K to 12 BASIC EDUCATION CURRICULUM
JUNIOR HIGH SCHOOL TECHNICAL LIVELIHOOD EDUCATION AND SENIOR HIGH SCHOOL - TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
INFORMATION AND COMMUNICATIONS TECHNOLOGY – CONTACT CENTER SERVICES (NC II)

These are the specializations and their pre-requisites. These lists should be used as reference for curriculum maps.

AGRI-FISHERY ARTS

	Specialization	Number of Hours	Pre-requisite
1.	Agricultural Crops Production (NC I)		
2.	Agricultural Crops Production (NC II)++	480 hours	
3.	Agricultural Crops Production (NC III)	640 hours	Agricultural Crops Production (NC II)
4.	Animal Health Care Management (NC III)	320 hours	Animal Production (NC II)
5.	Animal Production (NC II) + *When updated, this CG will become the following:* *1. Animal Production (Poultry-Chicken) (NC II);* *2. Animal Production (Ruminants) (NC II); and* *3. Animal Production (Swine) (NC II)*	480 hours	
6.	Aquaculture (NC II)	640 hours	
7.	Artificial Insemination (Ruminants) (NC II)	160 hours	Animal Production (NC II)
8.	Artificial Insemination (Swine) (NC II)	160 hours	Animal Production (NC II)
9.	Agricultural Crops Production (NC I)	320 hours	
10.	Fish Capture (NC II) ++	640 hours	
11.	Fishing Gear Repair and Maintenance (NC III)	320 hours	
12.	Fish-Products Packaging (NC II)	320 hours	
13.	Fish Wharf Operation (NC I)	160 hours	
14.	Food (Fish) Processing (NC II)	640 hours	
15.	Horticulture (NC II) +	640 hours	
16.	Horticulture (NC III)	640 hours	Horticulture (NC II)
17.	Landscape Installation and Maintenance (NC II)	320 hours	Agricultural Crops Production (NC I)
18.	Organic Agriculture (NC II)	320 hours	Agricultural Crops Production (NC I)
19.	Pest Management (NC II)	320 hours	Agricultural Crops Production (NC I)
20.	Rice Machinery Operation (NC II)	320 hours	Agricultural Crops Production (NC I)
21.	Rubber Processing (NC II)	320 hours	
22.	Rubber Production (NC II)	320 hours	
23.	Slaughtering Operation (NC II)	160 hours	Animal Production (NC II)

+CG to be updated by December 2015
++CG to be uploaded by December 2015

HOME ECONOMICS

	Specialization	Number of Hours	Pre-requisite
1.	Attractions and Theme Parks (NC II)	160 hours	
2.	Barbering (NC II)	320 hours	
3.	Bartending (NC II)	320 hours	
4.	Beauty/Nail Care (NC II)	160 hours	40 hours of the subject during exploratory Grade 7/8
5.	Bread and Pastry Production (NC II)	160 hours	
6.	Caregiving (NC II)	640 hours	40 hours of the subject during exploratory Grade 7/8
7.	Commercial Cooking (NC III)	320 hours	Cookery (NC II)
8.	Cookery (NC II)	320 hours	40 hours of the subject during exploratory Grade 7/8
9.	Dressmaking (NC II)	320 hours	40 hours of the subject during exploratory Grade 7/8
10.	Events Management Services (NC III)	320 hours	
11.	Fashion Design (Apparel) (NC III)	640 hours	Dressmaking (NC II) or Tailoring (NC II)
12.	Food and Beverage Services (NC II) [+]	160 hours	
13.	Front Office Services (NC II)	160 hours	40 hours of the subject during exploratory Grade 7/8
14.	Hairdressing (NC II)	320 hours	
15.	Hairdressing (NC III)	640 hours	Hairdressing (NC II)
16.	Handicraft (Basketry, Macrame) (Non-NC)	160 hours	
17.	Handicraft (Fashion Accessories, Paper Craft) (Non-NC)	160 hours	
18.	Handicraft (Needlecraft) (Non-NC)	160 hours	
19.	Handicraft (Woodcraft, Leathercraft) (Non-NC)	160 hours	
20.	Housekeeping (NC II) [+]	160 hours	
21.	Local Guiding Services (NC II)	160 hours	
22.	Tailoring (NC II)	320 hours	40 hours of the subject during exploratory Grade 7/8
23.	Tourism Promotion Services (NC II)	160 hours	
24.	Travel Services (NC II)	160 hours	
25.	Wellness Massage (NC II)	160 hours	

[+]CG to be updated by December 2015

INDUSTRIAL ARTS

	Specialization	Number of Hours	Pre-requisite
1.	Automotive Servicing (NC I) +	640 hours	
2.	Automotive Servicing (NC II)	640 hours	Automotive Servicing (NC I)
3.	Carpentry (NC II)	640 hours	
4.	Carpentry (NC III)	320 hours	Carpentry (NC II)
5.	Construction Painting (NC II)	160 hours	
6.	Consumer Electronics Servicing (NC II) +	640 hours	
7.	Domestic Refrigeration and Airconditioning (DOMRAC) Servicing (NC II)	640 hours	
8.	Driving (NC II)	160 hours	
9.	Electrical Installation and Maintenance (NC II)	640 hours	
10.	Electric Power Distribution Line Construction (NC II)	320 hours	Electrical Installation and Maintenance (NC II)
11.	Electronic Products Assembly and Servicing (NC II) ++ *(CG under construction based on Consumer Electronics Servicing (NC II) CG)*	640 hours	
12.	Furniture Making (Finishing) (NC II) +	480 hours	
13.	Instrumentation and Control Servicing (NC II)	320 hours	Electronic Products Assembly and Servicing (EPAS) (NC II)
14.	Gas Metal Arc Welding (GMAW) (NC II)	320 hours	Shielded Metal Arc Welding (SMAW) (NC II)
15.	Gas Tungsten Arc Welding (GTAW) (NC II)	320 hours	Shielded Metal Arc Welding (GMAW) (NC II)
16.	Machining (NC I) ++	640 hours	
17.	Machining (NC II)	640 hours	Machining (NC I)
18.	Masonry (NC II)	320 hours	
19.	Mechatronics Servicing (NC II)	320 hours	Consumer Electronics Servicing (NC II)
20.	Motorcycle/Small Engine Servicing (NC II)	320 hours	
21.	Plumbing (NC I)	320 hours	
22.	Plumbing (NC II)	320 hours	Plumbing (NC I)
23.	Refrigeration and Air-Conditioning (Packaged Air-Conditioning Unit [PACU]/Commercial Refrigeration Equipment [CRE]) Servicing (NC III)	640 hours	Domestic Refrigeration and Airconditioning (DOMRAC) Servicing (NC II)
24.	Shielded Metal Arc Welding (NC I)	320 hours	
25.	Shielded Metal Arc Welding (NC II)	320 hours	Shielded Metal Arc Welding (NC I)
26.	Tile Setting (NC II)	320 hours	
27.	Transmission Line Installation and Maintenance (NC II)	640 hours	Electrical Installation and Maintenance (NC II)

+CG to be updated by December 2015

++CG to be uploaded by December 2015

INFORMATION, COMMUNICATIONS AND TECHNOLOGY (ICT)

	Specialization	Number of Hours	Pre-requisite
1.	Animation (NC II)	320 hours	
2.	Broadband Installation (Fixed Wireless Systems) (NC II)	160 hours	1. Telecom OSP and Subscriber Line Installation (Copper Cable/POTS and DSL) (NC II) 2. Telecom OSP Installation (Fiber Optic Cable) (NC II)
3.	Computer Hardware Servicing (NC II) [+]	320 hours	
4.	Computer Programming (NC IV) [+] *When updated, this CG will become the following:* *1. Programming (.net Technology) (NC II)[++]* *2. Programming (Java) (NC II)[++]* *3. Programming (Oracle Database) (NC II)[++]*	320 hours	
5.	Computer System Servicing (NC II) [++] *(CG under construction based on Computer Hardware Servicing (NC II) CG)*	320 hours	
6.	Contact Center Services (NC II)	320 hours	
7.	Illustration (NC II)	320 hours	
8.	Medical Transcription (NC II)	320 hours	
9.	Technical Drafting (NC II)	320 hours	
10.	Telecom OSP and Subscriber Line Installation (Copper Cable/POTS and DSL) (NC II)	320 hours	Computer Hardware Servicing (NC II)
11.	Telecom OSP Installation (Fiber Optic Cable) (NC II)	160 hours	Telecom OSP and Subscriber Line Installation (Copper Cable/POTS and DSL) (NC II)

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[++]CG to be uploaded by December 2015

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JUNIOR HIGH SCHOOL TECHNICAL LIVELIHOOD EDUCATION AND SENIOR HIGH SCHOOL - TECHNICAL-VOCATIONAL-LIVELIHOOD TRACK
INFORMATION AND COMMUNICATIONS TECHNOLOGY – CONTACT CENTER SERVICES (NC II)
Grade 7/8 (Exploratory)

Course Description:

This is an exploratory and introductory course that leads to a **Contact Center Services,** National Certificate (NC II). It covers **five (5)** common competencies that a **Grade7/8** Technology and Livelihood Education (TLE) student ought to possess, namely: 1) use of equipment, 2) performing computer operation, 3) applying quality standards, 4) interpreting technical drawing and plans, and 5) practicing Occupational Health and Safety (OHS) procedures.

The preliminaries of this exploratory course include the following: 1) discussion of the relevance of the course, 2) explanation of key concepts relative to the course, and 3) exploration of career opportunities.

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction 1. Relevance of the course 2. Basic concepts in Contact Center Services 3. Career opportunities	The learners demonstrate an understanding of basic concepts and underlying theories in Contact Center Services	The learners shall be able to independently demonstrate common competencies in Contact Center Services as prescribed by the TESDA Training Regulation	*The learners...* **1.** Discuss the relevance of the course **2.** Explain basic concepts in Contact Center Services **3.** Explore on opportunities for Contact Center Services as a career	
LESSON 1: PERSONAL ENTREPRENEURIAL COMPETENCIES (PECS)				
1. Assessment of Personal Entrepreneurial Competencies and Skills (PECs) vis-à-vis a practicing entrepreneur/employee 1.1 Characteristics 1.2 Attributes 1.3 Lifestyle 1.4 Skills 1.5 Traits 2. Analysis of PECs in relation to a practitioner	The learners demonstrate an understanding of one's PECs	The learners shall be able to recognize his/her PECs and prepares an activity plan that aligns with that of a practitioner/entrepreneur in Contact Center Services	**LO 1. Recognize PECs needed in Contact Center Services** 1.1 Assess one's PECs: characteristics, attributes, lifestyle, skills, traits 1.2 Assess practitioner's: characteristics, attributes, lifestyle, skills, traits 1.3 Compare one's PECS with that of a practitioner /entrepreneur 1.4 Align one's PECS with that of a practitioner/entrepreneur	**TLE_PECS8/7-00-1**
LESSON 2: ENVIRONMENT AND MARKET (EM)				
1. Key concepts of Environment and Market 2. Products and services	The learners demonstrate an understanding of environment and market	The learners shall be able to independently generate a business idea based on the	**LO 1. Generate a business idea that relates with a career choice in Contact**	**TLE_EM7/8-00-1**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
available in the market 3. Differentiation of products and services 4. Customers and their buying habits 5. Competition in the market 6. SWOT Analysis	relating to a career choice in Contact Center Services	analysis of environment and market in Contact Center Services	**Center** 1.1 Conduct SWOT analysis 1.2 Identify the different products/services available in the market 1.3 Compare different products/services in Contact Center business 1.4 Determine the profile potential customers 1.5 Determine the profile potential competitors 1.6 Generate potential business idea based on the SWOT analysis	
LESSON 3: USE OF TOOLS AND EQUIPMENT (UT)				
1. Equipment in Contact Center Services	The learners demonstrate an understanding of equipment used in Contact Center Services	The learners shall be able to independently use equipment in Contact Center Services	**LO 1. Prepare equipment** 1.1 List equipment based on job requirement 1.2 Identify appropriate equipment 1.3 Classify equipment according to function and task requirement	**TLE_ICTCC7/8UT-0a-1**
2. Procedure in accomplishing forms: 2.1 Job order slips 2.2 Borrower's slip 3. Requisition procedures			**LO 2. Inspect equipment received** 2.1 Check the list of equipment to be requested per job requirement 2.2 Inspect the requested equipment 2.3 Assess the condition of all equipment for proper operation and safety	**TLE_ICTCC7/8UT-0b-2**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
LESSON 4: MAINTAIN COMPUTER EQUIPMENT AND SYSTEMS (MT)				
1. Computer workstation and network 2. Computer peripherals 3. Telephone, dialer etc. 4. Security measures 5. Antivirus software/programs 6. File Management	The learners demonstrate an understanding of concepts and principles in maintaining computer equipment and systems	The learners shall be able to independently maintains computer equipment and systems as prescribed by the TESDA Training Regulations	**LO1. Maintain computer equipment and systems** 1.1 Ensure the security of data, including regular back-ups and virus checks in accordance with standard operating procedures 1.2 Perform basic file maintenance procedure in line with the SOP	**TLE_ICTCC7/8MT-0c-1**
LESSON 5: PERFORM MENSURATION AND CALCULATION (MC)				

1. Geographical variables
Distance measurement and conversion
   1.1   Time zones
   1.2   Temperature
   1.3   Weather and climate
2. Currency conversion
3. Storage media capacity
	The learners demonstrate an understanding of concepts and principles in performing mensuration and calculation	The learners shall be able to independently perform mensuration and calculation as prescribed by the TESDA Training Regulations	**LO 1. Perform basic mensuration**
			1.1 Identify geographical variables to be measured
			1.2 Use basic mathematical processes for routine calculations
			1.3 Employ different techniques in checking accuracy of the computation
				TLE_ICTCC7/8MC-0d-1

LESSON 6: PREPARE AND INTERPRET TECHINICAL DRAWING (TD)				

1. Basic symbols
2. Basic Elements
   2.1 Schematic diagram
   2.2 Charts
   2.3 Block diagrams
   2.4 Layout plans
   2.5 Loop diagram
	The learners demonstrate an understanding of concepts and principles in preparing and interpreting technical drawings and work plans in Contact Center Services	The learners shall be able to independently prepare and interpret technical drawings and work plans accurately	**LO 1. Identify different kinds of technical drawings**
			1. 1 Identify basic symbols used in technical drawing
			1.2 Select technical drawing in accordance with the job requirement
				TLE_ICTCS7/8ID-0e-1

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
3. Flowchart interpretation 3.1 Types of flowchart			**LO 2. Interpret technical drawing** 2.1 Identify the basic symbols used in flow charting 2.2 Interpret the symbols used in flow charting 2.3 Create a flow chart that depicts a simple scenario	**TLE_ICTCS7/8ID-0f-2**
LESSON 7: PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURE (OS)				

1. Hazards and risks control
    1.1 safety regulations
    1.2 indicators of hazard and risks
    1.3 contingency measures
	The learners demonstrate an understanding of concepts and principles of Occupational Health and Safety (OHS) Procedures in relation to hazards and risks in the workplace	The learners shall be able to consistently observe and practice OHS procedures in the workplace	**LO 1. Identify hazards and risks**
			1.1 Explain hazards and risks in the workplace
			1.2 Identify hazards and risks indicators in the workplace
			1.3 Apply contingency measures in accordance with the OHS Procedures
				TLE_ICTCS7/8OS-0g-1

2. Evaluation of hazards and risks 2.1 Effects of hazards and risks in the work place			**LO 2. Evaluate hazards and risks** 2.1 Determine the effects of hazards and risks 2.2 Classify the types of hazards and risks in the workplace	**TLE_ICTCS7/8OS-0h-2**
3. Hazards and risks control 3.1 Safety regulation			**LO 3. Control hazards and risks** 3.1 Follow OHS Procedures for controlling hazards and risks 3.2 Use personal protective equipment (PPE) 3.3 Follow and observe organizational protocol	**TLE_ICTCS7/8OS-0i-3**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
			when providing emergency assistance	
4. Maintenance of OHS Procedures awareness 4.1 Operational health and safety procedures, practices and regulations			**LO 4. Maintain occupational health and safety regulations** 4.1 Participate in related drills and training 4.2 Prepare OHS personal records in accordance with workplace requirements	**TLE_ICTCS7/8OS-0j-4**

(160 hours)

Course Description:
This is a specialization course that leads to a **Contact Center Services** National Certificate Level II (NC II). It covers **two (2)** core competencies that a high school student ought to possess, namely: 1) performing basic computer operations and Internet navigation, and 2) demonstrating an understanding of local and international geography and cultures.

The preliminaries of this specialization course include the following: 1) discussion of the relevance of the course, 2) explanation of key concepts relative to the course, and 3) exploration of career opportunities.

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction 1. Relevance of the course 2. Concepts and core competencies in Contact Center Services 3. Career opportunities	The learners demonstrate an understanding of concepts, underlying theories, and core competencies in Contact Center Services	The learners shall be able to demonstrate competencies in Contact Center Services as prescribed by the TESDA Training Regulation	*The learners…* 1. Discuss the relevance of the course 2. Explain concepts, theories, and core competencies in Contact Center Services 3. Explore on opportunities for Contact Center Services as a career	
LESSON 1: PERSONAL ENTREPRENEURIAL COMPETENCIES (PECS)				
1. Assessment of Personal Competencies and Skills (PECs) vis-à-vis a practicing entrepreneur/ employee in locality/town. 1.1Characteristics 1.2 Attributes 1.3 Lifestyle 1.4 Skills 1.5 Traits 2. Analysis of PECs in relation to a practitioner 3. Align, strengthen, and develop ones PECs based on the results	The learners demonstrate an understanding of one's PECs in Contact Center Services	The learners shall be able to recognize his/her PECs and prepare an activity plan that aligns with that of a practitioner/entrepreneur in Contact Center Services	**LO 1. Recognize PECs needed in Contact Center Services** 1.1 Assess one's PECs: characteristics, attributes, lifestyle, skills, traits 1.2 Assess practitioner's: characteristics, attributes, lifestyle, skills, traits 1.3 Compare one's PECs with those of a practitioner /entrepreneur 1.4 Align one's PECs with those of a practitioner/entrepreneur	**TLE_PECS9-12-I0-1**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
LESSON 2: ENVIRONMENT AND MARKET (EM)				
1. Market (Town) 2. Key concepts of Market 3. Players in the market (Competitors) 4. Products and services available in the market	The learners demonstrate an understanding of environment and market in Contact Center Services in one's locality/town.	The learners shall be able to create a business vicinity map reflective of a potential market in Contact Center Services a locality/town	**LO 1. Recognize and understand the market in Contact Center Services** 1.1 Identify the players/ competitors within the town 1.2 Identify the different products/services available in the market	**TLE_EM9-12-I0-1**

5. Market (Customer)
6. Key concepts of identifying and understanding the consumer
7. Consumer Analysis through:
    7.1 Observation
    7.2 Interviews
    7.3 FGD
    7.4 Survey
			LO 2. Recognize the potential customer/market in Contact Center Services
			2.1 Identify the profile of potential customers
			2.2 Identify the customer's needs and wants through consumer analysis
			2.3 Conduct consumer/market analysis
				TLE_EM9-12-I0-2

LESSON 3: PERFORM BASIC COMPUTER OPERATIONS AND INTERNET NAVIGATION (CO)				
1. Safety measures 2. Basic computer parts 3. Connection of PC hardware and peripheral devices 4. Keyboard layout and functions 5. Basic PC hardware and software operation and function 6. Computer start-up procedures 7. Operating system features 8. Online help functions	The learners demonstrate an understanding of concepts and principles of basic computer operations and internet navigation	The learners shall be able to demonstrate skills in basic computer operations and internet navigation	**LO 1. Apply computer basic operation procedures** 1.1 Observe OHS policies and procedures in computer operation and internet navigation in accordance with requirements 1.2 Check basic peripheral devices based on proper connection 1.3 Start computer according to logon procedures 1.4 Access operating system features and functions 1.5 Use available online help functions	**TLE_ICTCC9-12CO-Ia-j-1**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
9-12. Application programs installation procedure 10. Installed programs configuration 11. Searched features of a program 12. Online help of a program			**LO 2. Install, configure, and work with application program** 2.1 Configure software settings according to the given task 2.2 Manipulate features of application programs 2.3 Select appropriate software in accordance with the given task 2.4 Open destination of file directory 2.5 Search files and documents using the online help of a program	**TLE_ICTCC9-12CO-IIa-j-2**
13. Hard drive and file concepts 14. File saving and retrieving 15. Finding relevant information 16. Software features/utilities			**LO 3. Organize and manipulate files** 3.1 Identify files in a directory/folder according to types and usage 3.2 Save documents with file names according to the requirement 3.3 Manipulate files according to the set procedures 3.4 Restore deleted files using the standard utility 3.5 Locate files/information using the standard features/utility	**TLE_ICTCC9-12CO-IIIa-b-3**
17. Internet application program installation 18. Internet software 19-12. Terms and definitions			**LO 4. Work with Internet** 4.1 Identify Installed Internet application programs and state according to their purposes	**TLE_ICTCC9-12CO-IIIc-g-4**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
20. Search Engine 21. E-mail Sending and retrieving 22. Internet connection 23. Internet protocols and data types 24. Privacy and security measures related to online tasks			4.2 Demonstrate Internet software on how it can be use offline 4.3 Define relevant terms and use correctly 4.4 Identify potential security risks 4.5 Search files and documents in related links using search engines 4.6 Follow procedures in configuring privacy and security measures to online task 4.7 Manipulate e-mail messages based on requirements 4.8 Retrieve files attached to incoming e-mails	
25. Safety measures 26. Preventive measures for computer viruses 27. Closing the files and programs 28. Procedure in closing the computer			**LO 5. Log off from a computer** 5.1 Observe OHS policies and procedures in turning off the computer in accordance with the SOP 5.2 Update installed firewall protection and antivirus software 5.3 Scan removable storage devices using antivirus software before opening any files/applications 5.4 Save file based on proper procedures 5.5 Close all application programs 5.6 Shut down the computer based on proper procedures 5.7 Shut down computer and peripheral devices	**TLE_ICTCC9-12CO-IIIh-5**
LESSON 4: UNDERSTANDING OF LOCAL AND INTERNATIONAL GEOGRAPHY AND CULTURES (GC)				

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
1. Introduction to local and international cultures 2. Cultural variables 　　2.1 Time zones 　2.2 Holidays 　2.3 Cities, etc. 3. Cultural similarities and Differences	The learners demonstrate an understanding of concepts and principles of local and international geography and cultures	The learners shall be able to demonstrate skills in and apply an understanding of local and international geography and cultures	**LO 1. Apply knowledge of common cultural variables** 1.1 Identify cultural variables and values of target customers 1.2 Identify cultural similarities and differences that affect customer and business transactions	**TLE_ICTCC9-12GC-IVa-c-1**
4. Local and international language/accent 5. Accent improvement 6. Geographic variables 　6.1 Regions 　6.2 States and Capitals 　6.3 Time Zones and Daylight-Saving Time (DST) 7. Basic geography 　　7.1 Recognize place names and common person names 　7.2 Correct pronunciation of names 　7.3 Map reading 　7.4 State abbreviations			**LO 2. Apply knowledge of local and international geography** 2.1 Familiarize with the different accents and regional style 2.2 Identify geographic variables that affect customer and business transactions 2.3 Apply knowledge of local and international geography in day- to-day business transactions	**TLE_ICTCC9-12GC-IVd-j-2**

(160 hours)

Course Description:
This is a specialization course that leads to a **Contact Center Services** National Certificate Level II (NC II). It covers **two (2)** core competencies that a **Grade** high school student ought to possess, namely: 1) communicating effectively using the English language and 2) delivering quality customer service.

The preliminaries of this specialization course include the following: 1) discussion of the relevance of the course, 2) explanation of key concepts relative to the course, and 3) exploration of career opportunities.

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction 1. Relevance of the course 2. Basic concepts and core competencies in Contact Center Services 3. Career opportunities	The learners demonstrate an understanding of basic concepts, theories, and core competencies in Contact Center Services	The learners shall be able to independently provide quality and marketable service in Contact Center Services as prescribed by the TESDA Training Regulations	*The learners...* 1. Discuss the relevance of the course 2. Explain basic concepts, theories, and core competencies in Contact Center Services 3. Explore opportunities for a career in Contact Center Service	
LESSON 1: PERSONAL ENTREPRENEURIAL COMPETENCIES - PECs (PC)				
1. Assessment of Personal Competencies and Skills (PECs) vis-à-vis a practicing entrepreneur/employee in a province 1.1 Characteristics 1.2 Attributes 1.3 Lifestyle 1.4 Skills 1.5 Traits 2. Analysis of PECs in relation to	The learners demonstrate an understanding of one's PECs in Contact Center Services	The learners shall be able to create a plan of action that strengthens/ further develops one's PECs in Contact Center Services	**LO 1. Develop and strengthen PECs needed in Contact Center Services** 1.1 Identify areas for improvement, development, and growth 1.2 Align one's PECs according to his/her business/career choice 1.3 Create a plan of action that ensures success of	**TLE_PECS10-I0-1**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
a practitioner 3. Application of PECs to the chosen business/career			his/her business/career choice	
LESSON 2: ENVIRONMENT AND MARKET (EM)				
1. Product Development 2. Key concepts of developing a product 3. Finding Value 4. Innovation 4.1 Unique Selling Proposition (USP)	The learners demonstrate an understanding of the environment and market of Contact Center Services in one's town/municipality	The learners shall be able to create a business vicinity map reflective of potential market in Contact Center Services in a town/municipality	**LO 1. Develop a product/ service in Contact Center Services** 1.1 Identify what is of "Value" to the customer 1.2 Identify the customer to sell to 1.3 Explain what makes a product unique and competitive 1.4 Apply creativity and Innovative techniques to develop marketable product 1.5 Employ a Unique Selling Proposition (USP) to the product/service	**TLE_EM10-I0-1**
5. Selecting Business Idea 6. Key concepts of Selecting a Business Idea 6.1 Criteria 6.2 Techniques			**LO 2. Select a business idea based on the criteria and techniques set** 2.1 Enumerate various criteria and steps in selecting a business idea 2.2 Apply the criteria/steps in selecting a viable business idea 2.3 Determine a business idea based on the criteria/techniques set	**TLE_EM10-I0-2**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
7. Branding			**LO 3. Develop a brand for the product** 3.1 Identify the benefits of having a good brand 3.2 Enumerate recognizable brands in the town/province 3.3 Enumerate the criteria for developing a brand 3.4 Generate a clear and appealing product brand	**TLE_EM10-I0-3**
LESSON 3: COMMUNICATING EFFECTIVELY IN ENGLISH (CE)				

1. Communication pathways
   1.1 verbal
   1.2 written
   1.3 email and other electronic
       methods
   1.4 supervisors, peers and subordinates
   1.5 agent to customer
2. Elements of communication
   2.1 message
   2.2 sender
   2.3 transmission medium
   2.4 recipient
   2.5 noise
   2.6 context
3. Barriers
   3.1 noise
   3.2 time
   3.3 message quality
   3.4 ethnocentrism
   3.5 conflict of ideas
   3.6 prejudgmen**t**
	The learners demonstrate an understanding of concepts and principles in communicating effectively in English	The learners shall be able to
		
		demonstrate the proper skills of communicating effectively in the English language in accordance with company policies
			LO 1. Analyze communication process
			1.1 Identify communication pathway available in accordance with the contact center SOP
			1.2 Identify elements of communication in each pathway
			1.3 Take appropriate action according to established practices
			1.4 Identify barriers to communication in a customer contact center
			1.5 Take action in accordance with company policies
				TLE_ICTCC10CE-Ia-c-1

4. Oral skills 4.1 phonemes			**LO 2. Communicate and listen effectively**	**TLE_ICTCC10CE-Id-j-2**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE

4.2 sentence construction
5. Grammar
    5.1 subject-verb agreement
    5.2 tense and aspect
    5.3 preposition
    5.4 modifiers
    5.5 conditionals
6. Listening skills
7. Writing skills
    7.1 spelling
    7.2 organization
    7.3 paragraphing
    7.4 punctuation
    7.5 transition markers
    7.6 sentence construction
    7.7 jargons
			2.1 Identify the difference between verbal communication and other communication types as per company and customer requirements
			2.2 Use English language deploying oral, written, listening, and grammar skills
			2.3 Use active listening techniques to enhance the transmission of messages toward developing message reception
			2.4 Translate verbal communication into written/electronic communication according to written standards	

8. Voice
    8.1 rate
    8.2 volume
    8.3 pitch
    8.4 tone
9. Accent
    9.1 stress
    9.2 intonation
    9.3 blending
    9.4 phrasing
10. Conversational Cues
			LO 3. Use paralanguage communication cues
			3.1 Identify the importance of voice and accent in the contact center industry
			3.2 Use correct vocal techniques to enhance message reception
			3.3 Rephrase messages to suit conversational cues to convey ideas
			3.4 Use paralinguistic cues appropriate to customers and workplace situations in accordance with the established procedures
				TLE_ICTCC9-12CE-IIa-j-3

LESSON 4: DELIVERING QUALITY CUSTOMER SERVICES (QS)				
1. Types of industry	The learners demonstrate	The learners shall be able	**LO 1. Demonstrate**	**TLE_ICTCC9-12QS-IIIa-**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
2. Business Process Outsourcing 3. Types of products and services 4. Call center agents performance matrix	an understanding of concepts and principles in delivering quality customer services	to demonstrate appropriate approaches in delivering quality customer services in accordance with call-center industry policies	**understanding of the BPO/Call Center industry** 1.1 Describe the BPO/ Call Center Industry 1.2 Describe the basic services related to customer service, sales, and technical support within BPO/ Call Center Industry 1.3 Explain the basic performance matrix of a call center agent	**c-1**

5. Clients/customers' needs
  5.1 counseling
  5.2 directory
  5.3 booking
  5.4 technical support
  5.5 academic instruction
  5.6 travel advisories
  5.7 sales
  5.8 data gathering
6. Products and services
  6.1 financial services
  6.2 technical support
  6.2 sales support
  6.3 client-specific products
7. Interactive communication
  7.1 Gathering information in a courteous, professional manner
  7.2 Active listening
  7.3 Probing skills
    7.3.1 paraphrasing
    7.3.2 summarizing
    7.3.3 clarifying
  7.4 Ensuring consistent
			LO 2. Transmit/receive calls to or from customers
			2.1 Identify types of calls in accordance with the client/customer's needs
			2.2 Use interactive communication in accordance with customer-management relationship standards
			2.3 Address customers' inquiries/concerns
			2.4 Provide courtesy to the customer in accordance with customer relationship management
			2.5 Establish rapport in accordance with customer/client relationship
			2.6 Identify inquiries/concerns required for transfer/hold in accordance with the enterprise policy
				TLE_ICTCC9-12QS-IIId-j-2

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
quality service for all types of customers 7.5 Avoiding sensitive topics (e.g. politics, religion) 8. Hold process 8.1 why hold is necessary 8.2 permission before placing customers on hold 8.3 hold time estimates 8.3 returning to the call if hold is longer than estimated time 8.4 acknowledging the customer for holding upon returning to the call 9. Phone etiquette 9.1 Creating a good first impression 9.2 Following the standard hold procedure 9.3 Transferring a call 9.4 Taking notes during the call 9.5 Making a last impression			2.7 Summarize the information and confirm that the objectives are met when ending calls 2.8 Observe proper telephone etiquette in closing the conversation 2.9 Protect customer information	
10. Protocols for handling difficult or irate customers 11. Process of handling customer inquiries 12. Empathy 12.1 Acknowledging peoples' feelings 12.2 Understanding the customer/clients' situation 12.3 Acknowledging the situation and providing appropriate response 13. Language for dealing with customer complaints			**LO 3. Handle customers' complaints** 3.1 Respond to complaints promptly with empathy 3.2 Address customers' complaints with clear, direct, accurate, and timely response 3.3 Establish details of complaints and use basic remedies in accordance with enterprise policy 3.4 Implement appropriate referral or hands-off procedures as required	**TLE_ICTCC9-12QS-IVa-f-3**

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
14. Process of handing off customers to supervisors			3.5 Refer complicated concerns to higher authority	
15. Problem solving skills 16. Active listening or questioning skills 17. Instruction techniques 18. Documentation procedures 19. Influencing/ Persuasion techniques			**LO 4. Provide after-sales support and document events** 4.1 Ensure customer satisfaction by making a return call 4.2 Discuss action/s necessary to resolve complaint/s and confirm with the customer 4.3 Record agreements reached with the customer and implement within agreed time frame 4.4 Initiate follow-up action/s to ensure that agreements with customers are implemented 4.5 Document actions and resolutions agreed upon with the customer in accordance with company procedures	**TLE_ICTCC9-12QS-IVg-j-4**

Code Book Legend
Sample: TLE_ICTCC9-12QS-IVg-j-4

LEGEND		SAMPLE		DOMAIN/ COMPONENT	CODE
First Entry	Learning Area and Strand/ Subject or Specialization	Technology and Livelihood Education_ Information and Communications Technology Contact Center Services	**TLE_ ICT CC 9-12**	Personal Entrepreneurial Competencies	PECS
				Environment and Market	EM
				Use of Hand Tools and Equipment	UT
				Maintain Computer Equipment and Systems	MT
	Grade Level	Grade 9/10/11/12		Perform Mensuration and Calculation	MC
				Prepare and Interpret Technical Drawing	ID
Uppercase Letter/s	Domain/Content/ Component/ Topic	Delivering Quality Customer Services	**QS**	Practice Occupational Health and Safety Procedures	OS
			-		
Roman Numeral *Zero if no specific quarter*	Quarter	Fourth Quarter	**IV**	Perform Basic Computer Operations and Internet Navigation	CO
Lowercase Letter/s *Put a hyphen (-) in between letters to indicate more than a specific week*	Week	Week Seven to Ten	**g-j**	Understanding of Local and International Geography and Cultures	GC
			-	Communicating Effectively in English	CE
Arabic Number	Competency	Provide after-sales support and document events	**4**	Delivering Quality Costumer Services	QS

Technology-Livelihood Education and Technical-Vocational Track specializations may be taken between Grades 9 to 12.

Schools may offer specializations from the four strands as long as the minimum number of hours for each specialization is met.

Please refer to the sample Curriculum Map on the next page for the number of semesters per ICT specialization and those that have pre-requisites. Curriculum Maps may be modified according to specializations offered by a school.

SAMPLE ICT CURRICULUM MAP** (as of November 2015)

Grade 7/8 (EXPLORATORY)	GRADES 9-12		
EXPLORATORY **4 sems**	**Computer System Servicing (NC II)++** **4 sems**		
	Computer Hardware Servicing (NC II)+ **4 sems**	***Telecom OSP and Subscriber Line Installation (Copper Cable/POTS and DSL) (NC II)** **4 sems**	
		*Telecom OSP Installation (Fiber Optic Cable) (NC II) **2 sems**	*****Broadband Installation (Fixed Wireless Systems) (NC II)** **2 sems**
	Illustration (NC II) **4 sems**	**Medical Transcription (NC II)** **4 sems**	
	Technical Drafting (NC II) **4 sems**	**Contact Center Services (NC II)** **4 sems**	

				Computer Programming (NC IV)+ When updated, this CG will become the following: 1. Programming (.net Technology) (NC II) 2. Programming (Java) (NC II) 3. Programming (Oracle Database) (NC II) **4 sems**	**Animation (NC II)** **4 sems**

*   Please note that these subjects have pre-requisites mentioned in the CG.
+   CG to be updated by December 2015
++   CG to be uploaded by December 2015
***   Subject has two pre-requisites
▒   Other specializations with no pre-requisites may be taken up during these semesters.
█   Pre-requisites of the subjects to the right should be taken up during these semesters.

**This is just a <u>sample</u>. Schools make their own curriculum maps considering the specializations to be offered. Subjects may be taken up at any point during Grades 9-12.