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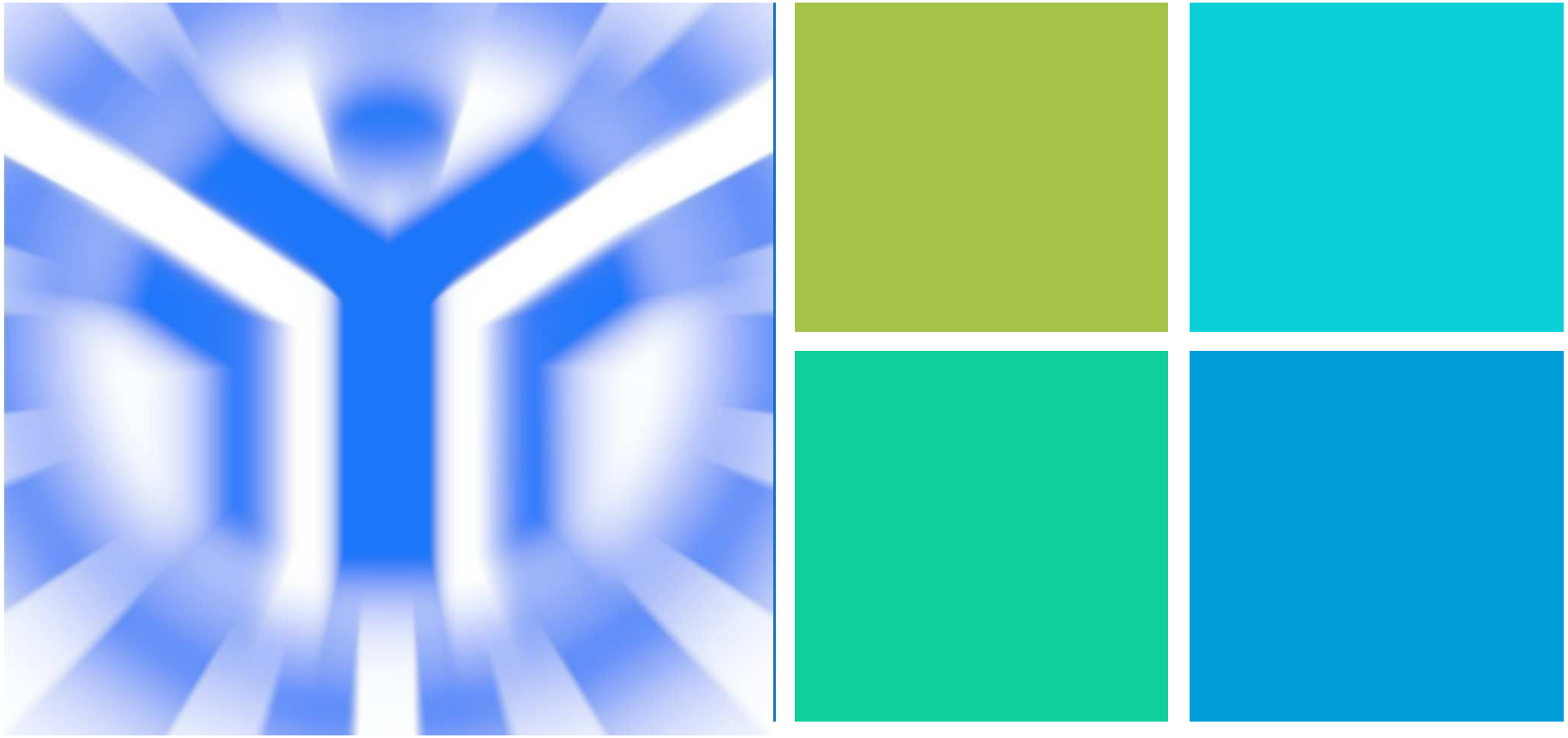


Expanding Access to Quality TVET Thru eTESDA

The TESDA Online Program

Maria Susan P. Dela Rama

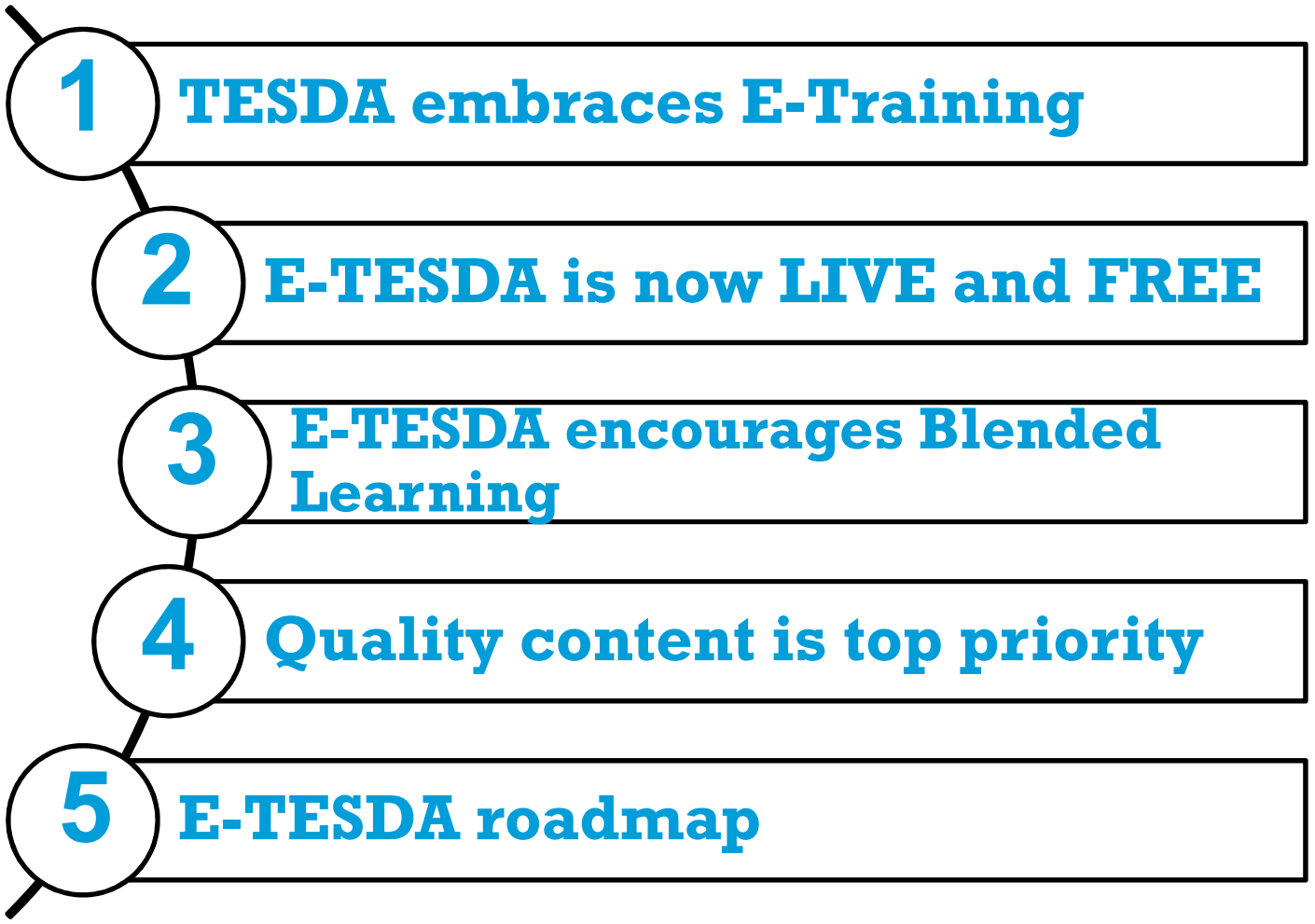
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

eTESDA: Expanding Access Quality TVET thru the TESDA Online Program

OBJECTIVES:

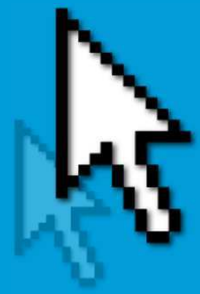
- To broaden access and opportunities to quality TVET by harnessing the power of an ICT enabled learning environment to provide training and service delivery to more students and trainees
- To increase absorptive capacity of the training institutions of TESDA to deliver TVET programs and services
- To improve quality of TVET delivery through standardized delivery and content of TVET programs

The TESDA Online Program



1 TESDA embraces e-TRAINING

NTESDP (2011-2016):



Integrate ICT into TVET

To make TVET more accessible, improve quality and enhance the teaching and learning process.

National Technical Education and Skills Development Plan (NTESDP) 2011-2016

2

E-TESDA is now Live and Free

Technical Education and Skills Development Authority

TESDA

Site Search

wRMIS

Home | About Tesda | Program & Services | News | Certified Workers Verification | Job Opportunities | Gallery | Follow Us :

Search For Certified Workers

Browse All Programs

Vision

TESDA is the leading partner i development of the Filipino wo with world-class competence a positive work values.

Mission

TESDA provides direction, poli programs and standards towar quality technical education anc development.

TESDA ONLINE Program

AUTODESK

FREE AUTODESK SOFTWARE FOR INSTITUTION

Download Now

NEWS/PRESS RELEASES

Coca-Cola affirms support to TESDA, women entrepreneurs
07 June 2013

TESDA opens nominations for 'Kabalikat', 'Idol' awards
06 June 2013

Cash for Training Program yields 2,000 graduates in Region 2
30 May 2013

TESDA receives expanded ISO Certifications
28 May 2013

TESDA execs hone management skills in Singapore
27 May 2013

More News

GALLERY

More Galleries

TESDA HOTLINE

Tel: (02) 887-7777
Send Text to 0917-4794370 (Globe)
Email: tesdacontactcenter@gmail.com

PHILIPPINE TRANSPARENCY SEAL

IMPORTANT LINKS

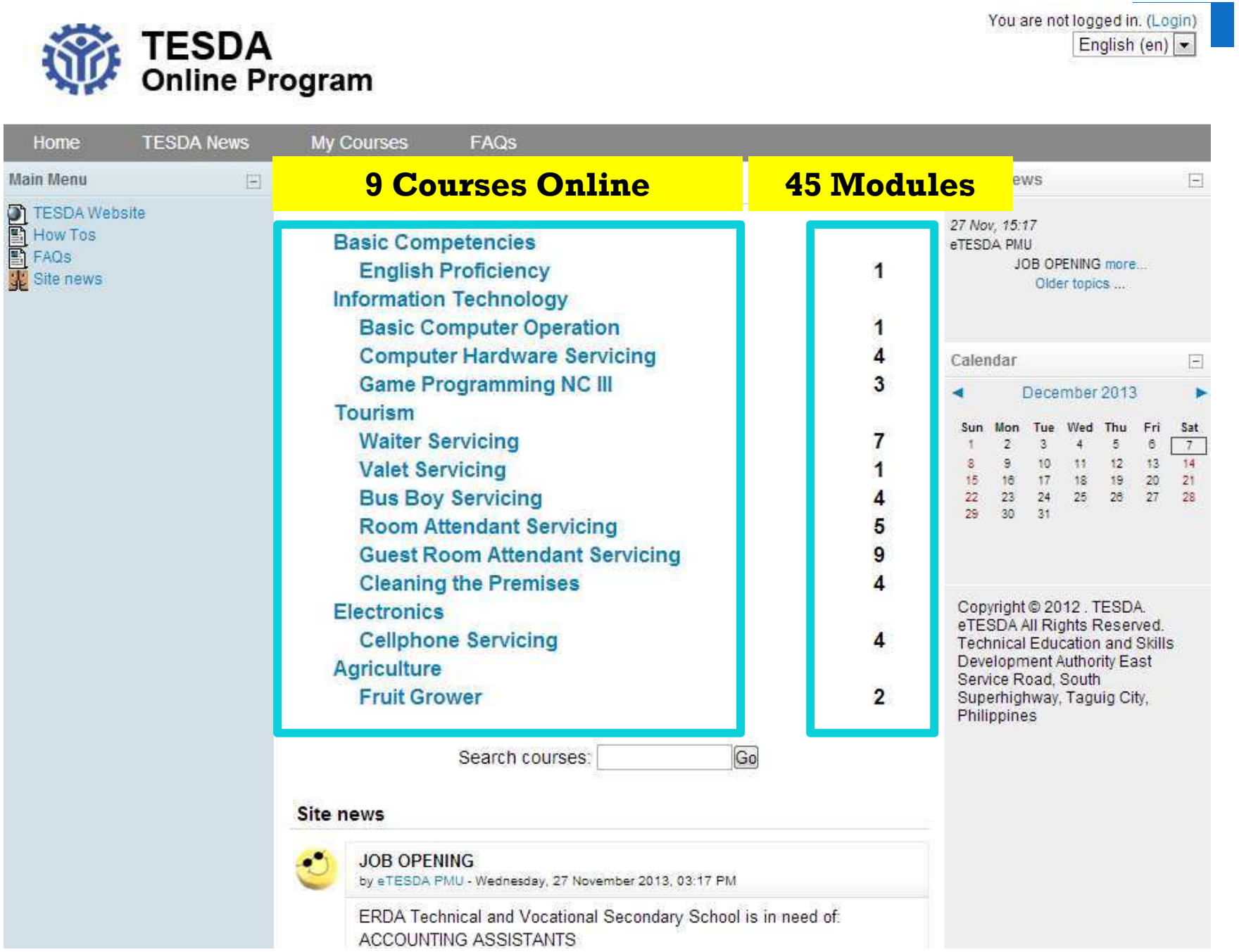
Registry of Certified Workers
Maritime Certificate (COC) Verification

DOWNLOADS

Idols ng TESDA (Guidelines and Forms)
DTS and DTP Implementing

ANNOUNCEMENT

Proposal for Courier Service(TESDA NCR)
PNSC Results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Home
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Main Menu
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How Tos
FAQs
Site news
9 Courses Online
45 Modules
Basic Competencies
English Proficiency 1
Information Technology
Basic Computer Operation 1
Computer Hardware Servicing 4
Game Programming NC III 3
Tourism
Waiter Servicing 7
Valet Servicing 1
Bus Boy Servicing 4
Room Attendant Servicing 5
Guest Room Attendant Servicing 9
Cleaning the Premises 4
Electronics
Cellphone Servicing 4
Agriculture
Fruit Grower 2
Search courses: Go
27 Nov, 15:17
eTESDA PMU
JOB OPENING more...
Older topics ...
Calendar
December 2013
Sun Mon Tue Wed Thu Fri Sat
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31
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Technical Education and Skills Development Authority East Service Road, South Superhighway, Taguig City, Philippines
Site news
JOB OPENING
by eTESDA PMU - Wednesday, 27 November 2013, 03:17 PM
ERDA Technical and Vocational Secondary School is in need of:
ACCOUNTING ASSISTANTS

TESDA
Online Program

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English (en)

Home | TESDA News | My Courses | FAQs

Main Menu

- TESDA Website
- How Tos
- FAQs
- Site news

Course categories

Basic Competencies	
English Proficiency	1
Information Technology	
Basic Computer Operation	1
Computer Hardware Servicing	4
Game Programming NC III	3
Tourism	
Waiter Servicing	7
Valet Servicing	1
Bus Boy Servicing	4
Room Attendant Servicing	5
Guest Room Attendant Servicing	9
Cleaning the Premises	4
Electronics	
Cellphone Servicing	4
Agriculture	
Fruit Grower	2

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Site news

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Latest News

27 Nov, 15:17
eTESDA PMU
JOB OPENING more...
Older topics ...

Calendar

December 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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Technical Education and Skills Development Authority East Service Road, South Superhighway, Taguig City, Philippines

Room Attendant Servicing

What is a Room Service Attendant?

Almost 60% of guests in a resort or hotel use room service for their food and beverage orders. This is why Room Service Attendants have a very important role in the hotel or resort experience. They interact with

Entry-Level

staff who serves food and beverages to the guests in their rooms. Your main task is to ensure that room service orders are properly delivered and on time for the satisfaction of guests.

Often, you are also in charge of taking the room service order calls and cleaning up after the guesst have

Room Service Attendant

Previous Topic: Introduction
Next Topic: Duties and Responsibilities

Room Attendant Servicing

Session Objectives
Introduction
Who is a Room Service Attendant?
Duties and Responsibilities of a Room Service Attendant

What is a Room Service Attendant?

Self Directed

ce Attendant

the guests directly and ensure [illegible] all food and beverage requests are acted upon in a tim[illegible] and professional manner.

As a Room Service Atte[illegible]ant, you are the hotel staff who serves food and beve[illegible]es to the guests in their rooms. Your main task is t[illegible]nsure that room service orders are properly deli[illegible]ed and on time for the satisfaction of guests.

Often, you are also in c[illegible]ge of taking the room service order calls and cleanin[illegible] after the guesst have

Previous Topic: Introduction
Next Topic: Duties and Responsibilities

Room Attendant Servicing

Taking Guest Order

When the phone starts to ring, wait after 3 rings before picking up the phone. Remember to speak politely and clearly.

Receiving a call

1. Pick up the phone and greet the guest. Be sure to introduce yourself and offer greetings with a smile.
2. Write the guest details on the order slip. This includes the name and room number of the guest.

Sample script:

"Room Service. Good Morning!"

"This is....(mention your name) . How may I help you?"

"May I know who is on the line please?"

"May I know your room number?"

Getting the order

1 Ask for the order of the guest If you are not

Taking an order

Web-Text for Elaboration and Mastery

Previous Topic: Materials needed

Next Topic: Lesson2:Communicating Orders

Room Attendant Servicing

Taking Guest Order

When the phone starts to ring, wait after 3 rings before picking up the phone. Remember to speak politely and clearly.

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Sample script:

"Room Service. Good Morning!"

"This is....(mention your name) . How may I help you?"

"May I know who is on the line please?"

"May I know your room number?"

Getting the order

1 Ask for the order of the guest If you are not

Taking an order

Video-Based Demonstrations

Previous Topic: Materials needed
Next Topic: Lesson2:Communicating Orders

Things to Remember

Facilitator Tips

NOTE:
Give the filled out order slip as soon as possible to prevent missing the agreed delivery time.

REMEMBER:
Chefs do not prepare orders until they receive them.

Previous Topic: Posting an order slip

Next Topic: Module3: Assembling Order

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Main Menu
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- Site news

9 Courses Online | **38 Modules**

Information Technology	
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Electronics	
Cellphone Servicing	4

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News

22 Jun, 18:42
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TESDA online storms cyberspace more...
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Calendar

June 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

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moodle

Software package for producing Internet-based courses and web sites

Initial Data

- TESDA Online Program was launched May 2012

Status as of December 6, 2013

Site Visits	**644,014**
Unique Visitors	**472,609**
Page Views	**4,867,497**

146,076 registered users
34,162 overseas registrants

1. Philippines	539,330
2. Saudi Arabia	19,737
3. US	14,576
4. UAE	9,834
5. Singapore	5,318
6. Canada	4,551
7. Qatar	4,331
8. Hong Kong	3,439
9. Australia	2,420
10. Others	14,205

TESDA Online Program Statistics As of December 5, 2013

- Number of registered users: **146,076**
- Number of registered users overseas: **34,162**
- Number of enrolled users per course:
  - Basic Computer Operation: 2,383
  - Computer Hardware Servicing: 11,154
  - Waiter Servicing: 3,568
  - Valet Servicing: 918
  - Bus Boy Servicing: 241
  - Room Attendant Servicing: 2,338
  - Guest Room Attendant Servicing: 2,181
  - Cleaning the Premises: 19
  - Cellphone Servicing: 2,342
  - Fruit Grower: 177

1 Year

e-TESDA Online Program

+REACH by 2

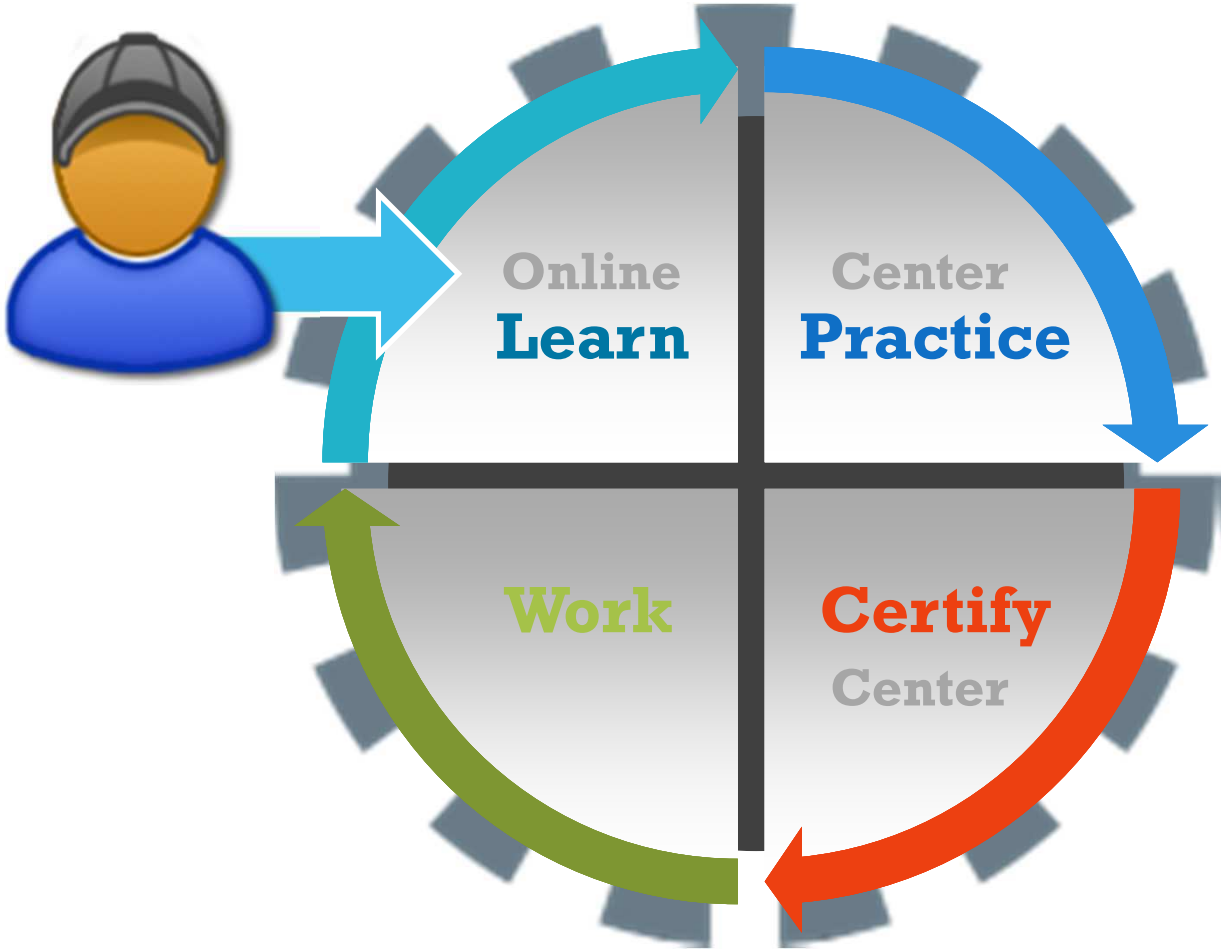
+MODE of Delivery

+FREE

3 E-TESDA encourages Blended Learning

E-TESDA LEARNING MODEL

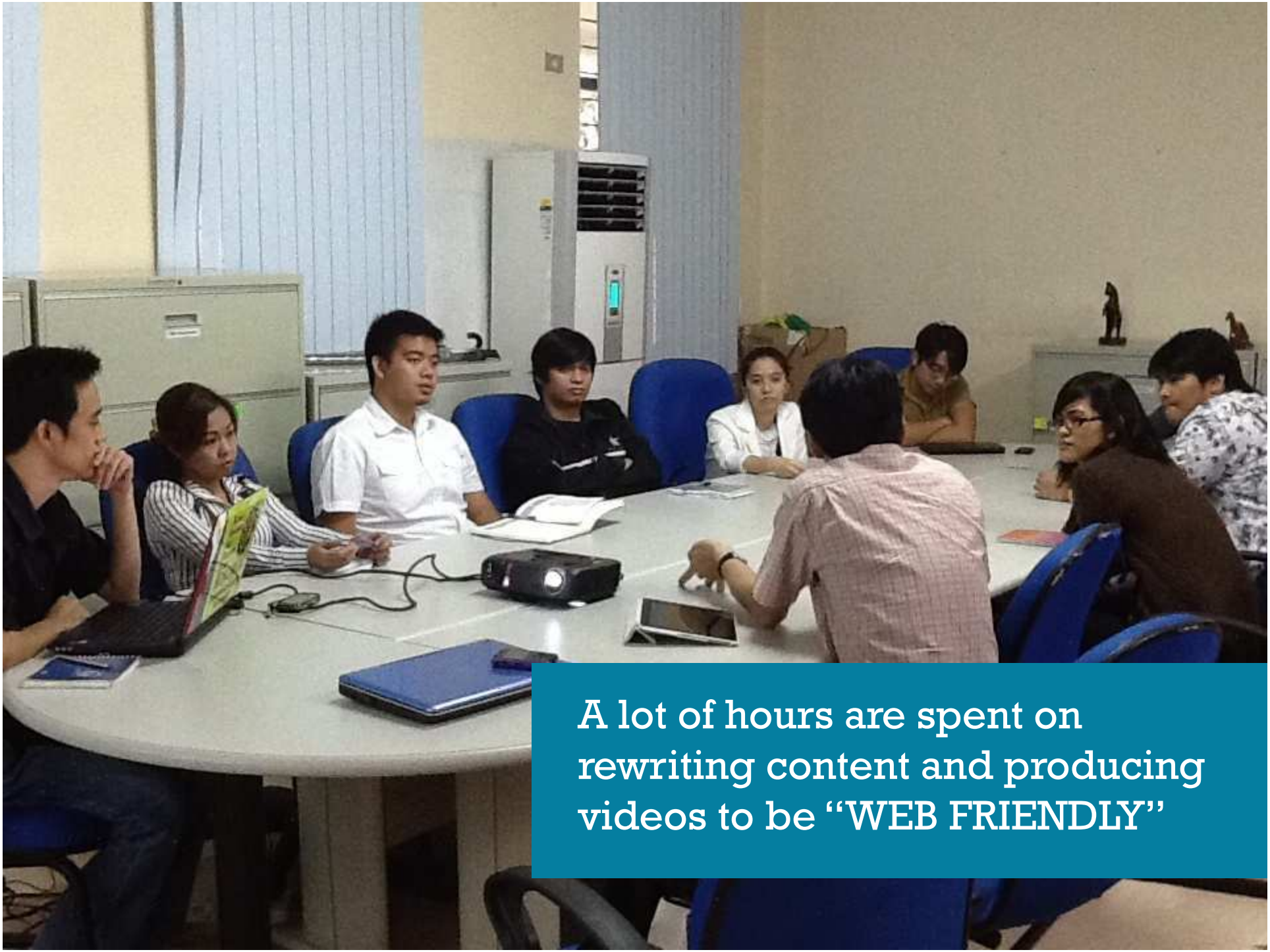
BLENDED LEARNING



Changing experience of the learner

- Online materials can relieve time in the classroom
- Multimedia is engaging, allows repetition, and helps retention
- Adults who learn on their own time, pace, and place

4 Quality content is top priority


A lot of hours are spent on rewriting content and producing videos to be “WEB FRIENDLY”

A lot more work “on-location shoot”.

Worked with quality TVET
Institutions

Worked with content experts
to create new content and
capture tacit knowledge

Challenges

1 – Content Updating

- Research
- Content Experts

2 - Module Chunking

- Re-organizing Lessons
- More short learning episodes (10 – 20 min.)

3 - Rewriting

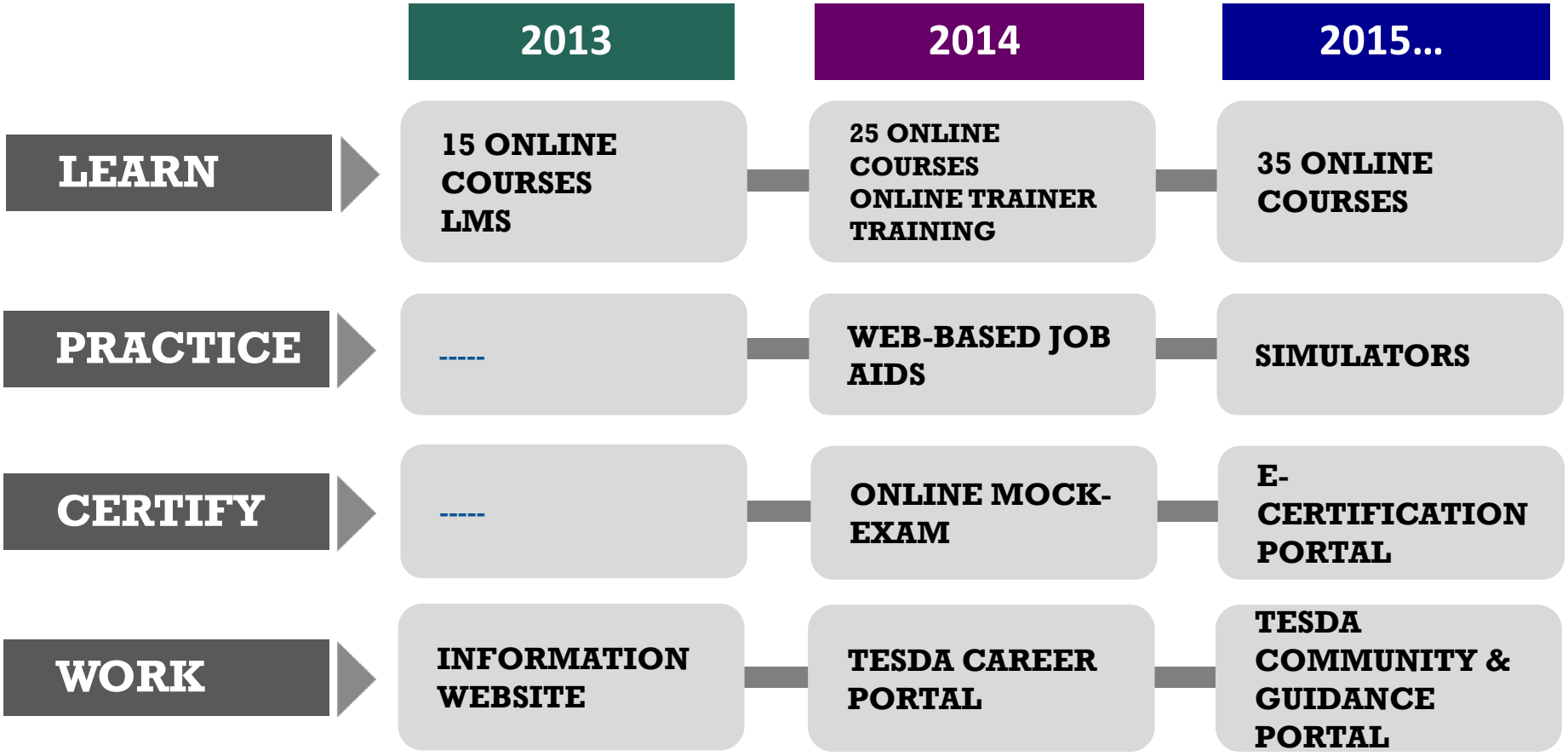
- Entry level
- Simpler explanations
- Easy to master

4 – ICT Production & Development

- Interactive Courseware
- Web-Text
- Video-Based Demos
- Other media

5 E-TESDA has an expanded roadmap

Expanding ICT for TESDA & TVET



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