



Republic of the Philippines  
Department of Education  
REGION IV-A CALABARZON

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# FIELD TECHNICAL ASSISTANCE DIVISION OPERATIONS MANUAL



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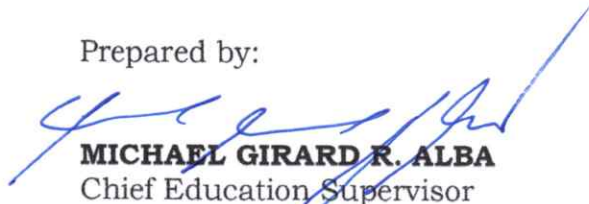


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## INTRODUCTION

*Effective as of April 27, 2023*

The Field Technical Assistance Division (FTAD), created by virtue of Executive Order No. 366 issued in October 2004, is one of the eight (8) functional divisions in DepEd Regional Office. Its mandate is to strengthen the schools divisions in the management of schools and Community Learning Centers (CLCs) and lead them to achieve their performance outcomes. With this end in view, FTAD provides relevant, timely, and appropriate technical assistance to schools divisions, districts, schools, and learning centers through the coordination of all units in the Regional Office.

FTAD also provides enabling interventions and strategies to schools divisions, districts, and schools to assist them in achieving their goals and targets aligned to the strategic thrusts of Region IV-A CALABARZON to Quality Basic Education. The Regional Field Technical Assistance Composite Teammates (RFTACTs) provides appropriate needs-based interventions for the improvement of Schools Division Offices' organizational efficiency and effectiveness.

Technical Assistance (TA) is any form of professional help, guidance, or support to the client to become more effective in the performance of his/her functions. It is an active process that follows steps, makes use of tools, utilizes the process of consultation, and requires experts with specific skills to lead the client to focus and ultimately achieve his/her set goals. TA is a journey that reminds the clients of their responsibility and accountability while respecting their capability. These aforementioned statements debunk the old concept of TA such as supervising, monitoring, evaluating, directing, and instructing.

The new trend in providing technical assistance focuses more on coaching, guiding, and empowering. TA now includes all the aspects of educational management, highlighting the provision of accessible, quality and relevant basic education as well as provision and improvement of management services. As accentuated in the Republic Act 9155 which is the Governance of Basic Education Act of 2001, "The State shall encourage local initiatives for improving the quality of basic education."

DepEd Region IV-A CALABARZON has organized the Technical Assistance Teammates, with team leaders and members coming from the different functional divisions. The TA Teammates provide guidance and support in the implementation of different programs and projects and assess the implementation of the provision of technical assistance. Prior to the field monitoring visits, FTAD articulates Technical Assistance Plan (TAP) specifying all the activities and strategies to guide all the Regional Field Technical Assistance Composite Teammates (RFTACTs) members on their roles and responsibilities during and after the conduct of the monitoring together with the reports to be accomplished.

It is expected that TA Teammates are acquainted and updated with the different programs and projects and should go deeper in understanding the situations of the schools division in terms of their needs, aspirations, strengths, and weaknesses in order to provide them appropriate and relevant technical assistance.



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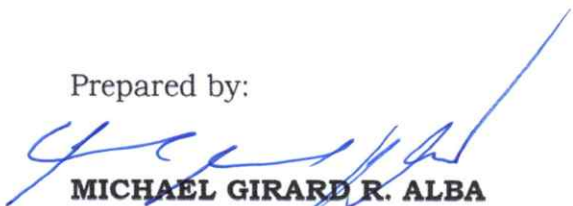
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The users of this manual are personnel from the Field Technical Assistance Division, the Regional Field Technical Assistance Composite Teammates, and Schools Division Offices whose functions are to ensure that inputs, processes outputs, and outcomes of the technical assistance provided to clients and that of program implementation are at par with the quality standards as they achieve or accomplish their target goals to ensure the effective delivery of services for the improvement of learning outcomes. This manual provides clear procedures, guidelines, tools, and the suggested structure in institutionalizing and establishing organizational development and project management through the three (3) major KRAs of the Field Technical Assistance Division.

This document covers the processes under the Field Technical Assistance Division such as Organization Management (Delivery Technical Assistance on Service delivery and or Project/Program Implementation) and Knowledge Management.

R4A core processes are performed by the Regional Field Technical Assistant Composite Teammates (RFTACTs), Flexi Teams for the region while Constant and Flexi for the SDO, which comes from the following units as identified based on needs and composed of 5 members per team and at least 3 members must be present during the conduct of TA such as; Curriculum Learning Management Division, Education Support and Services Division, Human Resource and Development Division, Finance Division, Quality Assurance Division, Policy, Planning and Research Division and Administrative Division.

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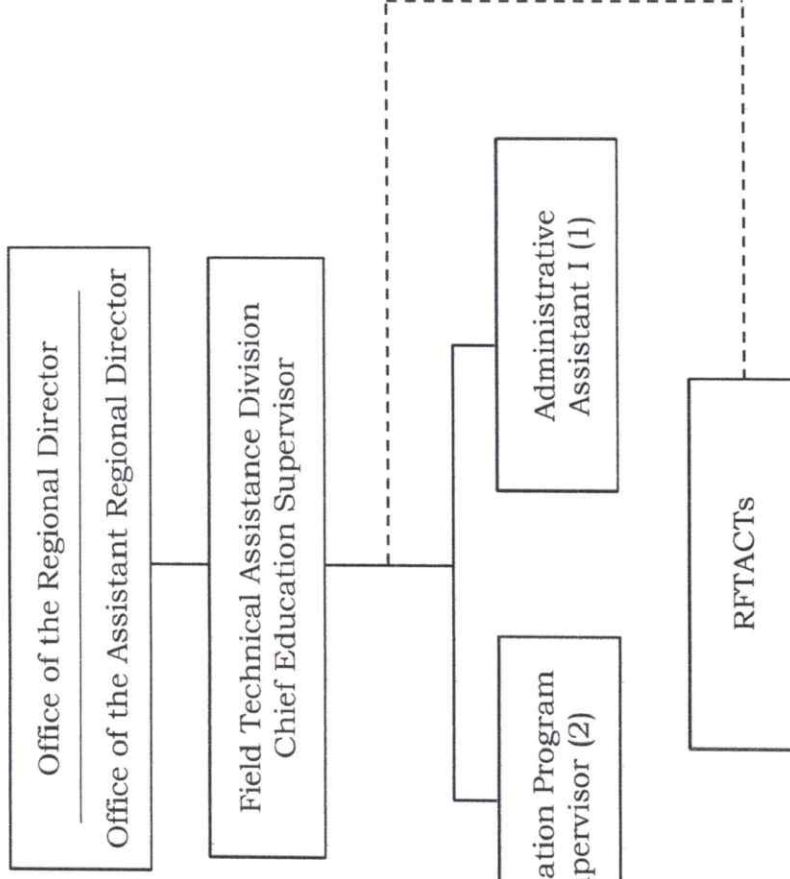
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## ORGANIZATIONAL STRUCTURE, OFFICE FUNCTIONS, AND JOB SUMMARY

Effective as of April 27, 2023

### ORGANIZATIONAL STRUCTURE (Field Technical Assistance Division)



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### OFFICE FUNCTIONS

<b>Statement of Purpose</b>	
The Field Technical Assistance Division (FTAD) leads, coordinates, and integrates the provision of Technical Assistance in collaboration with the Regional Field Technical Assistance Teams, the Schools Division Offices covering all areas of management, and operations based on the needs to have a better and improved School-Based Management practice that leads to increased learning outcomes.	
<b>Outcomes</b>	<b>Outcomes Indicators</b>
<ul style="list-style-type: none"> <li>Schools Division Office provides appropriate, timely, relevant, data-driven, and contextualized technical assistance to schools and learning centers</li> <li>Enhanced competence of the RFTACTs/DFTACTs in the provision of timely, appropriate, and relevant technical assistance to the SDOs</li> <li>SDOs sustain and improve School-Based Management (SBM) level of practice</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of capacitated SDOs, schools, and learning centers</li> <li>Percentage of capacitated RFTACTs/DFTACTs members</li> <li>Percentage of schools with improved SBM level of practice</li> </ul>

<b>Key Areas</b>	<b>Objectives</b>	<b>Output</b>	<b>Outputs Indicators</b>
<b>Technical Assistance</b>	Institutionalize TA mechanisms, and process for improved governance and operations	<ul style="list-style-type: none"> <li>TA Operations Manual</li> </ul>	<ul style="list-style-type: none"> <li>Approved and implemented TA operations manual</li> </ul>
		<ul style="list-style-type: none"> <li>List of Organized RFTACTs/DFTACTs</li> </ul>	<ul style="list-style-type: none"> <li>Approved and updated list of organized RFTACTs/DFTACTs</li> </ul>
		<ul style="list-style-type: none"> <li>Terms of Reference of the RFTACTs</li> </ul>	<ul style="list-style-type: none"> <li>Approved and updated Terms of Reference (TORs)</li> </ul>



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<p>Systemized the provision of relevant, needs-based and strategic technical assistance to ensure effective implementation of PPAs in the SDOs</p>	<ul style="list-style-type: none"> <li>• Approved Technical Assistance Needs Assessment (TANA) Result</li> <li>• Approved Regional Technical Assistance Plan</li> <li>• Result of the TA Provided</li> <li>• TA Reports</li> <li>• Inventory/records of implemented Technical Assistance interventions</li> <li>• Progress Monitoring Plan</li> <li>• Progress Report</li> <li>• Minutes of the Coordination Meeting</li> <li>• List of schools with corresponding SBM Level of Practice</li> <li>• TA Plans and reports on SBM</li> <li>• List of schools validated by the Regional Office for SBM level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated and approved Technical Assistance Needs Assessment (TANA) Result</li> <li>• Implemented the approved Regional TA Plan</li> <li>• Updated/adjusted TA Plan</li> <li>• No. of TA reports submitted</li> <li>• Number of implemented Technical Assistance intervention in each Schools Division Office.</li> <li>• Updated progress monitoring plan</li> <li>• Number of submitted progress report on TA provisions</li> <li>• Approved and submitted minutes of the coordination meetings</li> <li>• Number of schools with corresponding SBM Level of Practice</li> <li>• Approved TA Plan</li> <li>• Number of reports on SBM</li> <li>• Number of schools recognized as SBM Level 3</li> </ul>
<p>Track and analyze the implementation and results of Technical Assistance interventions</p>	<ul style="list-style-type: none"> <li>• Progress Monitoring Plan</li> <li>• Progress Report</li> <li>• Minutes of the Coordination Meeting</li> <li>• List of schools with corresponding SBM Level of Practice</li> <li>• TA Plans and reports on SBM</li> <li>• List of schools validated by the Regional Office for SBM level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Updated progress monitoring plan</li> <li>• Number of submitted progress report on TA provisions</li> <li>• Approved and submitted minutes of the coordination meetings</li> <li>• Number of schools with corresponding SBM Level of Practice</li> <li>• Approved TA Plan</li> <li>• Number of reports on SBM</li> <li>• Number of schools recognized as SBM Level 3</li> </ul>
<p>Provide technical assistance to SDOs in the improvement of the</p>	<ul style="list-style-type: none"> <li>• Progress Monitoring Plan</li> <li>• Progress Report</li> <li>• Minutes of the Coordination Meeting</li> <li>• List of schools with corresponding SBM Level of Practice</li> <li>• TA Plans and reports on SBM</li> <li>• List of schools validated by the Regional Office for SBM level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Updated progress monitoring plan</li> <li>• Number of submitted progress report on TA provisions</li> <li>• Approved and submitted minutes of the coordination meetings</li> <li>• Number of schools with corresponding SBM Level of Practice</li> <li>• Approved TA Plan</li> <li>• Number of reports on SBM</li> <li>• Number of schools recognized as SBM Level 3</li> </ul>



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<b>Knowledge Management</b>	To operationalized the TA Manual	<ul style="list-style-type: none"> <li>• Approved and submitted list of validated schools for SBM Level 3</li> <li>• Updated TA Operations Manual</li> <li>• Approved and submitted TA implementation report</li> <li>• Number of approved localized policies and standards were disseminated and adopted</li> </ul>
	<p>To ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented</p> <p>To categorize the bottleneck, logs, issues, and concerns (BLICs) aligned on the principles of School-Based Management and provide research-based interventions</p> <p>To oversee activities related to managing organizational knowledge and setting</p> <p>To benchmark SBM best practices of schools/ SDOs/ Region to continuously</p>	<ul style="list-style-type: none"> <li>• TA Operations Manual</li> <li>• TA Implementation Report</li> <li>• TA Implementation Report</li> <li>• Operations Manual</li> <li>• Knowledge Management System</li> <li>• List of categorized BLICs on Access, Quality, and Governance</li> <li>• Research-based interventions in resolving BLICs</li> <li>• Standard Operating procedures on Knowledge Management (QMS)</li> <li>• Compendium of SBM practices</li> </ul>





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<b>Office Administration and Performance Management</b>	<p>improved services and processes</p> <p>Establish and maintain systems and processes geared towards administrative effectiveness and efficiency</p>	<p>List of Improved services and processes</p> <ul style="list-style-type: none"> <li>Operations Manual and/ or Citizens Charter</li> <li>Document Tracking System</li> <li>M&amp;E Tools</li> </ul>	<ul style="list-style-type: none"> <li>Number of services and processes improved</li> <li>Streamlined Services and Procedures as declared in the Operations Manual and Citizen Charter</li> <li>Operational document tracking system</li> <li>Number of M&amp;E tools developed</li> <li>Number of pertinent forms and documents accomplished and submitted on time(e.g., WFP, PPMP, APP)</li> </ul>
	<p>Promote a culture of excellence, innovation, and collaboration</p>	<ul style="list-style-type: none"> <li>Administrative and Financial Reports</li> <li>List of employees given rewards and recognition</li> <li>Citizen/ Client Satisfaction Survey (CCSS) Results and Analysis</li> <li>Report on Actions taken relative to the CCSS results (if there's any)</li> </ul>	<ul style="list-style-type: none"> <li>Number of recognition initiatives conducted</li> <li>CCSS rating received</li> <li>Number of satisfied clients/ customers based on feedback received</li> </ul>
	<p>Conduct periodic monitoring and evaluation of office/ staff performance for the provision of relevant learning and development programs</p>	<ul style="list-style-type: none"> <li>IPCRF/OPCRF Accomplishments</li> <li>Capacitated staff</li> <li>Training Completion/ Terminal Reports</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of achievement of IPCRF/OPCRF</li> <li>Number of personnel who attended learning and development programs</li> </ul>



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	<ul style="list-style-type: none"> <li>• Reports on performance coaching</li> </ul>
	<ul style="list-style-type: none"> <li>• Number of performance coaching activities conducted</li> <li>• Number of Performance reviews conducted</li> </ul>

**JOB SUMMARY**

<b>Bureau/Service</b>	<b>Regional Office</b>
	<b>Field Technical Assistance Division</b>
<b>Office Key Result Areas</b> <ul style="list-style-type: none"> <li>• Delivery of Technical Assistance</li> <li>• Knowledge Management</li> </ul>	

JD Number	Position	Job Summary	Key Result Area	Reports to	Position Supervised
2	Chief Education Supervisor	To facilitate the provision of technical assistance to schools' divisions by the regional supervisors and technical personnel, by developing a regional system of implementing the same technical assistance provision.	<ul style="list-style-type: none"> <li>• Technical Assistance &amp; Support System &amp; Process</li> <li>• Understanding The Client (Schools Divisions' Needs, Aspirations, Plans, Strength and Weaknesses)</li> <li>• Regional Support for Schools Division Office'</li> </ul>	Regional Director	Education Program Supervisor, Administrative Assistant I



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	<p>To lead and manage the work of the RO-TA teams that will operationalize and monitor the implementation of the Technical Assistance system in the region.</p>	<p>Performance Effectiveness</p> <ul style="list-style-type: none"> <li>• Learning Experience</li> <li>• Unit Performance</li> </ul>	
2	<p>Education Program Supervisor</p> <p>To recommend the formulation of regional educational policies along the provision of technical assistance to the schools' divisions.</p> <p>To monitor the implementation of the TA system and process across the region and to provide valid information and feedback in the formulation of strategic educational and operational plans for the region and school divisions.</p>	<ul style="list-style-type: none"> <li>• Technical Support System &amp; Process</li> <li>• Understanding The Client Divisions' Needs, Aspirations, Plans, Strength and Weaknesses)</li> <li>• Regional Support for Schools Division Office' Performance Effectiveness</li> <li>• Learning Experience</li> </ul>	
2	<p>Administrative Assistant I</p> <p>To assist the management and staff and provide</p>	<ul style="list-style-type: none"> <li>• Understanding The Client (Schools Divisions' Needs,</li> </ul>	<p>Chief Education Supervisor</p> <p>None</p>



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	administrative support in the effective and efficient operation of the FTA division.	<p>(Schools Divisions' Needs, and Weaknesses)</p> <ul style="list-style-type: none"> <li>• Regional Support for Schools Division Office' Performance Effectiveness</li> <li>• Plots/Schedules FTAD Activities</li> <li>• Record Keeping</li> <li>• Administrative Support</li> </ul>		
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## LEGAL BASES AND REFERENCES

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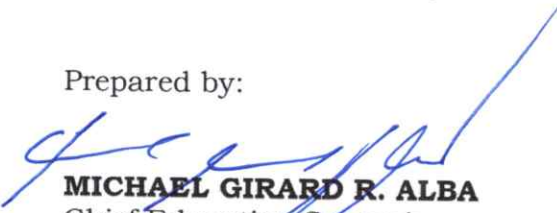
### Technical Assistance

1. Republic Act No. 9155, The Governance of Basic Education Act of 2001
2. DepEd Order No. 83, s. 2012, Implementing Guidelines on the Revised School-Based Management (SBM) Framework, Assessment Process and Tool (APAT)
3. DepEd Order No. 53, 2013, Department of Education Rationalization Program
4. DepEd Order No. 45, s. 2015, Guidelines on School-Based Management (SBM) Grants for Fiscal Year (FY) 2014
5. DepEd Order No. 44, s. 2016, School-to-School Partnership Program
6. Guidelines and Information Technical Assistance, Technical Assistance Handbook Knowledge Management Handbook Team Management Handbook Programs and Projects Handbook
7. Technical Assistance Mechanism Handbook, Technical Assistance Mechanism Handbook (BESRA, March 2011)
8. DepEd Manual of Style
9. DepEd Order No. 009, s. 2021, Institutionalization of the Quality Management System in the Department of Education

### Knowledge Management

1. Republic Act No. 9155, The Governance of Basic Education Act of 2001
2. DepEd Order No. 83, s. 2012, Implementing Guidelines on the Revised School-Based Management (SBM) Framework, Assessment Process and Tool (APAT)
3. DepEd Order No. 53, 2013, Department of Education Rationalization Program
4. DepEd Order No. 45, s. 2015, Guidelines on School-Based Management (SBM) Grants for Fiscal Year (FY) 2014
5. DepEd Order No. 44, s. 2016, School-to-School Partnership Program
6. Guidelines and Information Technical Assistance, Technical Assistance Handbook Knowledge Management Handbook Team Management Handbook Programs and Projects Handbook
7. Technical Assistance Mechanism Handbook, Technical Assistance Mechanism Handbook (BESRA, March 2011)
8. DepEd Manual of Style
9. DepEd Order No. 009, s. 2021, Institutionalization of the Quality Management System in the Department of Education

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## DEFINITION OF TERMS AND ACRONYMS

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**Appraise.** This refers to the process in which all gathered information from the conduct of TA will be consolidated to evaluate the impact of the TA given.

**Assess.** This refers to the initial stage in the technical assistance delivery which includes the analysis and prioritizing needs for TA.

**Best practice.** This refers to a course of actions manifested by research or experiences to create best or optimum results that build up standards suitable for general adaptation.

**Build.** This refers to the capacitating through the conduct of training, mentoring, coaching, conferences, focus group discussion, and work management.

**Clients.** These are the persons or 20 Schools Divisions (schools/districts) in need of technical assistance.

**Conclude.** This refers to the consolidation of all liquidation and accomplishment reports and its summary.

**Email TA.** This is an input in providing TA where the conduct of TA is done through response email or onsite.

**Feedback.** This is an information about reactions to a product, a person's performance of a task, etc. It is used as a basis for improvement. It is a modification or control of a process or system by its results or effects. It may be negative feedback or positive feedback.

**Flexi Teams.** These are teams that have been created based on needs of clients and serve as TA providers.

**Group and Work Management.** This refers to helping others in accomplishing outputs or targets based on their work plans. It includes the documentation of lessons learned or best practices that consequently become shared components of the organization and could be achieved by the conduct of meetings, group discussion or workshop.

**Implement.** This is the third stage in the technical assistance delivery which includes the preparation and actual implementation of the TA in the field.

**Information sharing.** This is the delivery of knowledge within the areas of policies, guidelines, directions and instructions of top Dep Ed Management, usually delivered via office memorandum or orders, conferences and giving of referrals.

**Initiate.** This refers to the initial stage in the implementation of program and projects which includes orientation, advocacy campaign and facilitation of communication among Schools, Districts and schools may be.



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**Knowledge Management.** This refers to the procedures or undertakings in collecting, analysing data, knowledge and information within the organization for the purpose of improving performance effective delivery of education services across functional divisions

**Learning from Experience/Best Practices.** These are the gathered/acquired information/knowledge, significant and useful process and method that can be sustained, adopted or replicated.

**Non-TA Needs.** These are problems/gaps that occurred and regularly given solutions

**On-call TA.** This is an input in providing TA but a mere information dissemination or clarification of the needs like in Dep Ed Order, Memorandum, etc.

**On-site TA.** This is an input in providing TA of which the assistance/help is put into action on the area.

**Plan.** This refers to the stage in crafting Technical Assistance.

**Performance Appraisal (PA).** This refers to as a performance review, performance evaluation, development discussion, or employee appraisal. It is a method by which the job performance is documented and evaluated. It is also a part of career development and consist of regular reviews of employee performance within organizations.

**Performance Contract.** This is the agreement between the client and TA provider

**Priority Needs.** These are urgent demands of the SDOs that requires immediate response or actions

**Program/ Project Appraisal.** This is mandated special program that will help SDOs, districts and schools in case maybe improve learning outcome and elevate performance effectiveness of the organization and in the organization itself.

**Regional Field Technical Assistance Composite Teammates.** These are groups which serve as the extended arm of the region/division management reaching out to all Schools Divisions/districts/schools. The RFTACTs is responsible and accountable to specific SDO and SDOs to schools respectively.

**Regional Support for Schools Divisions Performance Effectiveness.** This is an assistance given based on needs assessment, results or during progress monitoring, outcomes of feedback/findings and or provision of possible solutions to problems/gaps for Schools Division Office/district/school.

**Report.** This refers to the communication made which includes its initial gains and results of the TA implementation. It is the ultimate measure on effectiveness of TA provided and provide the building blocks to facilitate generation of appropriate feedback for decision making.



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**Request TA.** This an input in providing TA. This maybe in a form of letter, memorandum, text or verbal appeal. It contains the needs and sources of needs (person, place) or the essential information.

**School-Based Management.** This is the decentralization of authority from the central government to school level. It is viewed that the individual school is the primary unit of improvement of which the responsibility for decision-making authority is transferred to the principal, teachers, parents, sometime to pupils and community/stakeholders.

**School Improvement Plan (SIP).** This is a road map that lays down specific programs/projects and interventions of the school, crafted with the help of the community and other stakeholders, to be undertaken within a period of three consecutive school years. This is the source of the divisions' technical assistance which the regional office oversees for assistance toward performance effectiveness.

**Strategic Technical Assistance Plan.** This is the blue print of providing technical assistance of the region/ division.

**Sustain.** This refers to the conduct of progress monitoring and evaluation on the implementation of the program.

**Synchronized TA and Progress Monitoring and Evaluation.** This is a means used by the Regional Filed Technical Assistance Division in unfolding the implementation and appraising of programs/projects as well as the conduct of technical assistance by the SDO based on their respective DEDP.

**Technical Assistance.** This is one of the key professional activities by the Regional Office to the Schools Divisions and by the Division Office, geared toward giving support and guidance in recognizing problems and locating the right solutions for more effective organization. It is a journey with the client toward achieving the latter's set goals for continuous improvement, in the event is research. It ensures that the atmosphere or environment encourages the client to see everything as a learning process. Technical assistance is information sharing, capacity building and group or work management.

**Technical Assistance Journal.** This is the instrument use to measure the effectiveness and efficiency of the TA provided

**Technical Assistance Mechanism Support System.** This is the instruments or tools in providing technical assistance, considering the manner, resources (man, money, materials) and policy incurred in response to the following TA mechanisms inputs like Synchronized RFTACTs visits, Request TA, Onsite TA, Email/ Online, On-call and Special TA

**Technical Assistance Needs.** These are the problems/gaps that need to be addressed or given technical assistance. These are the results of the Progress Monitoring and Appraisal, Assessment on the data driven, which have been





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categorized as for TA and Non-TA, needs across divisions/districts/schools in case maybe, priority needs for RO or DO action and requests TA needs.

**Understanding Clients.** This is figuring out or having knowledge/insights/background or being aware of and familiarizing with the situation and persons' needs, aspirations, plans, strengths, and weaknesses.

## Acronyms

ACCES	A Child and Community-centred Education System
ADAS	Administrative Assistant
AIP	Annual Implementation Plan
BEIS	Basic Education Information System
BESRA	Basic Education Sector Reform Agenda
BLICs	Bottlenecks, Lags, Issues and Concerns
CID	Curriculum Implementation Division
DEDP	Division Educational Development Plan
DMEA	Division Monitoring and Evaluation and Assessment
DEPED	Department of Education
EFA	Education for All
EPS	Education Program Supervisor
FTAD	Field Technical Assistance Division
FY	Fiscal Year
ICT	Information Communication System
IMs	Instructional Materials
InSET	In Service Training
LGU	Local Government Unit
LOQAI	Listening, Observing, Questioning, Attending and Integrating Skill
LR	Learning Resources
M&E	Monitoring and Evaluation

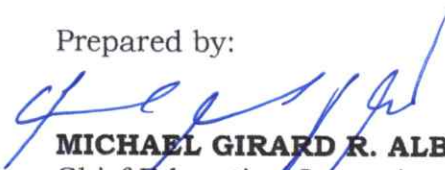


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NA	Needs Assessment
RFTACTs	Regional Field Technical Assistance Composite Teammates
SBM	School-Based Management
SDS	Schools Division Superintendent
SH	School Head
SIP	School Improvement Plan
SIS	School Information System
SSP	School to School Partnership
SY	School Year
TA	Technical Assistance
TAP	Technical Assistance Plan
TEADOC	Transparent, Ethical and Accountable Document Tracking System
TOR	Terms of Reference
UIS	Unified Information System

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Republic of the Philippines

**Department of Education**

REGION IV-A CALABARZON

**QUALITY CONTROL PLAN**

Effective as of April 27, 2023

**Field Technical Assistance Division**

Name of the Process:		<b>Organization Management/ Project Management Implementation (Technical Assistance On Service Delivery and or Program/Project Implementation)</b>				
<b>SOURCE OF INPUTS</b> <i>(Position, Title, Office Name providing the inputs)</i>	<b>INPUTS</b> <i>(Information, Documents, Materials, etc)</i>	<b>ACTIVITY</b> <i>(Main and Sub-activities, Process Steps)</i>	<b>RESPONSIBILITIES</b> <i>(Position, Title/ Office Name performing the activity)</i>	<b>OUTPUTS</b> <i>(Title of Documents, Service, Products)</i>	<b>CUSTOMER</b> <i>(Recipient of outputs)</i>	<b>CONTROLS</b> <i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
PPRD, RFTACTS SDO	REDP EBEI DED Performance Indicator TA Request List of SBM Level of Practice	Conduct needs assessment	Education Program Supervisor	Needs Assessment Report	Regional Director Assistant Regional Director FTAD Chief RFTACTS Schools Division Offices and Schools	RO- FTAD-F004



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REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Regional Director Assistant Regional Director FTAD Chief RFTACTs Schools Division Offices and Schools	Needs Assessment Report	Consult the FD Chiefs in the creation of RFTACTs	Chief Education Supervisor	Approved List of Organized RFTACTs with terms of reference Office Memorandum Minutes of the Meeting	Regional Director Assistant Regional Director FTAD Chief Schools Division Offices and Schools	RO-FTAD-F010 List RFTACTs
Regional Director Assistant Regional Director FTAD Chief Schools Division Offices and Schools	Approved List of Organized RFTACTs with terms of reference Office Memorandum Minutes of the Meeting	Creation of RFTACTs	All Functional Division Chiefs	Regional Memorandum on the Composition of RFTACTs	Schools Division Offices	DepEd Order No. 30 s. 2019, DepEd Manual of Style



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Schools Division Offices	Regional Memorandum on the Composition of RFTACTs	Conduct initial review on the BLICs submitted.	Education Program Supervisor	Approved TA Needs Assessment Proposed intervention/ Project Proposal	RFTACTs	RO-FTAD-F004
RFTACTs	Approved TA Needs Assessment Proposed intervention/ Project Proposal	Planning for the content and methodology	FTAD EPS and RFTACTs	TA Package TA Plan	FTAD	RO-FTAD-F005
FTAD	TA Package TA Plan	Propose intervention/ Project proposal on service delivery and or Program/Project implementation	FTAD Personnel	Approved Intervention Program/ Project Proposal Memorandum Request for Budget Approval	RFTACTs/ DFTACTs	RO-HRDD-F001
RFTACTs / DFTACTs	Approved Intervention Program/ Project Proposal Memorandum	Conduct Orientation to the RFTACTs/ DFTACTs	Chief Education Supervisor	Regional Memorandum Minutes of the Meeting and agreements	RFTACTs/ DFTACTs	PAWIM-F-001



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
RFTACTs / DFTACTs	Request for Budget Approval Regional Memorandum Minutes of the Meeting and agreements	Proceed to the Provision of TA to SDOs and schools	RFTACTs	TA Report Completion Report TA Journal TA Feedback Performance Contract (as the need arise)	Schools Division Offices and or schools	RO-FTAD-F006 RO-HRDD-F007 RO-FTAD-F001 RO-FTAD-F002 RO-FTAD-F003
Schools Division Offices and or schools	TA Report Completion report TA Journal TA Feedback Performance Contract (as the need arise)	Conduct of TA Tracking and analysis/follow up	FTAD Personnel and or RFTACTs	Tracking and Analysis Form	Schools Division Offices	RO-FTAD-F009

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**QUALITY CONTROL PLAN**

Effective as of April 27, 2023

**Field Technical Assistance Division**

Name of the Process: <b>Organization Management (Knowledge Management)</b>						
<b>SOURCE OF INPUTS</b> <i>(Position Title, Office Name providing the inputs)</i>	<b>INPUTS</b> <i>(Information, Documents, Materials, etc)</i>	<b>ACTIVITY</b> <i>(Main and Sub-activities, Process Steps)</i>	<b>RESPONSIBILITIES</b> <i>(Position Title/ Office Name performing the activity)</i>	<b>OUTPUTS</b> <i>(Title of Documents, Service, Products)</i>	<b>CUSTOMER</b> <i>(Recipient of outputs)</i>	<b>CONTROLS</b> <i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
KMT QMS Functional Divisions	Operations Manual	Review the OMs based on the standards	FTAD , Functional Division Copyholders	Approved OMS	Central Office Regional Office Schools Division Offices KMT	PAWIM-F-014 DepEd Order No. 30 s. 2019, DepEd Manual of Style DepEd Order No. 009, s. 2021, Institutionalization of the Quality Management System in the



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Central Office Regional Office Schools Division Offices KMT	Approved OMs	Ensure the completeness of OMs in the portal	FTAD , Functional Division Copyholders	DepEd Portal Screenshot of KMT Portal	Central Office Regional Office Schools Division Offices KMT	Department of Education PAWIM-F-014 DepEd Order No. 30 s. 2019, DepEd Manual of Style DepEd Order No. 009, s. 2021, Institutionalization of the Quality Management System in the Department of Education
Central Office Regional Office Schools Division Offices KMT	DepEd Portal Screenshot of KMT Portal	Check and approves submitted and approved OMs	FTAD , Functional Division Copyholders	Updated Screenshot of KMT Portal Approved SOP for Knowledge Management (QMS)	Central Office Regional Office Schools Division Offices KMT	PAWIM-F-014 DepEd Order No. 30 s. 2019, DepEd Manual of Style DepEd Order No. 009, s. 2021, Institutionalization of the Quality Management System in the





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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
KMT on BLICs						Department of Education
Functional Division / Schools Division Offices	Submitted BLICs on Access, Quality and Governance by the SDO	Identify and categorize Bottlenecks, Lags, Issues and Concerns on Access, Quality and Governance	FTAD, DFTACTS, RFTACTS,	BLICS resolved by the clients with the RFTACTS Research – based interventions implemented	Functional Division/ Schools Division Offices	RO-FTAD-F008
Functional Division / Schools Division Offices	BLICS resolved by the clients with the RFTACTS Research – based interventions implemented	Conduct of consultative meetings with the SDO in resolving BLICs	FTAD, DFTACTS, RFTACTS,	Minutes of the Meeting Research – based best practices	Schools Division Offices	PAWIM-F-001
Functional Division / Schools Division Offices	Minutes of the Meeting Research – based best practices	Identify and recognize Best Practices (SBM or TA Provision)	FTAD, DFTACTS, RFTACTS,	Compendium of Best Practices and Videos Memorandum	Functional Division/ Schools Division Offices	Compendium of Best Practices and Videos

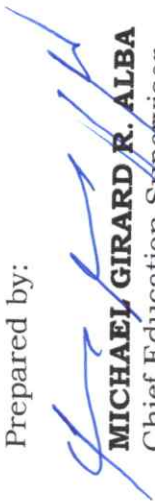


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### FORMS/TEMPLATES

Effective as of April 27, 2023

DOCUMENT REFERENCE CODE	DOCUMENT TITLE/DESCRIPTION	ORIGINATING OFFICE	PERSON RESPONSIBLE	REVISION NUMBER	EFFECTIVITY DATE	LOCATION OF CONTROLLED DOCUMENT	DOCUMENT STATUS A - Active O - Obsolete
RO-FTAD-F001	Technical Assistance Journal	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F002	Technical Assistance Feedback	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F003	Performance Contract	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F004	Needs Assessment Report	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F005	Technical Assistance Plan	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F006	Technical Assistance Report	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F007	Technical Assistance Request Form	FTAD	EPS/ADAS	0	02-09-2022	one4a.edu.ph/depe d-portal	A
RO-FTAD-F008	Technical Assistance Needs for Comprehensive Engagement to	FTAD	EPS	0	02-09-2022		O



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DOCUMENT REFERENCE CODE	DOCUMENT TITLE/DESCRIPTION	ORIGINATING OFFICE	PERSON RESPONSIBLE	REVISION NUMBER	EFFECTIVITY DATE	LOCATION OF CONTROLLED DOCUMENT	DOCUMENT STATUS A - Active O - Obsolete
RO-FTAD-F009	Governance Level and Units Tracking and Analysis Template on Technical Assistance Provided	FTAD	EPS	0	02-09-2022		O
RO-FTAD-F010	Regional Field Technical Assistance Team (RFTATs) Profile	FTAD	EPS	0	02-09-2022		O

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