

TRAINING REGULATIONS



CONTACT CENTER SERVICES NC II

INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City, Metro Manila

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ICT SECTOR

CONTACT CENTER SERVICES

NATIONAL LEVEL II

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TRAINING REGULATIONS FOR CONTACT CENTER SERVICES NC II

SECTION 1. CONTACT CENTER SERVICES NC II QUALIFICATIONS

The **CONTACT CENTER SERVICES NC II** Qualification consists of competencies that a person must achieve to interact with customers to provide information about products and services. It also covers handling of customer's complaints, inbound customer service, order taking and inquiry response handling, and outbound telemarketing.

This Qualification is packaged from the competency map of the Information and Communication Technology Industry (Service sector) as shown in Annex A.

The units of competency comprising this qualification include the following:

Code	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

Code	COMMON COMPETENCIES
ICT315202	Apply quality standards
ICT311203	Perform computer operations

Code	CORE COMPETENCIES
ICT313365	Communicate effectively in English for customer service
ICT313366	Perform customer service delivery processes
ICT313367	Demonstrate ability to effectively engage customers

A person who has achieved this Qualification is competent to be:

- Inbound/Outbound Contact Center Service Agent, including entry-level positions for:
 - Inbound
 - Sales
 - Customer Service
 - Technical Support
 - IT Helpdesk
 - Outbound
 - Sales
 - Survey
 - Collection

SECTION 2. COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **CONTACT CENTER SERVICES NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY: PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely	1.1 Effective communication 1.2 Different modes of communication 1.3 Written communication 1.4 Organizational policies 1.5 Sources of information 1.6 Types of question 1.7 Medium of communication 1.8 Flow of communication 1.9 Storage system 1.10 Telephone courtesy	1.1 Follow simple spoken language 1.2 Performing routine workplace duties following simple written notices 1.3 Ability to relate to people of social range in the workplace 1.4 Gather and provide information in response to workplace requirements 1.5 Listening skills 1.6 Questioning skills 1.7 Workplace language skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established protocols 2.4 Workplace interactions are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to according to organizational guidelines 2.6 Meetings outcomes are interpreted and implemented	2.1. Communication procedures and systems 2.2. Meeting protocols 2.3. Nature of workplace meetings 2.4. Barriers of communication 2.5. Workplace interactions 2.6. Non verbal communication	2.1. Ability to relate to people of social range in the workplace 2.2. Interpersonal communication skill 2.3. Observing meeting protocols
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines	3.1 Technology relevant to the enterprise and the individual's work 3.2 Types of workplace documents and forms 3.3 Basic mathematical concepts 3.4 Kinds of workplace report	3.1 Apply basic mathematical processes of addition, subtraction, division and multiplication 3.2 Data recording 3.3 Report writing

RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies
2. Medium	2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information discussion 2.5. Follow-up or verbal instructions 2.6. Face to face communication
3. Storage	3.1. Manual filing system 3.2. Computer-based filing system
4. Forms	4.1. Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1. Face to face 5.2. Telephone 5.3. Electronic and two way radio 5.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1. Observing meeting 6.2. Compliance with meeting decisions 6.3. Obeying meeting instructions

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using communication equipment 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting the formal or informal communication
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Fax machine 2.2. Telephone 2.3. Writing materials 2.4. Internet
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Direct Observation 3.2. Oral interview and written test
4. Context for Assessment	<ul style="list-style-type: none"> 4.1. Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1. The role and objective of the team is identified from available sources of information 1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	1.1. Team roles 1.2. Definition of Team 1.3. Difference between team and group 1.4. Different sources of information 1.5. Objectives and goals of team	1.1 Describing the team role and scope
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified 2.2 Roles and responsibility of other team members are identified and recognized 2.3 Reporting relationships within team and external to team are identified	2.1. Team structure 2.2. Roles and responsibility of team members 2.3. Teams in work environment 2.4. Fundamental rights at work including gender sensitivity	2.1. Communicating appropriately, consistent with the culture of the workplace 2.2. Identifying individual role and responsibility 2.3. Identifying external relationship

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context 3.3 Observed protocols in reporting using standard operating procedures 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members	3.1 Communication process 3.2 Group planning and decision making 3.3 Team goals and objectives 3.4 Understanding individual competencies relative to teamwork 3.5 Types of individuals 3.6 Role of leaders	3.1 Interacting effectively with others 3.2 Setting team goals and expectations

RANGE OF VARIABLES

VARIABLES	RANGE
1. Role and objective of team	1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Operated in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job 1.6. Reported outcomes
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Observation of the individual member in relation to the work activities of the group 3.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
4. Context for Assessment	<ul style="list-style-type: none"> 4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY: PRACTICE CAREER PROFESSIONALISM**UNIT CODE : 500311107****UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Integrate personal objectives with organizational goals	1.1. Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2. Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation 1.3. Commitment to the organization and its goal is demonstrated in the performance of duties	1.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 1.2 Understanding personal objectives 1.3 Understanding organizational goals 1.4 Difference between intra and interpersonal relationship 1.5 Performance evaluation	1.1 Demonstrate Intra and Interpersonal skills at work 1.2 Demonstrate personal commitment in work
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures	2.1 Company policies 2.2 Company operations, procedures and standards 2.3 Time management 2.4 Basic strategic planning concepts 2.5 Resource utilization and management	2.1 Managing goals and time 2.2 Practice economic use of resources and facilities 2.3 Setting work priorities 2.4 Practice time management

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Maintain professional growth and development	3.1 <i>Trainings and career opportunities</i> are identified and availed of based on job requirements 3.2 <i>Recognitions</i> are sought/received and demonstrated as proof of career advancement 3.3 <i>Licenses and/or certifications</i> relevant to job and career are obtained and renewed	3.1 Career development opportunities 3.2 Company recognition and incentives 3.3 Information on relevant licenses and or certifications	3.1 Determining personal career development needs 3.2 Identifying career opportunities

RANGE OF VARIABLES

VARIABLES	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace or assessment location 2.2 Case studies/scenarios
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Portfolio Assessment 3.2 Interview 3.3 Simulation/Role-plays 3.4 Observation 3.5 Third Party Reports 3.6 Exams and Tests
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify hazards and risks	1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures	1.1 OHS procedures and practices and regulations 1.2 Hazards/risks identification and control 1.3 OHS indicators 1.4 Organizational contingency practices	1.1 Hazards/risks identification and control skills 1.2 Practice of safety and health procedures and personal hygiene

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation	2.1 Threshold Limit Value -TLV 2.2 Effects of safety hazards	2.1 Communication skills 2.2 Reporting safety hazards
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 <i>Personal protective equipment (PPE)</i> is correctly used in accordance with organization OHS procedures and practices	3.1 Personal hygiene practices 3.2 Organization safety and health protocol 3.3 Company emergency procedure practices	3.1 Practice of personal hygiene 3.2 Respond to emergency

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol		
4. Maintain OHS awareness	4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 4.2 OHS personal records are completed and updated in accordance with workplace requirements	4.1 Workplace OHS personal records 4.2 Information on emergency-related drills	4.1 Practice emergency-related drill skills in the workplace

RANGE OF VARIABLES

VARIABLES	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles • Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. Emergency-related drills and training	4.1 Fire drill 4.2 Earthquake drill 4.3 Basic life support/CPR 4.4 First aid 4.5 Spillage control 4.6 Decontamination of chemical and toxic 4.7 Disaster preparedness/management
5. OHS personal records	5.1 Medical/Health records 5.2 Incident reports 5.3 Accident reports 5.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace or assessment location 2.2 OHS personal records 2.3 PPE 2.4 Health records
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Portfolio Assessment 3.2 Interview 3.3 Case Study/Situation
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT TITLE : APPLY QUALITY STANDARDS

UNIT CODE : 506315202

UNIT DESCRIPTOR : This unit covers the knowledge, skills, attitudes and values needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, organization procedures and customer requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess quality of received materials	1.1. Work instruction is obtained and work is carried out in accordance with standard operating procedures. 1.2. Received materials are checked against workplace standards and specifications. 1.3. Faulty materials related to work are identified and isolated. 1.4. Faults and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures. 1.5. Faulty materials are replaced in accordance with workplace procedures.	1.1 Relevant production processes, materials and products 1.2 Characteristics of materials, software and hardware used in production processes 1.3 Quality checking procedures 1.4 Quality Workplace procedures 1.5 Identification of faulty materials related to work	1.1. Reading skills required to interpret work instruction 1.2. Critical thinking 1.3. Interpreting work instructions

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Assess own work	2.1. Documentation relative to quality within the company is identified and used. 2.2. Completed work is checked against workplace standards relevant to the task undertaken. 2.3. Errors are identified and isolated. 2.4. Information on the quality and other indicators of production performance are recorded in accordance with workplace procedures. 2.5. In cases of deviations from specific quality standards , causes are documented and reported in accordance with the workplace's standards operating procedures.	2.1 Safety and environmental aspects of production processes 2.2 Fault identification and reporting 2.3 Workplace procedure in documenting completed work 2.4 Workplace Quality Indicators	2.1 Carry out work in accordance with OHS policies and procedures
3. Engage in quality improvement	3.1 Process improvement procedures are participated in relative to workplace assignment. 3.2 Work is carried out in accordance with process improvement procedures. 3.3 Performance of operation or quality of product of service to ensure customer satisfaction is monitored.	3.1 Quality improvement processes 3.2 Company customers defined	3.1 Solution providing and decision-making 3.2 Practice company process improvement procedure

RANGE OF VARIABLES

VARIABLE	RANGE
1 Materials	1.1 Materials may include but not limited to: 1.1.1. Manuals 1.1.2. Job orders 1.1.3. Instructional videos
2 Faults	2.1 Faults may include but not limited to: 2.1.1. Materials not to according to specification 2.1.2. Materials contain incorrect/outdated information 2.1.3. Hardware defects 2.1.4. Materials that do not conform with any regulatory agencies
3 Documentation	3.1 Organization work procedures 3.2 Manufacturer's instruction manual 3.3 Customer requirements 3.4 Forms
4 Errors	4.1 Errors may be related but not limited to the following: 4.1.1. Deviation from the requirements of the Client 4.1.2. Deviation from the requirement of the organization
5 Quality standards	5.1 Quality standards may be related but not limited to the following: 5.1.1. Materials 5.1.2. Hardware 5.1.3. Final product 5.1.4. Production processes 5.1.5. Customer service
6 Customer	6.1 Co-worker 6.2 Supplier/Vendor 6.3 Client 6.4 Organization receiving the product or service

EVIDENCE GUIDE

1 Critical aspect of competency	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> 1.1 Carried out work in accordance with the company's standard operating procedures 1.2 Performed task according to specifications 1.3 Reported defects detected in accordance with standard operating procedures 1.4 Carried out work in accordance with the process improvement procedures
2 Method of assessment	<p>The assessor must select two of the following to objectively evaluate the candidate:</p> <ul style="list-style-type: none"> 2.1 Observation and oral questioning 2.2 Third party report 2.3 Portfolio 2.4 Practical demonstration
3 Resource implication	<p>Materials, software and hardware to be used in a real or simulated situation</p>
4 Context of Assessment	<p>Assessment may be conducted in the workplace or in a simulated environment</p>

UNIT TITLE : PERFORM COMPUTER OPERATIONS

UNIT CODE : 506311203

UNIT DESCRIPTOR : This unit covers the knowledge, skills, attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined in accordance with the required output. 1.2. Appropriate hardware and software are selected according to task assigned and required outcome. 1.3. Task is planned to ensure that OH & S guidelines and procedures are followed. 1.4. Client -specific guidelines and procedures are followed. 1.5. Required data security guidelines are applied in accordance with existing procedures.	1.1 Main types of computers and basic features of different operating systems 1.2 Main parts of a computer 1.3 Information on hardware and software 1.4 Data security guidelines	1.1. Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals. 1.2. Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 1.3 Interpreting user manuals and security guidelines

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures. 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures. 2.3. Inputted data is stored in storage media according to requirements. 2.4. Work is performed within ergonomic guidelines .	2.1 Basic ergonomics of keyboard and computer user 2.2 Storage devices and basic categories of memory 2.3 Relevant types of software	2.1 Technology skills to use equipment safely including keyboard skills. 2.2 Entering data
3. Access information using computer	3.1. Correct program/application is selected based on job requirements. 3.2. Program/application containing the information required is accessed according to company procedures. 3.3. Desktop icons are correctly selected, opened and closed for navigation purposes. 3.4. Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards.	3.1 General security, privacy legislation and copyright 3.2 Productivity Application 3.3 Business Application	3.1 Accessing information

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Produce output/ data using computer system	4.1. Entered data are processed using appropriate software commands. 4.2. Data are printed out as required using computer hardware /peripheral devices in accordance with standard operating procedures. 4.3. Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures.	4.1 Computer application in printing, scanning and sending facsimile 4.2 Types and function of computer peripheral devices	4.1 Computer data processing 4.2 Printing of data 4.3 Transferring files and data
5. Use basic functions of a www-browser to locate information	5.1. Information requirements for internet search are established. 5.2. Browser is launched. 5.3. Search engine is loaded. 5.4. Appropriate search criteria/or URL of site is entered. 5.5. Relevant links are followed to locate required information. 5.6. Useful pages are bookmarked or printed as required.	5.1 Basic internet operation 5.1.1 Web address 5.1.2 Types and functions of search engines 5.2 Different web browser security features and maintenance	5.1 Locating information using browser 5.2 Internet browsing
6. Maintain computer equipment and systems	6.1. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures. 6.2. Basic file maintenance procedures are implemented in line with the standards operating procedures.	6.1 Computer equipment/system basic maintenance procedures 6.2 Viruses 6.3 OH & S principles and responsibilities 6.4 Calculating computer capacity 6.5 System Software 6.6 Basic file maintenance procedures	6.1 Removing computer viruses from infected machines 6.2 Making backup files

RANGE OF VARIABLES

VARIABLE	RANGE
1 Hardware and peripheral devices	1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse 1.8 Voice/Data logger
2 Software	Software includes the following but not limited to: 2.1 Word processing packages 2.2 Database packages 2.3 Internet 2.4 Spreadsheets 2.5 Client Specific Software
3 OH & S guidelines	3.1 OHS guidelines 3.2 Enterprise procedures
4 Storage media	Storage media include the following but not limited to: 4.1 USBs 4.2 CDs 4.3 external disk drives 4.4 hard disk drives, local and remote 4.5 Optical drives 4.6 Cloud storage
5 Ergonomic guidelines	5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6 Desktop icons	Icons include the following but not limited to: 6.1 Directories/folders 6.2 Files 6.3 Network devices 6.4 Recycle bin 6.5 Program icons
7 Maintenance	7.1 Creating and managing more space in the hard disk and other peripherals 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1 Critical aspects of competency	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 used basic software applications to create new files and documents 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Used basic functions of a www-browser to locate information.
2 Method of assessment	<p>The assessor may select two of the following assessment methods to objectively assess the candidate:</p> <ul style="list-style-type: none"> 2.1 Direct Observation and Oral Questioning 2.2 Practical demonstration
3 Resource implication	<ul style="list-style-type: none"> 3.1 Computer hardware with peripherals 3.2 Appropriate software
4 Context of Assessment	<p>Assessment may be conducted in the workplace or in a simulated environment</p>

CORE COMPETENCIES

UNIT TITLE : **COMMUNICATE EFFECTIVELY IN ENGLISH FOR CUSTOMER SERVICE**

UNIT CODE : **ICT313365**

UNIT DESCRIPTOR : This unit covers the knowledge and skills needed to communicate effectively in English while conducting a customer service delivery process.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Demonstrate an ability to express oneself in a clear and concise manner	1.1. Proficiency in communication is manifested by expressing oneself effectively 1.2. 3 C's of communication is applied to effectively deliver messages, feedback and instruction	1.1. Requires knowledge of <ul style="list-style-type: none"> • Call flow process / procedure • Product knowledge (optional) • Rules of basic grammar in verbal communication 1.2. Requires appropriate attitude on <ul style="list-style-type: none"> • Confidence in speaking English 	1.1. Needs skills on <ul style="list-style-type: none"> • Applying the 3 C's of communication (clarity, conciseness, and consistency) to effectively deliver messages, feedback and instruction • Applying oral English communication skills to effectively deliver a persuasive conversation
2. Demonstrate an ability to listen and comprehend effectively	2.1. Listening effectively is demonstrated by being able to appropriately respond to questions and requests 2.2. Comprehension is demonstrated by being able to respond effectively with awareness of audience and purpose	2.1. Requires knowledge of <ul style="list-style-type: none"> • Rules of basic communication • Rules of effective business communication in customer service 	2.1 Needs skills on <ul style="list-style-type: none"> • Applying an understanding of commonly used idioms/colloquialisms (whether American, Canadian, Australian, or British) to effectively achieve cross cultural sensitivity

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication proficiency	Communication proficiency includes the accurate and appropriate use of: 1.1. Vocabulary 1.2. Grammar 1.3. Pronunciation
2. 3 C's of communication	The 3 C's of communication includes: 2.1. Clarity 2.2. Conciseness 2.3. Coherence

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment must show that the candidate: 1.1. Manifested proficiency in communication by expressing oneself effectively 1.2. Applied the 3 C's of communication (clarity, conciseness and coherence) to effectively deliver messages, feedback and instruction 1.3. Demonstrated confidence when communicating in English 1.4. Applied oral English communication skills to effectively deliver a persuasive conversation 1.5. Demonstrated effective listening by being able to appropriately respond to questions and requests 1.6. Demonstrated comprehension by being able to respond effectively with awareness of audience and purpose
2. Method of assessment	The assessor must apply a combination of the following methods to objectively assess the candidate 2.1. Demonstration with oral questioning
3. Resources required for assessment	The following must be UTILIZED 3.1. Computer with peripherals 3.2. Internet access
4. Context of assessment	Competency may be assessed in a contact center or simulated contact center environment.

UNIT TITLE : PERFORM CUSTOMER SERVICE DELIVERY PROCESSES

UNIT CODE : ICT313366

UNIT DESCRIPTOR: This unit covers the knowledge and skills needed to effectively conduct a customer service delivery process.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Demonstrate an ability to answer or make a call	1.1. Calls are answered in accordance with <i>enterprise inbound procedures</i> 1.2. Calls are made in accordance with <i>enterprise outbound procedures</i>	1.1. Requires knowledge of <ul style="list-style-type: none"> • Call flow process/ procedure • Rules of basic grammar in verbal communication • Rules of basic communication 	1.1. Needs skills on <ul style="list-style-type: none"> • Applying the 3 C's of communication • Oral English communication skills • Understanding of commonly used idioms/colloquialisms (whether American, Canadian, Australian, or British) 1.2. Practices along economic use and maintenance of equipment and facilities are followed as per established procedures and environmental requirements 1.3. Occupational health and safety standards in the workplace and 5S disciplines are strictly allowed
2. Demonstrate an ability to identify a customer need	2.1. Customer needs are identified appropriately to avoid irritation 2.2. Customer concern is clarified or confirmed by paraphrasing	2.1. Requires knowledge of <ul style="list-style-type: none"> • Industry, job expectations, and career opportunities in contact centers • Fundamentals of customer service (principles for complete customer service, the rules of good customer service, and the types of contact center 	2.1. Needs skills on <ul style="list-style-type: none"> • Interpreting user manuals and help functions when using equipment and software tools • Finding and using information relevant to the task from a variety of information sources 2.2. Practices along economic use and maintenance of equipment and

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		processes) <ul style="list-style-type: none"> • (optional) Product knowledge • Rules of effective business communication in customer service 	facilities are followed as per established procedures and environmental requirements 2.3. Occupational health and safety standards in the workplace and 5S disciplines are strictly allowed
3. Demonstrate an ability to capture and provide information and/or directions	3.1. Information from a call is captured and recorded accurately in accordance with prescribed process guidelines 3.2. Ability to carry out written and verbal instructions is demonstrated accurately in accordance with prescribed process guidelines 3.3. Ability to direct the customer concerns to the correct department or support group is demonstrated accurately in accordance with prescribed process guidelines	3.1. Requires appropriate attitude on <ul style="list-style-type: none"> • Confidence in speaking English 	3.1. Needs skills on <ul style="list-style-type: none"> • Carrying out written and verbal instructions • Inputting, accessing, producing and transferring data using the appropriate hardware and software 3.2. Practices along economic use and maintenance of equipment and facilities are followed as per established procedures and environmental requirements 3.3. Occupational health and safety standards in the workplace and 5S disciplines are strictly allowed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Enterprise inbound procedure	The inbound procedure may include the following tasks: 1.1. Opening spiel 1.2. Identify/clarify customer need 1.3. Resolve or address need/offer solution to customer 1.4. Confirm customer satisfaction 1.5. Cross-sell/up-sell, if appropriate or if needed 1.6. Closing spiel
2. Enterprise outbound procedure	The outbound procedure includes the following tasks: 2.1. Opening spiel 2.2. Find decision maker 2.3. Get past the gatekeeper 2.4. Probe for/clarify customer need 2.5. Offer product and/or solutions to serve customer need 2.6. Handle objections 2.7. Close the sale 2.8. Closing spiel
3. Customer concerns	Customer concerns can be a combination of the following: 3.1. Inquiries on product features or billing 3.2. Account information management 3.3. Troubleshooting 3.4. Customer complaints

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment must show that the candidate:</p> <ol style="list-style-type: none"> 1.1. Demonstrated knowledge of the call flow process 1.2. Answered calls in accordance with enterprise inbound procedures 1.3. Answered calls in accordance with enterprise outbound procedures 1.4. Identified customer needs appropriately to avoid irritation 1.5. Clarified or confirms customer concern by paraphrasing 1.6. Accurately captured and recorded information from a call in accordance with prescribed process guidelines 1.7. Demonstrated an ability to accurately carry out written and verbal instructions in accordance with prescribed process guidelines 1.8. Demonstrated ability to find and use information relevant to the task from a variety of information sources 1.9. Demonstrated an ability to accurately direct the customer concerns to the correct department or support group in accordance with prescribed process guidelines
2. Method of assessment	<p>The assessor must select two of the following to objectively assess the candidate</p> <ol style="list-style-type: none"> 4.1. Demonstration with oral questioning
3. Resources required for assessment	<p>The following must be UTILIZED</p> <ol style="list-style-type: none"> 5.1. Computer with peripherals 5.2. (optional) Internet access
4. Context of assessment	<ol style="list-style-type: none"> 6.1 Competency may be assessed in a contact center or simulated contact center environment.

UNIT TITLE : DEMONSTRATE ABILITY TO EFFECTIVELY ENGAGE CUSTOMERS

UNIT CODE : ICT313367

UNIT DESCRIPTOR : This unit covers the knowledge and skills needed to demonstrate an ability to engage customers.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Demonstrate an ability to empathize with a customer	1.1. Ability to sense feelings of customer and respond accordingly to acknowledge such feelings is demonstrated 1.2. Empathy for the customer was demonstrated according to the <i>purpose of the call</i>	1.1. Requires knowledge of <ul style="list-style-type: none"> • Call flow process / procedure • (optional) Product knowledge • Rules of basic grammar in verbal communication • Rules of basic communication • Rules of effective business communication in customer service • Rules for building effective interpersonal relationships 1.2. Requires appropriate attitude on <ul style="list-style-type: none"> • Confidence in speaking English 	1.1. Needs skills on <ul style="list-style-type: none"> • Applying the 3 C's of communication • Oral English communication skills • Understanding of commonly used idioms/ colloquialisms (whether American, Canadian, Australian, or British) 1.2. Practices along economic use and maintenance of equipment and facilities are followed as per established procedures and environmental requirements 1.3. Occupational health and safety standards in the workplace and 5S disciplines are strictly allowed

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Demonstrate an ability to manage difficult conversations	2.1 Methods and techniques are applied for managing difficult conversations in order to diffuse an upset customer in accordance with prescribed process guidelines 2.2 Manifestations of stress in conversations are avoided in accordance with prescribed process guidelines	2.1 Methods and techniques for answering customer complaints 2.2 Methods and techniques for managing difficult customers 2.3 Methods and techniques for managing conflict and stress	2.1 Needs skills on <ul style="list-style-type: none"> • Answering customer complaints • Managing difficult customers • Managing conflict and stress 2.2 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures and environmental requirements 2.3 Occupational health and safety standards in the workplace and 5S disciplines are strictly allowed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Purpose of a call	The purpose of a call includes: 1.1. Asking for information or directions 1.2. Requesting for product information 1.3. Making a complaint or following up on a complaint 1.4. Requesting for account activation/deactivation
2. Methods and techniques in difficult conversations	Methods and techniques for managing difficult conversations include: 2.1. Active listening 2.2. Providing facts 2.3. Sharing one's reasoning 2.4. Communicating constructively

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment must show that the candidate: 1.1. Demonstrated an ability to sense feelings of customer and respond accordingly to acknowledge such feelings 1.2. Demonstrated empathy for the customer according to the purpose of the call 1.3. Applied methods and techniques for managing difficult conversations in order to diffuse an upset customer in accordance with prescribed process guidelines 1.4. Avoided manifestations of stress in conversations in accordance with prescribed process guidelines
2. Method of assessment	The assessor must select two of the following to objectively assess the candidate 4.1. Demonstration with oral questioning
3. Resources required for assessment	The following must be UTILIZED 5.1. Computer with peripherals 5.2. Internet access
4. Context of assessment	Competency may be assessed in a contact center or simulated contact center environment.

SECTION 3. TRAINING ARRANGEMENTS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **Contact Center Services NC II**.

3.1. CURRICULUM DESIGN

Course Title: **CONTACT CENTER SERVICES** NC Level: **NC II**
 Nominal Training Hours: 18 Hours (**Basic Competencies**)
 + 18 Hours (**Common Competencies**)
 108 Hours (**Core Competencies**)

144 Hours - TOTAL

Course Description:

This course is designed to develop the basic and common knowledge, skills, and attitudes of a Contact Center Services Provider in accordance with industry standards. It covers the basic, common and core competencies. Specifically, it includes competencies such as - communicate effectively in English for customer service, demonstrate ability to effectively engage customers and perform customer service delivery processes.

To obtain this, all units prescribed for this qualification must be achieved:

BASIC COMPETENCIES (18 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information. 1.2 Complete relevant work related documents. 1.3 Participate in workplace meeting and discussion.	Group discussion Interaction	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team. 2.2 Describe work as a team member.	Discussion Interaction	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning

3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals. 3.2 Set and meet work priorities. 3.3 Maintain professional growth and development.	Discussion Interaction	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	<ul style="list-style-type: none"> • Observation • Interview

COMMON COMPETENCIES
(18 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Apply Quality Standards	1.1. Asses quality of received materials 1.2. Assess own work 1.3. Engage in quality improvement	1. Field trip 2. Symposium 3. Problem solving 4. Film showing 5. Simulation 6. Individualize learning 7. On the job training	1. Demonstration and questioning 2. Observation and questioning 3. Third party report
2. Perform Computer Operation	2.1. Plan and prepare for task to be undertaken 2.2. Input data into computer 2.3. Access information using computer 2.4. Produce output/ data using computer system 2.5. Use basic functions of a www-browser to locate information 2.6. Maintain computer equipment and systems	1. Modular 2. Film showing 3. Computer based training (e-learning) 4. Project method 5. On the job training	1. Demonstration and questioning 2. Observation and questioning 3. Third party report 4. Assessment of output product 5. Portfolio 6. Computer based assessment

CORE COMPETENCIES
(108 Hours)

Unit of Competency	Learning Outcome	Methodology	Assessment Approach
1. Communicate Effectively in English for Customer Service	1.1 Demonstrate appropriate usage and understanding of words 1.2 Apply the rules of basic grammar in verbal communication effectively 1.3 Apply the rules of basic communication in customer service effectively 1.4 Apply the rules of effective business communication in customer service	<ul style="list-style-type: none"> • Lecture • Group discussion and dialogs • Listening to audio and/or viewing video recordings • Homework and assigned readings • (Activity) Roleplay • In-house/ Enterprise-based training by contact centers or in partnership with contact centers 	<ul style="list-style-type: none"> • Trainer assessment of group discussions and dialogs • Random demonstrations by students • Buddy Assessment • Online Assessment • Scorecard • Demonstration via a simulated call flow
2. Perform customer service delivery processes	2.1 Demonstrate an understanding and appreciation of the industry work environment for contact centers, industry expectations for entry-level contact center agent work, and career opportunities for contact center agents 2.2 Identify and describe the rules and principles for good/complete customer service and the types of contact center processes 2.3 Complete the tasks in the conduct of a customer service delivery process by applying skills in effective English communication	<ul style="list-style-type: none"> • Lecture • Group discussion and dialogs • Listening to audio and/or viewing video recordings • Homework and assigned readings • (Activity) Role play • In-house/ Enterprise-based training by contact centers or in partnership with contact centers 	<ul style="list-style-type: none"> • Trainer assessment of group discussions and dialogs • Random demonstrations by students • Buddy Assessment • Online Assessment • Demonstration via a simulated call flow

3. Demonstrate ability to engage customers	3.1 Apply the rules and guidelines for building effective interpersonal relationships to engage customers	<ul style="list-style-type: none"> • Lecture • Group discussion and dialogs • Listening to audio and/or viewing video recordings • Homework and assigned readings • Call simulation • In-house/ Enterprise-based training by contact centers or in partnership with contact centers 	<ul style="list-style-type: none"> • Trainer assessment of group discussions and dialogs • Random demonstrations by students • Demonstration via a simulated call flow
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3.2. TRAINING DELIVERY

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**)
 - 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 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:

- **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

Trainees or students should possess the following requirements:

- Must have completed at least 10 yrs. basic education or an ALS certificate of achievement with grade 10 equivalent holder
- Can communicate in English either oral or written

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4. LIST OF TOOLS, EQUIPMENT AND MATERIALS CONTACT CENTER SERVICES NC II

Recommended list of tools, equipment and materials for the training of 25 trainees for Contact Center Services NC II -

QUANTITY	EQUIPMENT
25 sets	Computer with peripherals (for use in audio and video playback of reference and sample recordings)
25 sets	Computer tables and chairs (ergonomic)
1 unit	LCD projector
1 unit	White board
1 facility	ESL laboratory (optional)
1 subscription	Internet access
25 sets	Software for office productivity
25 sets	Internet browser (Google Chrome, Safari, Firefox, etc. except Internet Explorer) updated to the latest version

QUANTITY	MATERIALS
25 sets	Macromedia Flash browser plug-in and application, updated to the latest version
1 set	Video and audio recordings (sample speech reference recordings)
1 set	Video and audio recordings (sample contact center recordings)

3.5. TRAINING FACILITIES

The Contact Center Workshop must be of concrete structure. Based on class size of 25 student/trainees the space requirements for the teaching/learning and circulation areas are as follows:

TEACHING / LEARNING AREAS	SIZE (in METER)	AREA (in Sq. Meters)	TOTAL AREA (in Sq. Meters)
lecture area	4 x 5	20	20
wash room	2 x 5	10	10
laboratory (cubicle)	1.5 x 2 (5)	15	15
learning resource / storage	4 x 5	20	20
circulation area		20	20
Total Workshop Area:			85

3.6. TRAINERS QUALIFICATION

CONTACT CENTER SERVICES NC II

- Must have completed Trainer’s Methodology level I (TM I) course
- Must be computer literate
- Must be physically and mentally fit
- Must have at least 18 months contact center experience
- *Must qualify in the following:
 - AB/BS degree holder
 - 12 months experience in training – or as a trainer

**Optional. Only when required by the hiring institution.*

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.

SECTION 4. ASSESSMENT AND CERTIFICATION ARRANGEMENTS

There is no National Assessment for this TR. The industry association concerned shall develop non-branded/non-proprietary assessment tools for the qualification within one year from the effectivity of these training regulations (TR).

COMPETENCY MAP – INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SECTOR

BASIC COMPETENCIES

Receive and Respond to workplace communication	Work with Others	Demonstrate Work Values	Participate in Workplace Communication	Work in a Team Environment	Practice Career Professionalism	Practice occupational Health and Safety Procedures
Practice Housekeeping Procedures (5S)	Lead Workplace Communication	Lead Small Team	Develop and Practice Negotiation Skills	Solve Problems Related to Work Activities	Use Mathematical Concepts and Techniques	Use Relevant Technologies
Utilize Specialized Communication skills	Develop Team and Individual	Apply Problem Solving Techniques in the Workplace	Collect, Analyze and Organize Information	Plan and Organize Work	Promote Environmental Protection	

COMMON COMPETENCIES

Perform Computer Operation	Apply Quality Standards
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Qualification for NC II



CORE COMPETENCIES

Communicate effectively in a customer contact center	Render quality customer service	Utilize enterprise/ company technology	Conduct contact center campaign	Provide specialized support and assistance to customers	Manage the activities of a contact center work team
Apply Basic Grammar	Communicating in English	Apply Business Communication	Communicate Effectively in English for Customer Service	Abide by Company Policies on Work Values and Conduct	Abide by Company Policies on Data Security and Protection
Industry Orientation	Fundamentals of Customer Service	Perform Customer Service Delivery Processes	Pursue Customer Satisfaction	Demonstrate Understanding and Knowledge of American Culture and Geography	Provide Professional Services to Customer
Demonstrate Ability to Engage Customers	Review/Edit Documents	Prepare Activity Reports	Use a Browser to Navigate the Internet	Use the Functions of a Spreadsheet Software	Perform Work in line with a Work Schedule or Work Plan
Use business technology	Use medical technology to carry out task	Produce text from audio transcription	Convert dictated medical reports to text file	Edit speech-recognized texts	Composit and edit animation sequence
Produce cleaned-up and in-betweened drawings	Create 2D models and images	Produce 2D colored animation	Produce key drawings for animation	Create 3D models and images	Produce storyboard for animation
Coordinate the production of animation	Assign medical codes	Process Medical Claims	Manage Medical Claims		

GLOSSARY OF TERMS

GENERAL

1. **Certification** - is the process of verifying and validating the competencies of a person through assessment
2. **Certificate of Competency (COC)** – is a certification issued to individuals who pass the assessment for a single unit or cluster of units of competency
3. **Common Competencies** - are the skills and knowledge needed by all people working in a particular industry
4. **Competency** - is the possession and application of knowledge, skills and attitudes to perform work activities to the standard expected in the workplace
5. **Competency Assessment** - is the process of collecting evidence and making judgments on whether competency has been achieved
6. **Competency Standard (CS)** - is the industry-determined specification of competencies required for effective work performance
7. **Context of Assessment** - refers to the place where assessment is to be conducted or carried out
8. **Core Competencies** - are the specific skills and knowledge needed in a particular area of work - industry sector/occupation/job role
9. **Critical aspects of competency** - refers to the evidence that is essential for successful performance of the unit of competency
10. **Elective Competencies** - are the additional skills and knowledge required by the individual or enterprise for work
11. **Elements** - are the building blocks of a unit of competency. They describe in outcome terms the functions that a person perform in the workplace
12. **Evidence Guide** - is a component of the unit of competency that defines or identifies the evidences required to determine the competence of the individual. It provides information on critical aspects of competency, underpinning knowledge, underpinning skills, resource implications, assessment method and context of assessment
13. **Level** - refers to the category of skills and knowledge required to do a job
14. **Method of Assessment** - refers to the ways of collecting evidence and when evidence should be collected
15. **National Certificate (NC)** – is a certification issued to individuals who achieve all the required units of competency for a national qualification defined under the Training Regulations. NCs are aligned to specific levels within the PTQF
16. **Performance Criteria** - are evaluative statements that specify what is to be assessed and the required level of performance

17. **Qualification** - is a cluster of units of competencies that meets job roles and is significant in the workplace. It is also a certification awarded to a person on successful completion of a course in recognition of having demonstrated competencies in an industry sector
18. **Range of Variables** - describes the circumstances or context in which the work is to be performed
19. **Recognition of Prior Learning (RPL)** – is the acknowledgement of an individual’s skills, knowledge and attitudes gained from life and work experiences outside registered training programs
20. **Resource Implications** - refers to the resources needed for the successful performance of the work activity described in the unit of competency. It includes work environment and conditions, materials, tools and equipment
21. **Basic Competencies** - are the skills and knowledge that everyone needs for work
22. **Training Regulations (TR)** – refers to the document promulgated and issued by TESDA consisting of competency standards, national qualifications and training guidelines for specific sectors/occupations. The TR serves as basis for establishment of qualification and certification under the PTQF. It also serves as guide for development of competency-based curricula and instructional materials including registration of TVET programs offered by TVET providers
23. **Underpinning Knowledge** - refers to the competency that involves in applying knowledge to perform work activities. It includes specific knowledge that is essential to the performance of the competency
24. **Underpinning Skills** - refers to the list of the skills needed to achieve the elements and performance criteria in the unit of competency. It includes generic and industry specific skills
25. **Unit of Competency** – is a component of the competency standards stating a specific key function or role in a particular job or occupation; it is the smallest component of achievement that can be assessed and certified under the PTQF

SECTOR-SPECIFIC

1. **Browser** – a software package that provides the user interface for accessing Internet, Intranet and Extranet Web sites.
2. **Computer** – a device that has the ability to accept data; internally store and execute a program of instructions; perform mathematical, logical, and manipulative operations on data; and report the results.
3. **Contact Center** – an organization that provides customer interaction services such as customer care, technical support and advisory services to other companies for a fee. The center also extends outbound customer campaigns such as telemarketing and sales.
4. **Data** - objective measurements of the attributes (characteristics) of entities such as people, places, things, and events.
5. **Documentation** – a collection of documents or information.

6. **Ergonomics** - the science and technology emphasizing the safety, comfort, and ease of use of human-operated machines. The goal of ergonomics is to produce systems that are user-friendly: safe, comfortable and easy to use.
7. **Information** – data placed in a meaningful and useful context for an end user.
8. **Information and Communication Technology (ICT)** - refers to technologies associated with the transmission and exchange of data in the form of sound, text, visual images, signals or any combination of those forms through the use of digital technology. It encompasses such services as telecommunications, posts, multimedia, electronic commerce, broadcasting, and information technology.
9. **Knowledge workers** – people whose primary work activities include creating, using, and distributing information.
10. **Protocol** – a set of rules and procedures for the control of communication in a communications network.
11. **Software** – computer programs and procedures concerned with the operation of an information system.
12. **Standards** – measures of performance developed to evaluate the progress of a system toward its objectives
13. **System** – an assembly of methods, procedures, or techniques unified by regulated interaction to form an organized whole
14. **Telecommunications** – pertaining to the transmission of signals over long distances, including not only data communications but also the transmission of images and voices using communication technologies.

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