal, non-formal and informal institutions including enterprise-based training programs</p> <p>4.4.2 Experienced workers (wage employed or self employed)</p> <p>4.5 The guidelines on assessment and certification are discussed in detail in the "<i>Procedures Manual on Assessment and Certification</i>" and "<i>Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)</i>".</p>	<p>4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS</p> <p>4.1.1 A National Certificate (NC) is issued when a candidate has demonstrated competence on all units of competency in a qualification with a promulgated Training Regulations.</p> <p>4.1.2 Individuals wanting to be certified will have to be assessed in accordance with the requirements identified in the relevant unit/s of competency.</p> <p>4.1.3 Recognition of Prior Learning (RPL). Candidates who have gained competencies through informal training, previous work or life experiences may apply for recognition in a particular qualification through a recognition/assessment process.</p> <p>4.1.4 Holders of valid National Certificate under Travel Services NC II are required to undergo assessment in the amended Training Regulations for Travel Services NC II.</p> <p>4.1.5 The industry shall determine assessment and certification requirements for each qualification with promulgated Training Regulations. It includes the following:</p> <ol style="list-style-type: none"> Entry requirements for candidates Evidence gathering methods Qualification requirements of competency assessors Specific assessment and certification arrangements as identified by industry <p>4.2 COMPETENCY ASSESSMENT REQUISITE</p> <p>4.2.1 Self-Assessment Guide. The self-assessment guide (SAG) is accomplished by the candidate prior to actual competency assessment. SAG is a pre-assessment tool to help the candidate and the assessor determine what evidence is available, where gaps exist, including readiness for assessment.</p> <p>This document can:</p> <ol style="list-style-type: none"> Identify the candidate's skills and Knowledge Highlight gaps in candidate's skills and

Existing Promulgated Training Regulations (Board Resolution No. 2013-17)	Amendments
	<p>c. Provide critical guidance to the assessor and candidate on the evidence that need to be presented</p> <p>d. Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior `</p> <p>4.2.2 Accredited Assessment Center. Only Assessment Center accredited by TESDA is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by TESDA to manage the assessment for National Certification.</p> <p>4.2.3 Accredited Competency Assessor. Only accredited competency assessor is authorized to conduct assessment of competence. Competency assessors undergo a quality assured system of accreditation procedure before they are authorized by TESDA to assess the competencies of candidates for National Certification.</p>