



SEA-TVET Workshop on Hospitality, Health Care (Nursing), and Creative Industry

Theme: "SMKs Go Asia: Strengthening Student Skills and Competencies on Hospitality, Health Care (Nursing) and Creative Industry in Indonesia and Southeast Asia"

11 – 13 October 2016, Hotel Horison Bekasi, Indonesia

TVET on Tourism and Hospitality in the Philippines

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TESDA mandate



Republic Act 7796 otherwise known as the “TESDA law” stipulates the creation of **Technical Education and Skills Development Authority (TESDA)** to manage TVET in the country.

TESDA Board Members

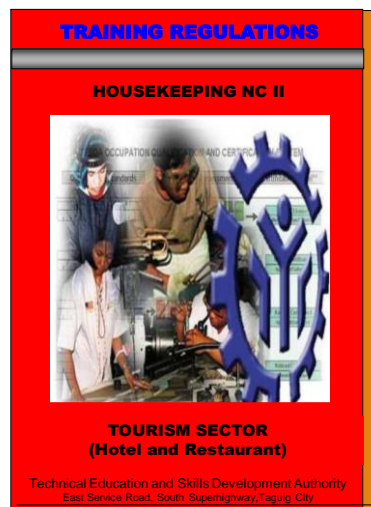
Private Sector	Government Sector
<ul style="list-style-type: none"> • Labor • Employer • TVET Providers • Investor Groups 	<ul style="list-style-type: none"> • DOLE • CHED • DOST • DILG • DepEd • DTI • DA • TESDA Secretariat
14 Representatives	8 Representatives

Training Regulations (TR)

- refers to the package of:
- competency standards;
 - training arrangements; and
 - assessment and certification arrangements

for a promulgated qualification.

All Training Regulations are published in the Official Gazette and in TESDA's website: <http://www.tesda.gov.ph>



Components of a TR

Section 1: Title and Description of Qualification	Provides the title of the qualification based on the industry sector, the qualification level aligned with the descriptors of the Philippine Qualifications Framework (PQF) and the units of competency covered by the qualification.
Section 2: Competency Standards (CS)	Provides the industry-determined specifications of units of competency that describe the different functions in the qualification.
Section 3 : Training Arrangements	Contains the information and requirements in designing training program for a certain qualification. It includes curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainer's qualification.
Section 4 : Assessment and Certification	Describe the policies governing assessment and certification procedures.

Types of Competency

- ✦ basic
- ✦ common
- ✦ core
- ✦ elective

Basic Competencies

- ✦ required for all workers in all industries
- ✦ competencies that every worker must possess
- ✦ more tangible/observable work activities common to all workers.

Example:

- ▶ Receive and respond to workplace communication.
- ▶ Work in a team environment

Common Competencies

- ✦ required of workers in a particular industry
- ✦ industry- specific but not as specialized or highly technical in nature as the core competencies.

Example:

Industry Sector: Hotel and Restaurant

Competency: Observe workplace hygiene procedures

Core Competencies

- ✦ required of workers in a particular area of work
- ✦ sector-specific and may pertain to a stream of technology or specialty job within a particular industry sector.

Example:

Qualification: Housekeeping NC II

Competency: Provide housekeeping services to guests

Elective Competencies

- ✳ additional competencies that are useful but not absolutely necessary for enhancing the mobility/employability of a person
- ✳ considered important in the performance of the job
- ✳ drawn from among the units of competency in the TRs promulgated for other sectors.

Example:

Qualification: Housekeeping NC II

Competency: Drive automotive vehicles.

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Comparability of Qualification Levels Between the ACCSTP and the PQF

ACCSTP Framework		Philippine Qualifications Framework (PQF)	
		DOCTORAL & POST DOCTORAL	L8
		POST BACCALAUREATE	L7
		BACCALAUREATE	L6
L5	Advanced Diploma	DIPLOMA	L5
L4	Diploma	National Certificate (NC) IV	L4
L3	Certificate IV	National Certificate (NC) III	L3
L2	Certificate III	National Certificate (NC) II	L2
L1	Certificate II (Incorporating Certificate I)	National Certificate (NC) I	L1

Comparability of Between the ACCSTP and the Philippine Qualifications for **Housekeeping**

ACCSTP	Philippine Qualification
Advanced Diploma of Housekeeping (Management)	
Diploma of Housekeeping (Supervision and Administration)	
Certificate IV In Housekeeping (Guest Services Supervision)	Housekeeping NC IV
Certificate III In Housekeeping	Housekeeping NC III
Certificate II In Housekeeping (Incorporating Certificate I)	Housekeeping NC II

Comparability in Packaging CATC/ACCSTP Certificate II and the Philippine CS/TR NC II for **Housekeeping**

ACCSTP	PHL National CS/TR
Core and Generic Competencies	Basic Competencies
	Common Competencies
Functional Competencies	Core Competencies
	Elective Competencies

ACCSTP	TESDA TRAINING REGULATION	
Qualification Title	HOUSEKEEPING NC II	
Certificate II in Housekeeping	HOUSEKEEPING NC II	
CORE AND GENERIC COMPETENCIES	HOUSEKEEPING NC II	
1. Work effectively with customers	← Work in team environment Provide effective customer service	BASIC COMMON
2. Work in socially diverse environment	← Provide effective customer service	COMMON
3. Implement occupational health and safety procedures	← Practice occupational health and safety procedures Perform workplace and safety practices	BASIC COMMON
4. Perform clerical procedures	← Participate in workplace communication	BASIC
5. Promote products and services to customers	← Provide effective customer service	COMMON
6. Manage and resolve conflict situations	← Provide effective customer service	COMMON
7. Perform basic First-Aid procedures	← Practice occupational health and safety procedures	BASIC
8. Perform child protection duties relevant to the tourism industry		
9. Speak English at a basic operational level	← Participate in workplace communication	BASIC

FUNCTIONAL COMPETENCIES		
HOUSEKEEPING		
1. Provide housekeeping services to guests	← Provide Housekeeping Services to Guest	CORE
2. Clean public areas, facilities and equipment	← Clean public areas, facilities and equipment	CORE
3. Clean and prepare rooms for in-coming guests	← Clean and Prepare Rooms for Incoming Guests	CORE
4. Maintain and operate an industrial laundry	-	
5. Launder linen and guests' clothes	← Laundry Linen and Guest Clothes	CORE
6. Provide valet services to guests	← Provide Valet/Butler Service	CORE
7. Clean and maintain industrial work area and equipment	-	
SECURITY SERVICES		
1. Establish and maintain a safe and secure workplace	← Can be found in TESDA TR on Security Services NC I, NC II	
2. Maintain the security of premises and property	← Can be found in TESDA TR on Security Services NC I, NC II	

4. Comply with workplace hygiene procedures	← Observe workplace hygiene procedures	COMMON
5. Perform clerical procedures	← Participate in workplace communication	BASIC
6. Access and retrieve computer-based data	← Perform computer operations	COMMON
7. Speak English at a basic operational level	← Participate in workplace communication	BASIC
8. Communicate effectively on the telephone	← Provide effective customer service	COMMON
9. Maintain hospitality industry knowledge	← Develop and update industry knowledge	COMMON
10. Develop and update tourism industry knowledge		
11. Promote products and services to customers	← Provide effective customer service	COMMON
12. Manage and resolve conflict situations	← Provide effective customer service	COMMON
13. Perform basic first-aid procedures	← Provide effective customer service	COMMON
14. Perform child protection duties relevant to the tourism industry	Can be found in higher level qualifications in Housekeeping	
15. Develop protective environments for children in tourism destinations	Can be found in higher level qualifications in Housekeeping	

CUSTOMER SERVICE, SALES AND MARKETING	-	
1. Organize functions		
2. Plan and implement sales activities or campaigns	-	
3. Develop and update local knowledge	← Can be found in TESDA TR on Local Guiding Services NC II	CORE
4. Prepare and deliver a presentation	-	
5. Establish and maintain a business relationship	← Can be found in TESDA TR for Tourism Sector under Common Competencies for NC III Level	COMMON
6. Develop and implement a business plan		
	-	

Findings in the Comparability CATC/ACCSTP Certificate II and the Philippine CS/TR NC II for Housekeeping

- The CATC-ACCSTP packages covers competencies related to other sector such as Security Services, Customer Services.
- Some of the competencies in the Certificate II in Housekeeping of the CATC/ACCSTP can be found in the Philippine CS/TR for Local Guiding Services NC II and Tourism Sector NC III
- Some of the Functional Competencies in CATC-ACCSTP can be included in the CS/TR under the Elective Competencies, if applicable or where necessary.

Adoption of ACCSTP by TESDA

- TESDA is the **Tourism Professional Certification Board** (TPCB) for ASEAN
- Conducted several activities that would promote the ASEAN Common Competency Standards for Tourism Professionals (ACCSTP)
- Some of the major undertakings in 2015
 - Comparability/Benchmarking of ACCSTP vis-à-vis Philippine National Competency Standards (CS)
 - National Master Trainers and Master Assessors Training
 - Development of Training Regulations (TRs) based on ASEAN Qualifications
 - On-going Development of National Competency Standards/Training Regulations based on ACCSTP for Diploma Levels
 - Assessment and Certification of Tourism Workers in the 4 labor divisions (Housekeeping, Front Office, Food Production, Food and Beverage) aligned with the ASEAN Standards

Recommendations to Improve Curriculum, Certification Standard and Student Mobility

- Greater flexibility of the CATC
- Strengthening of recognition of prior learning in assessment and certification
- Agreement among the SEAMEO member countries to provide special visa to students



**Terima Kasih
and Have a
Good Day!**