

Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
REHIYON V (BIKOL)  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG CATANDUANES**

March 27, 2025

DIVISION MEMORANDUM  
No. 314 s. 2025

**CORRIGENDUM AND ADDENDUM TO DIVISION MEMORANDUM NO. 267 s. 2025,  
RE: TRAINING WORKSHOP ON DIGITAL SKILLS TO ELEVATE COMPETENCE  
AND CUSTOMER ENGAGEMENT OF THE NON-TEACHING PERSONNEL**

To: OIC-Assistant Schools Division Superintendent  
Chief Education Supervisors  
OSDS Unit/Section Heads  
Public School Heads  
Selected Non-Teaching Personnel  
All Others Concerned

1. This is to inform the field about the additional participant for the Training Workshop on Training Workshop on Digital Skills to Elevate Competence and Customer Engagement of the Non-Teaching Personnel. The workshop will be conducted from March 27-28, 2025, at Rhaj Executive Inn, Gogon Virac, Catanduanes. The updated list of participants and replacements is as follows:

<i>Original Participant</i>	<i>Position</i>	<i>Replacement</i>	<i>Position</i>
Marichelle Llave	AO-IV	Melody R. Taller	ADAS-III
Eddie A. Magno Jr	AO-II	Mary Joanne T. Aquino	ADA-I
Emily Tabios	AO	Juanito P. Torres	ADAS-III
Michelle Adelante	AO-IV	Raquel S. Tumala	ADAS-III
<b>Additional Participant</b>			
Jade T. Concepcion		Admin.Aide VI	

2. Other provisions stated in Division Memorandum No.267 s. 2025 shall remain in effect.

3. For information, guidance, and compliance of all concerned.

**CECILE C. FERRO, CESO VI**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent

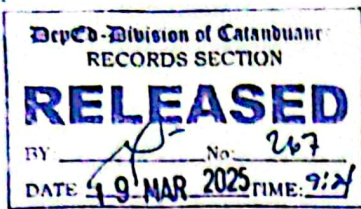


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Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
REHIYON V - BICOL

**TANGGAPANG PANSANGAY NG MGA PAARALAN NG CATANDUANES**

March 18, 2025

DIVISION MEMORANDUM  
No. 267 s. 2025

**ADDENDUM TO DIVISION MEMORANDUM NUMBER 207 S. 2025 RE: DATA PROFILING OF NON-TEACHING PERSONNEL FOR TRAINING WORKSHOP ON DIGITAL SKILLS AND CUSTOMER ENGAGEMENT TO ELEVATING COMPETENCE**

To: OIC-Assistant Schools Division Superintendent  
Chief Education Supervisors  
OSDS Unit Heads  
Public School Heads  
Non-Teaching Personnel  
All Others Concerned

1. This is to inform the field that the venue for the Division Training Workshop on Digital Skills and Customer Engagement to Elevate Competence will be at **Rhaj Executive Inn, Gogon Virac, Catanduanes**.
2. Participants in this training workshop are selected Administrative Officers I-IV based on the results of the Learning Needs Assessment conducted last March 12, 2025.
3. Enclosures to this memorandum provide details as follows:
  - a. Training Matrix
  - b. List of Participants and PMT's
4. Likewise, participants are advised to bring a laptop, extension wire, and personal wifi during the activity.
5. Teacher resource person shall prepare a workplan for the students so that learning will not be hampered while they are attending the training workshop. The school head-resource person on the other hand, shall designate an Officer-In-Charge of the school to take charge of the school during their absence.
6. Meals and other training expenses shall be charged from the Division OPDNTF Continuing Fund hence, NO registration fee shall be collected from the participants.
7. For information, guidance, and compliance of all concerned.

By Authority of the OIC- Schools Division Superintendent:

**DELFIN A. BONDAD, PhD**  
Public Schools District Supervisor  
OIC- Assistant Schools Division Superintendent



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**TRAINING MATRIX**

<b>Time</b>	<b>Activities (March 27, 2025)</b>
8:00-9:00	Arrival & Registration Preliminaries
9:00-10:00	<b>Session 1: Handling Customer Service in the Workplace</b> RP: Eva S. Tolentino
10:00-10:30	Snack Break
10:30-12:00	<b>Session 2: Effective E-Mail Communication</b> RP: Anjo Tugay
12:00-1:00	Lunch Break
1:00-2:00	<b>Session 3: Microsoft Teams</b> RP: Nino Joshua Balbin
2:00-3:00	<b>Session 4: Mastering Real-Time Customer Support</b> RP: Jaycee Gonzales
3:00-3:30	Snack Break
3:30-4:30	<b>Session 5: Digital Literacy and Technical Competency</b> RP: Jessa F. Purcil
4:30-5:00	Debriefing
	Day 2: March 28, 2025
8:00-8:30	Preliminaries Activity MOL
8:30-9:30	<b>Session 6: Improving Services through Data Analysis</b> RP: Rodel Tayo
9:30-10:00	Snack Break
10:00-11:00	<b>Session 7: Microsoft Excel</b> RP: Maybelle V. Rubio
11:00-12:00	<b>Session 8: Microsoft One Drive</b> RP: Jennifer Metica
12:00-1:00	Lunch Break
1:00-2:00	<b>Session 9: Foster Cross-Departmental Collaboration Through Digital Tools (HRD Active Links Manager)</b> RP: Elizabeth S. Urbano
2:00-3:00	<b>Session 10: Basic data protection practices</b> RP: Atty. Norlito Jr. P. Agunday
3:00-3:30	Snack Break
3:30-4:30	<b>Session 10: Preparation of Re-Entry Action Plan</b> (Application of Learning and Development) RP: Carol P. Gil
04:30-05:00 PM	Closing/Ways Forward

**PROGRAM MANAGEMENT TEAM****Executive Committee:**

1. Cecile C. Ferro, CESO VI- Schools Division Superintendent, Officer-In-Charge
2. Delfin A. Bondad, PhD- OIC Assistant Schools Division Superintendent
3. Mary Jean S. Romero- SGOD Chief
4. Romel G. Petajen- CID Chief
5. Eva S. Tolentino- Administrative Officer V

NAME	POSITION	ROLE	TERMS OF REFERENCE
Carol P. Gil	SEPS-HRD	Program Lead	<ul style="list-style-type: none"> <li>• Coordinates with team members and program partners to ensure proper implementation of the program</li> <li>• Responds promptly to all program implementation concerns</li> <li>• Facilitates the pre -and post-meetings</li> <li>• Prepares attendance/ registration sheets/certificates</li> <li>• Coordinates with training venue for accommodation, meals, and other concerns</li> <li>• Prepares the program completion report</li> </ul>
Elizabeth S. Urbano	EPS-II	Assistant Program Lead	<ul style="list-style-type: none"> <li>• Assist the Program Lead in the implementation of the PD Program</li> </ul>
Atty. Norlito Jr. P. Agunday Anjo G. Tugay Nino Joshua Balbin Jaycee Gonzales Jessa F. Purcil Rodel Tayo Maybelle V. Rubio Jennifer Metica Carol P. Gil Elizabeth Urbano		Resource Speaker/Subject-Matter Expert	<ul style="list-style-type: none"> <li>• Applies effective presentation and facilitation techniques in conducting assigned sessions</li> <li>• Provides expert content input during learning sessions</li> </ul>
Ma. Rita SR. Tablate		QAME Associate	<ul style="list-style-type: none"> <li>• Takes charge of Monitoring and Tracking Evaluation Forms</li> <li>• Crafts and Quality Assures M&amp;E tools needed to gather relevant data and outputs</li> <li>• Analyzes and Interprets M&amp;E tools utilized and presents them to the group during debriefing.</li> <li>• Provides suggestions and inputs based on Evaluation results as the basis for Improvement of Program Implementation</li> </ul>
Elizabeth S. Urbano	EPS-II	Documenter	<ul style="list-style-type: none"> <li>• Documents the proceedings of the</li> </ul>

			<p>learning sessions using the prescribed documentation template</p> <ul style="list-style-type: none"><li>• Takes photos of the different parts of the program delivery</li></ul>
Rhaj Executive Inn Staff		Welfare Officer	<ul style="list-style-type: none"><li>• Ensures that provisions for inclusion, safety, security, health, and wellness of learners, PMT, and resource persons are adequate and available at all times in the venue</li><li>• Attends emerging inclusion, safety, security, health, and wellness concerns of participants, PMT, and resource speakers/subject-matter experts.</li></ul>
Carol P. Gil	Secretariat		<ul style="list-style-type: none"><li>• Attends to registration needs of learners</li><li>• Ensures that learners fill up attendance sheets everyday</li><li>• Prepares directory of participants based on registration forms</li><li>• Assists in the distribution of learning materials and supplies</li><li>• Assisting in posting and collection of session outputs</li><li>• Compiles session documents and learning resource materials</li></ul>



**TARGET PARTICIPANTS**

<b>No</b>	<b>Names</b>	<b>SDO/School</b>	<b>Position</b>
1	Marichelle Llave	SDO Proper	Administrative Officer IV
2	Cherie V. Perez	SDO Proper	Administrative Officer IV
3	Jannette S. Marquez	Cabugao IS	Administrative Officer II
4	Naomi C. Santelices	Sto. Niño ES / Danicop ES	Administrative Officer II
5	Rachel Mae Pascua	Bugao ES	Administrative Officer II
6	Rizza Mae Bonayon	Bigaa ES	Administrative Officer II
7	Chanda Solivres	San Andres CES	Administrative Officer II
8	Ernest John Soner	Tabugoc CES	Administrative Officer II
9	Nanet Sarmiento	San Jose ES	Administrative Officer II
10	Christine Louise De Leon	Virac Pilot ES	Administrative Officer II
11	Emily Tabios	Bato RDHS	Administrative Officer II
12	Aileen Timajo	Burgos ES	Administrative Officer II
13	April Samudio	Mabini ES	Administrative Officer II
14	Julie Ann Gonzales	Mabini/San Jose ES	Administrative Officer II
15	Rodolfo Morandarte Jr	Datag CES	Administrative Officer II
16	Gian Jay Sarmiento	Taytay Elementary School	Administrative Officer II
17	Jake Tablo	Gogon ES/Calatagan ES	Administrative Officer II
18	Alexa May Abundo	Datong Paloway ES/Comagayay ES	Administrative Officer II
19	Sarah Kay Sarmiento	San Miguel CES	Administrative Officer II
20	Roselle Bartolome	Tobrehon ES/JMA Tucao ES-	Administrative Officer II
21	Nicandro Castilla	Bote IS	Administrative Officer II
22	Regine Ogena	PNHS-CC	Administrative Officer II
23	Michelle Adelante	CNHS	Administrative IV
24	Ma. Joy Alberto	CNHS	Administrative Officer II
25	Naoemi Sharmaine Arcega	DepEd ES	Administrative Officer II
26	Christian Belchez	DepEd ES	Administrative Officer II
27	Jasmin Jay Benavidez	DepEd ES	Administrative Officer II
28	Vilma Benavidez	DepEd ES	Administrative Officer II
29	Roselyn Bernardo	DepEd ES	Administrative Officer II
30	Jessica Condeno	DepEd ES	Administrative Officer II
31	Myla Delos Santos	PSAT	Administrative Officer IV
32	Donesa Contessa	Caramoran RDHS	Administrative Officer II
33	Janice Gianan	DepEd ES	Administrative Officer II
34	Kristina L. Vivo	DepEd ES	Administrative Officer II
35	Jerald Sualibio	DepEd ES	Administrative Officer II
36	Mary Grace Villarino	DepEd SHS	Administrative Officer II
37	Shene T. Villamartin	DepEd ES	Administrative Officer II
38	Jonah Ann M. Valenzuela	DepEd ES	Administrative Officer II