

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

**118<sup>th</sup> TESDA BOARD MEETING**  
17 December 2019, Tuesday, 9:00 a.m.  
7/F TESDA Board Room, Office of the Chair  
TESDA Complex, South Luzon Expressway, Taguig City

**Resolution No. 2019 - 71**  
(Page 1 of 3 pages)

**APPROVING AND PROMULGATING THE TRAINING REGULATIONS FOR  
FRONT OFFICE SERVICES NC IV**

**WHEREAS**, Section 14 (b) of Republic Act No. 7796 mandates that TESDA shall develop and establish a national system of skills standardization, testing and certification and 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**, the **Tourism Industry Board Foundation Inc. (TIBFI)** is the lead industry organization in the Tourism Sector and known provider of the expertise needed for the industry;

**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 developed the Training Regulations in Front Office Services NC IV aligned with the ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) in view of the implementation of Mutual Recognition Arrangements (MRAs) for Tourism Professionals in the ASEAN Region;

**WHEREAS**, the scope of work of the new TR for Front Office Services NC IV involves performing a wide- range of guest service tasks including evaluation and planning, managing of accounts, providing leadership and guidance to others with some responsibility for group outcomes;

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

**WHEREAS**, during the 114<sup>th</sup> Standards-Setting and Systems Development (SSSD) Committee Meeting held on 12 November 2019 , the Committee deliberated upon and favorably recommended to the TESDA Board the promulgation of the Training Regulations for Front Office Services NC IV;

**WHEREAS**, during the 118<sup>th</sup> TESDA Board Meeting on 17 December 2019 at 9:00 a.m., the TESDA Board considered and approved the promulgation of the Training Regulations for Front Office Services NC IV;

*[Handwritten signatures and initials at the bottom of the page]*



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FRONT OFFICE SERVICES NC IV**

**NOW, THEREFORE, BE IT RESOLVED AS IT IS HEREBY RESOLVED**, that the TESDA Board in its meeting today, 19 December 2019 at 9:00 a.m., approves and promulgates the aforementioned Training Regulations for Front Office Services NC IV as herein appended;

**BE IT RESOLVED, FINALLY, that:**

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

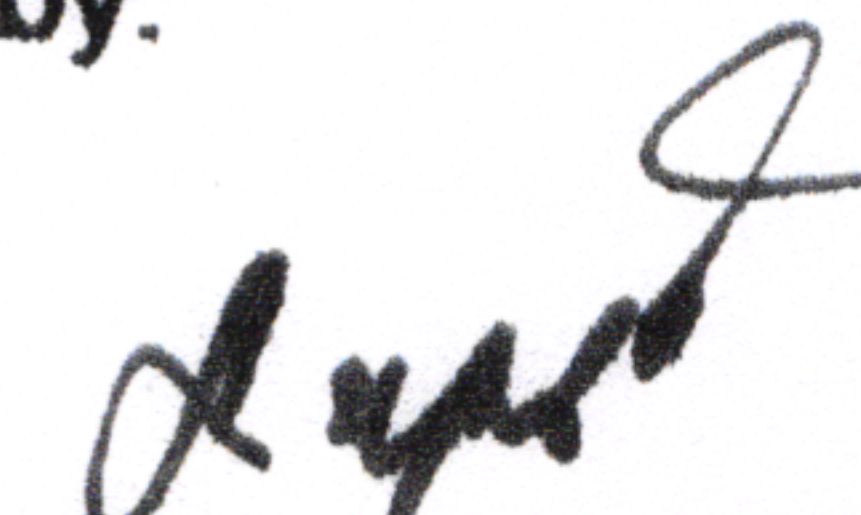
(2) All programs to be registered under this new Training Regulations must comply with the requirements of the aforementioned Training Regulations. The registration under this new Training Regulations shall commence on the date of effectivity as indicated in the Implementing Guidelines/ TESDA Circular for the deployment of the Training Regulations to be issued by the TESDA Secretariat; and



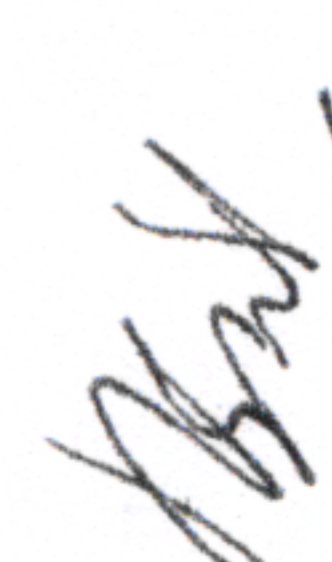
(3) Graduates of TVET programs covered by the aforementioned Training Regulations shall be required to undergo mandatory assessment under the national assessment and certification program.

Adopted this 17<sup>th</sup> day of December 2019.

**ATTY. MARICHELLE D. DE GUZMAN**  
Board Secretary VI

Attested by:

  
**SEC. ISIDRO S. LAPEÑA, PhD., CSEE**  
Designated Chairperson, TESDA Board  
Director General, Technical Education and Skills Development Authority

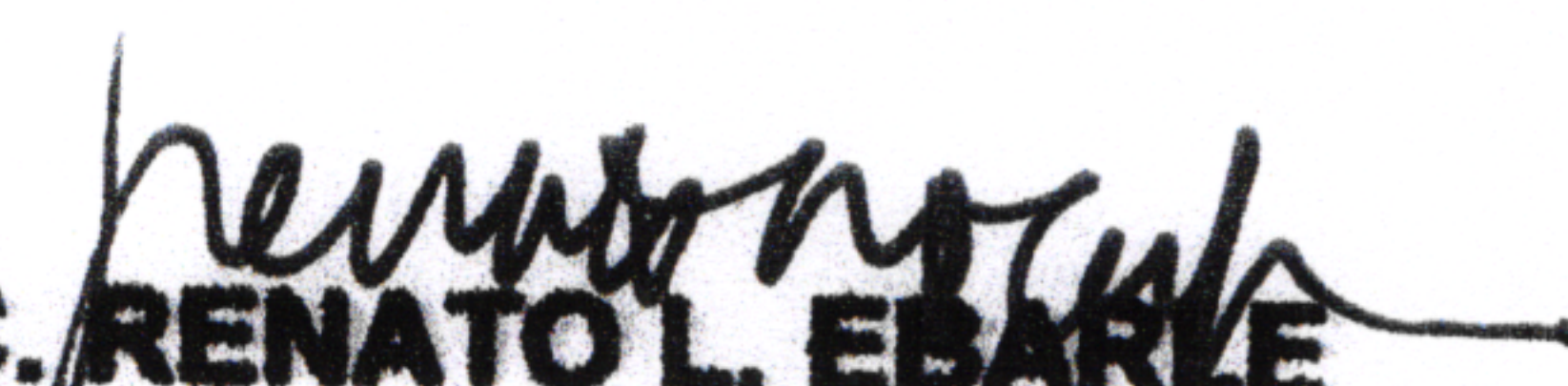


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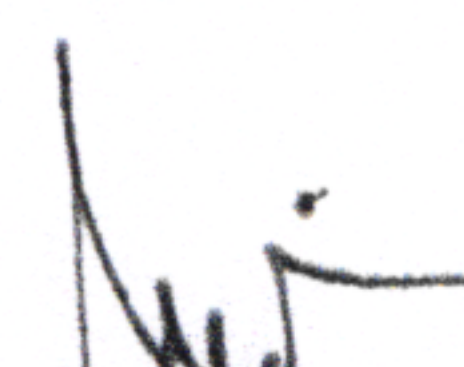
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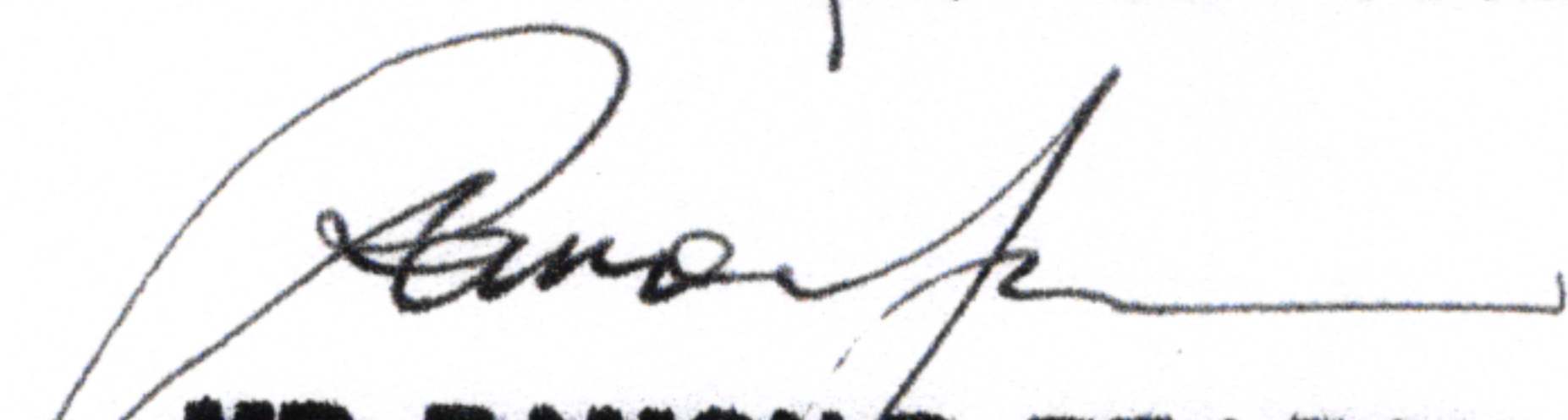
  
**USEC. RENATO L. EBARLE**  
Department of Labor & Employment

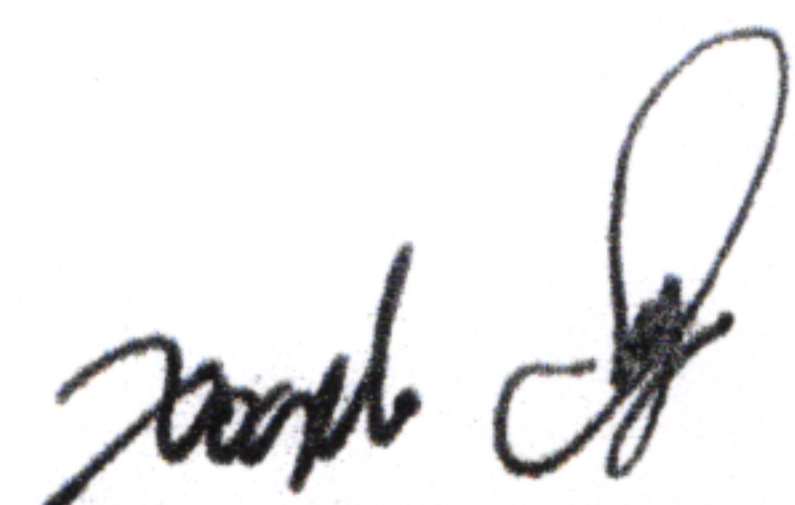
  
**USEC. RAFAELITA M. ALDABA**  
Department of Trade and Industry

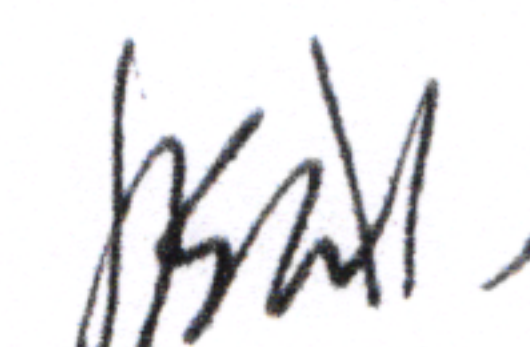
  
**MR. ISIDRO ANTONIO C. ASPER**  
Board Member, Labor Sector


  
**ATTY. BAYANI G. DIWA**  
Board Member, Labor Sector

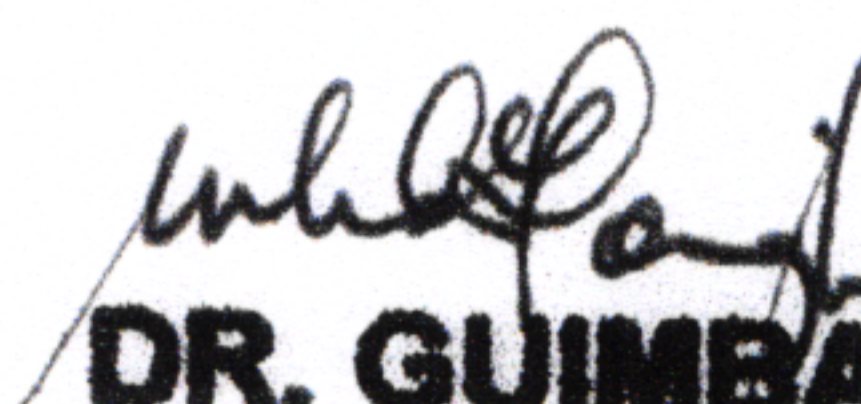
  
**MR. RENE LUIS M. TADLE**  
Board Member, Labor Sector

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

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

  
**DR. LEONIDA BAYANI-ORTIZ**  
Board Member, Employer Sector

  
**MS. PATRICIA C. DALMAS**  
Board Member, Education &  
Training Institutions Sector

  
**DR. GUIMBA B. POINGAN**  
Board Member, Education &  
Training Institutions Sector