Talent Transformation: The IT-BPM Way
Information Technology and Business Process Association of the Philippines (IBPAP)

- Founded in 2004
- Non-profit, non-stock
- Enabling organization for the IT-BPM Industry Associations (IAs) and Global In-House Center (GICs)
- Serves as the one-stop information and advocacy gateway for the industry
• Assists investors in setting up operations easily and quickly
• Conducts business research for the industry
• Serves as the gateway for knowledge sharing and networking among members
• Enables PPP for talent development programs
Vision:

To make the Philippines the destination of choice for the global business process management
Mission:

Promote the competitive advantages and the growth potential of the Philippines in existing and new areas of business process management and support the industry in areas such as offshore marketing, education and training, security and privacy, legislation and public policy, among others.
Hacking into the Future
industry OVERVIEW
number 1 voice Outsourcing Destination

by the numbers
ranked 2nd Global Outsourcing Destination

by the numbers
917K
2013 employment* largest private sector job creator

by the numbers
US$16.1 billion
2013 IT/BPM Revenue
by the numbers
One Million
by 2014 year end
growth
1.3 million
direct employment
by 2016
by the numbers
US$25 billion

2016 IT/BPM Revenue

by the numbers
what we do
Philippine
IT-BPM INDUSTRY
Philippine IT-BPM industry size 2006–2013; US$ billion

Philippines 2013 Performance

### Philippine IT-BPM industry size 2006–2013; US$ billion

<table>
<thead>
<tr>
<th>Year</th>
<th>FTEs</th>
<th>Revenue (US$M)</th>
<th>Rev % inc. fr '12</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>3.4</td>
<td>10,000</td>
<td>15%</td>
</tr>
<tr>
<td>2007</td>
<td>4.5</td>
<td>2,915</td>
<td>18%</td>
</tr>
<tr>
<td>2008</td>
<td>6.1</td>
<td>71,196</td>
<td>52%</td>
</tr>
<tr>
<td>2009</td>
<td>7.1</td>
<td>65,895</td>
<td>114%</td>
</tr>
<tr>
<td>2010</td>
<td>8.9</td>
<td>11,920</td>
<td>5%</td>
</tr>
<tr>
<td>2011</td>
<td>11.0</td>
<td>9,200</td>
<td>0%</td>
</tr>
<tr>
<td>2012</td>
<td>13.2</td>
<td>3,500</td>
<td>0%</td>
</tr>
<tr>
<td>2013</td>
<td>16.1</td>
<td>917,529</td>
<td>19%</td>
</tr>
</tbody>
</table>

### # FTEs (~’000)

<table>
<thead>
<tr>
<th>Year</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>236</td>
</tr>
<tr>
<td>2007</td>
<td>298</td>
</tr>
<tr>
<td>2008</td>
<td>371</td>
</tr>
<tr>
<td>2009</td>
<td>424</td>
</tr>
<tr>
<td>2010</td>
<td>527</td>
</tr>
<tr>
<td>2011</td>
<td>640</td>
</tr>
<tr>
<td>2012</td>
<td>777</td>
</tr>
<tr>
<td>2013</td>
<td>917</td>
</tr>
</tbody>
</table>

### Global share

<table>
<thead>
<tr>
<th>Year</th>
<th>FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>5%</td>
</tr>
<tr>
<td>2007</td>
<td>6%</td>
</tr>
<tr>
<td>2008</td>
<td>6%</td>
</tr>
<tr>
<td>2009</td>
<td>7%</td>
</tr>
<tr>
<td>2010</td>
<td>8%</td>
</tr>
<tr>
<td>2011</td>
<td>9.5%</td>
</tr>
<tr>
<td>2012</td>
<td>10.4%</td>
</tr>
<tr>
<td>2013</td>
<td>11%</td>
</tr>
</tbody>
</table>

---

1Philippines IT-BPM market as percentage of global offshore services market, in revenue terms

Sources: BPAP, ACPI, CCAP, GDAP, HIMOAP, PSIA

Copyright ©2012: BPAP. All rights reserved.
## The Philippine Talent Pool

<table>
<thead>
<tr>
<th>Number of college degree graduates</th>
<th>2013 Projection</th>
<th>2016 Projection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical and natural sciences, allied fields</td>
<td>158,159</td>
<td>183,459</td>
</tr>
<tr>
<td>Business, accounting, and related fields</td>
<td>119,526</td>
<td>129,168</td>
</tr>
<tr>
<td>Social and behavioral sciences, education</td>
<td>67,474</td>
<td>65,558</td>
</tr>
<tr>
<td>Engineering and architecture</td>
<td>57,799</td>
<td>63,191</td>
</tr>
<tr>
<td>IT-related and mathematics</td>
<td>57,921</td>
<td>65,420</td>
</tr>
<tr>
<td>Fine arts, masscom, humanities</td>
<td>13,549</td>
<td>14,673</td>
</tr>
<tr>
<td><strong>TOTAL Tertiary level</strong></td>
<td><strong>533,273</strong></td>
<td><strong>584,474</strong></td>
</tr>
</tbody>
</table>

- 500,000+ college graduates per year
- 3,000+ CPAs
- English proficiency & other languages
- Affinity with Western culture
- Customer service orientation
- Highly trainable
- Cost effective
- High level of commitment and loyalty

### Population and Labor Force

<table>
<thead>
<tr>
<th></th>
<th>Pop</th>
<th>Labor force</th>
<th>Unemp rate</th>
<th>Literacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>World</td>
<td>7,111M</td>
<td>3,302M</td>
<td>6.0%</td>
<td>83.7%</td>
</tr>
<tr>
<td>India</td>
<td>1,221M</td>
<td>487M</td>
<td>8.5%</td>
<td>61.0%</td>
</tr>
<tr>
<td>China</td>
<td>1,350M</td>
<td>799M</td>
<td>6.5%</td>
<td>92.2%</td>
</tr>
<tr>
<td>Brazil</td>
<td>201M</td>
<td>106M</td>
<td>5.5%</td>
<td>88.6%</td>
</tr>
<tr>
<td>Philippines</td>
<td>105M</td>
<td>41M</td>
<td>7.0%</td>
<td>92.6%</td>
</tr>
</tbody>
</table>

Source: CHED 2012; CIA World Factbook 2012-2013; NSO 2013; indexmundi.com
Growth of IT-BPO industry means economic growth of the entire Philippines

75% of IT-BPO jobs are in NCR, with only 25% of PH graduates; IT-BPO is biggest private-sector job creator and employer in many tier 2-3 cities

1. Calabarzon Hub
   - Santa Rosa
   - Bacoor/Imus/Dasma
   - Lipa
   - Cainta
   - Lucena
   - Current FTEs: 21,300
   - Absorptive capacity: 219,000

2. Central/ Northern Luzon Hub
   - Metro Clark
   - Metro Subic
   - Baguio
   - Tarlac
   - Malolos
   - Current FTEs: 38,882
   - Absorptive capacity: 133,000

3. Western Visayas Hub
   - Bacolod
   - Iloilo City
   - Current FTEs: 108,000
   - Absorptive capacity: 162,000

4. Central Visayas Hub
   - Cebu City
   - Lapu-Lapu City
   - Mandaue City
   - Dumaguete
   - Tagbilaran
   - Current FTEs: 44,000
   - Absorptive capacity: 162,000

5. Davao-GenSan Hub
   - Current FTEs: 10,000
   - Absorptive capacity: 42,000

National Capital Region
- Current FTEs: 485,600
- Theoretical capacity: 1.4M
- NCR
- Absorptive capacity at current yield rates
- Additional capacity at targeted yield rates

Growth of IT-BPO industry means economic growth of the entire Philippines.

75% of IT-BPO jobs are in NCR, with only 25% of PH graduates; IT-BPO is biggest private-sector job creator and employer in many tier 2-3 cities.

NCR
- Absorptive capacity at current yield rates
- Additional capacity at targeted yield rates
industry challenges

- Total talent demand (Accelerated Case)
- Effective addressable talent supply (as is)
- Actual and projected supply with industry and government talent programs

IT-BPM thousand full-time employees

- 84 in 2006
- 87 in 2007
- 103 in 2008
- 137 in 2009
- 184 in 2010
- 213 in 2011
- 215 in 2012
- 243 in 2013

Effective addressable supply:
- 80K-105K
- @ 2.5% growth rate

Source: IBPAP and Everest Group analysis (2012)
Walk-in applicants
Job fairs
School/campus fairs
Applicants responding to Advertisement in newspapers
Applicants responding to Advertisement online

100 Applicants

Paper Screening
Initial Interview
Testing
Final Interview
Job Offer
Hire

7-10 Hires*
raise the standards
industry
talent development
initiatives
Talent Development Programs

- Global Competitiveness Assessment Tool
- BEST Basic English Skills Training
- AdEPT Advanced English Pre-Employment Training
- SMP Service Management Program
Global Competitiveness Assessment Tool (GCAT)

An industry developed test to assess competencies in basic skills for employment in the IT-BPO and GIC and other service industries
Key Programs to Raise Standards

**Service Management Specialization Track**
*(in Undergraduate Education)*

A 21-unit minor course or specialization track taken by business and IT majors in college intending to go into IT-BPO and GIC or other service industries.
Global Competitiveness Assessment Tool (GCAT)
What is GCAT?

- Industry-initiated assessment program
- Proactively generates industry-ready talents for the Philippine IT-BPM industry
- Standardizes the competency assessment system for applicants in the IT-BPM sector
Competencies Assessed by GCAT

Basic Skills

- Learning Ability (Verbal and Numerical)
- English Proficiency
- Perceptual Speed and Accuracy
- Computer Literacy

Behavioral

- Service Orientation
GCAT
Industry and Academe Results

Approximately 2,500 employees from about 25 IT-BPM Companies assessed from 2010-2011

Close to 20,000 graduating students from about 90 schools and universities nationwide assessed from 2010-2013*

* Additional 12,000 students assessed in AY 2013-2014 not included in this survey
Participating Companies

BPAP

- Accenture (CCAP)
- Access Worldwide (CCAP)
- ANZ
- Aegis PeopleSupport (Baguio) (CCAP)
- Baker & McKenzie Global Services
- Chartis
- Hinduja (CCAP)
- HSBC
- Infinit-O
- Ingram Micro

- Integra
- Intelenet
- NYK TDG
- Open Access Marketing
- Pettigrew
- Sitel (CCAP)
- Stream (CCAP)
- Sutherland (Camsur) (CCAP)
- Teleperformance (CCAP)
- WNS (CCAP)
Participating Companies

CCAP
- Pacific Hub
- Visaya KPO
- Concentrix

PSIA
- Pointwest Technologies
- Headstrong
- HP
- RCG IT

HIMOAP
- Total Transcription Solutions Inc.
- mX Secure
- SPi Global
- ZipIt Solutions

No. of employees assessed – 2,500
Industry Results: Scores between Percentile Scores of High and Marginal Performers

<table>
<thead>
<tr>
<th>Competency</th>
<th>High Performers</th>
<th>Marginal Performers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Basic Skills</td>
<td>67</td>
<td>52</td>
</tr>
<tr>
<td>Learning Ability</td>
<td>61</td>
<td>52</td>
</tr>
<tr>
<td>English Proficiency</td>
<td>66</td>
<td>54</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>66</td>
<td>51</td>
</tr>
<tr>
<td>Perceptual Speed and Accuracy</td>
<td>58</td>
<td>50</td>
</tr>
</tbody>
</table>

Percentile Score
Industry Results: Scores between Percentile Scores of High and Marginal Performers

<table>
<thead>
<tr>
<th>Competency</th>
<th>Percentile Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Overall</td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td>62</td>
</tr>
<tr>
<td>Learning Orientation</td>
<td>62</td>
</tr>
<tr>
<td>Courtesy</td>
<td>54</td>
</tr>
<tr>
<td>Empathy</td>
<td>56</td>
</tr>
<tr>
<td>Reliability</td>
<td>62</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>59</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Competency</th>
<th>Percentile Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Performers</td>
<td>60 62 62 54 56 62 59</td>
</tr>
<tr>
<td>Marginal Performers</td>
<td>46 49 50 44 46 49 46</td>
</tr>
</tbody>
</table>
Colleges and Universities Participated (NCR)

- Centro Escolar University – Makati
- Centro Escolar University – Manila
- De La Salle – College of St. Benilde
- Emilio Aguinaldo College – Manila
- FEU Diliman
- FEU Morayta
- Jose Rizal University
- Lyceum Manila
- St. Paul University

- Mapua Intramuros
- Mapua Makati
- National Teachers’ College
- STI (Caloocan, Fairview, Pasay,)
- University of Makati
- University of Sto. Tomas
- Miriam College
- St. Scholastica’s College
- Our Lady of Fatima Univ.
Colleges and Universities Participated (Luzon)

BAGUIO
- AMA
- Saint Louis University
- University of Cordilleras
- STI – Baguio

BULACAN
- Centro Escolar University – Malolos
- STI (Balagtas, Baliuag)

PAMPANGA
- Angeles University Foundation
- Holy Angel University
- University of the Assumption

LAGUNA/CAVITE/ BATANGAS
- De La Salle University – Dasmarinas
- Emilio Aguinaldo College – Cavite
- Lyceum Laguna
- St. Michael’s College of Laguna
- STI (Calamba, San Pablo, Tagaytay)
<table>
<thead>
<tr>
<th>Colleges and Universities Participated (Luzon)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NUEVA ECIJA</strong></td>
</tr>
<tr>
<td>Wesleyan University</td>
</tr>
<tr>
<td>Araullo Phinma University</td>
</tr>
<tr>
<td>CIC</td>
</tr>
<tr>
<td>CRT</td>
</tr>
<tr>
<td>NEUST</td>
</tr>
<tr>
<td>Central Luzon State University</td>
</tr>
<tr>
<td><strong>ALBAY</strong></td>
</tr>
<tr>
<td>AMA Legazpi Campus</td>
</tr>
<tr>
<td>Bicol University</td>
</tr>
<tr>
<td>Divine Word of Legazpi</td>
</tr>
<tr>
<td>Polytechnic University of Tabaco, Albay</td>
</tr>
<tr>
<td>STI Legazpi</td>
</tr>
<tr>
<td>Southern Luzon Technologica College</td>
</tr>
<tr>
<td><strong>METRO CLARK</strong></td>
</tr>
<tr>
<td>Mabalacat College</td>
</tr>
<tr>
<td>St. Nicolas College</td>
</tr>
<tr>
<td>Clark International College</td>
</tr>
<tr>
<td><strong>BATANGAS</strong></td>
</tr>
<tr>
<td>FAITH</td>
</tr>
<tr>
<td><strong>CAMARINES NORTE</strong></td>
</tr>
<tr>
<td>Our Lady of Lourdes, Daet</td>
</tr>
</tbody>
</table>
Colleges and Universities Participated (Visayas)

- Cebu Doctors’ University
- STI – Mandaue
- ABE
- Bacolod City College
- Bago City College
- Binalbagan Catholic College
- Carlos Hilado Memorial College
- Colegio de San Agustin
- Colegio de Sta. Rita
- La Consolacion College
- STI

- University of St. La Salle
- Visayan Maritime Academy Global One
- Western Visayas Institute of Technicians
- West Negros University
### Colleges and Universities Participated (Mindanao)

#### Zamboanga City
- AMA Computer College
- Ateneo de Zamboanga
- Pilar College
- Southern City Colleges
- Universal College of Southeast Asia
- Pacific
- University of Zamboanga
- Western Mindanao State University
- Zamboanga City State Polytechnic College

#### Cagayan de Oro:
- Ateneo – CDO

#### Davao:
- Davao Vision Colleges
- Holy Cross of Davao
- Brokenshire College
- Reliance Transcriptions, Inc.
- MTC Academy
Average Scores – Basic Skills Overall Score

Average Scores Per School for Basic Skill Overall Score

Average School Performance - BASIC SKILLS OVERALL SCORE

- low performers (0-30th Percentile)
- average performers (31st-70th Percentile)
- high performers (71st-100th Percentile)
Average Scores – Total Cognitive Ability

Average Scores Per School for Cognitive Ability Vis-a-Vis Industry Score

Average School Performance - TOTAL COGNITIVE ABILITY

52nd - 61st Percentile

Industry Benchmark Range

School

Industry Range
Average Scores – English Proficiency

Average Scores Per School for English Proficiency Vis-a-Vis Industry Scores

Average School Performance - ENGLISH PROFICIENCY

Industry Benchmark Range

School

Industry Range
Average Scores – Computer Literacy

Average Scores Per School for Computer Literacy Vis-a-Vis Industry Scores

Average School Performance - COMPUTER LITERACY

Industry Benchmark Range

Industry Range
Average Scores – Perceptual Speed and Accuracy

Average Scores Per School for Perceptual Speed and Accuracy Vis-a-Vis Industry Scores

Average School Performance - PERCEPTUAL SPEED AND ACCURACY

Industry Benchmark Range

School Number

Industry Range
Average Scores – Behavioral Skills Overall Score

Average School Performance - BEHAVIORAL SKILLS OVERALL SCORE

- low performers (0-30th Percentile)
- average performers (31st-70th Percentile)
- high performers (71st-100th Percentile)
Average Scores – Communication*

* Communication: providing service and keeping customers informed in language they can understand and relate to.
Average Scores Per School for Learning Orientation Vis-a-Vis Industry Scores

Average School Performance - LEARNING ORIENTATION

* Learning orientation: willingness to learn product or service information
Average Scores – Courtesy*

*Courtesy: politeness, respect, consideration, access, and friendliness of personnel
Average Scores – Empathy*

* Empathy: Knowing the customer and making the effort to understand the customers’ needs
Average Scores – Reliability*

* Reliability: consistency of performance and dependability
Average Scores – Responsiveness*

Average School Performance - RESPONSIVENESS

- **Responsiveness**: willingness and readiness to provide service
Industry Response to Assessment

Service Management Specialization Track (in Undergraduate Education)

Approved by the Commission on Higher Education (CHED) under CMO Nos. 6 and 34 series of 2012
How does Service Management address the competencies identified in GCAT?

<table>
<thead>
<tr>
<th>Technical</th>
<th>Domain</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>IT</td>
<td>Fundamentals of IT-BPO 101</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Business Communication Internship</td>
<td>Fundamentals of IT-BPO 102</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service Culture Systems Thinking</td>
</tr>
</tbody>
</table>
Committee members include:

• **Core industry representatives** from IBM, Accenture, HP, Stream Global, Philippine Software Industry Association (PSIA), Health Information Management Outsourcing Association of the Philippines (HIMOAP)

• **Academe representatives** from Asia Pacific College, Jose Rizal University, Our Lady of Fatima and member schools of Phil. Assoc. of Collegiate Schools of Business

• Other industry and academe representatives
IBPAP Specialization Track

- Business Communications for the Global Workspace
- Service Culture
- Principles of Systems Thinking
- Fundamentals of IT
- Business Processes of Outsourcing 101
- Fundamentals of IT
- Business Processes of Outsourcing 102
- OJT/Internship Program 600 hours

- 21 units (including OJT)
- Approved for Business and IT courses
THUS CMO 6 and 34, Series of 2012

Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION

CHED MEMORANDUM ORDER (CMO)
No. ___06___
Series 2012

SUBJECT: ADDENDUM TO CMO NO. 39, S. 2006 ENTITLED, POLICIES STANDARDS AND GUIDELINES FOR BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION (BSBA) PRESCRIBING ADDITIONAL ELECTIVES ON SERVICE MANAGEMENT FOR BUSINESS PROCESS OUTSOURCING

Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION

CHED MEMORANDUM ORDER (CMO)
No.: 34
Series of 2012

SUBJECT : ADDENDUM TO CMO 53, S. 2006, REVISED POLICIES, STANDARDS AND GUIDELINES FOR INFORMATION TECHNOLOGY EDUCATION (ITE) PROGRAMS: PRESCRIBING SPECIALIZATION TRACK ON SERVICE MANAGEMENT FOR BUSINESS PROCESS OUTSOURCING.
**Pilot Project Academic Institutions, SY 2012-13, SY 2013-14**

<table>
<thead>
<tr>
<th>Modality</th>
<th>Participating Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEI Specialization Track</td>
<td>1. Jose Rizal University</td>
</tr>
<tr>
<td></td>
<td>2. University of Makati</td>
</tr>
<tr>
<td></td>
<td>3. Lyceum of the Philippines - Laguna</td>
</tr>
<tr>
<td>Higher School</td>
<td>1 school (Asia Pacific College) to model BPAP program in Higher school (grade 11 and 12)</td>
</tr>
</tbody>
</table>

The pilot period, where Industry Professor was engaged as both instructor and teacher trainer. Likewise, they transferred the learning to other teachers. Some students in this pilot program are now employed with the following companies where they had their OJT work:

- GenPact
- Ingram Micro
- American President Lines PAC
Industry Academe Partnership

• Strategic alliance with the IT-BPM companies

– In discussions with more than 20 IT-BPM companies to partner with the 17 SUCs
Participating Schools

Asia Pacific College  Lyceum of the Philippines Laguna  University of Makati

Companies which Hosted Interns
## SMP Pilot Interns Hired

<table>
<thead>
<tr>
<th>Institution</th>
<th>Hired</th>
<th>Job Offer Rate</th>
<th>Hire Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia Pacific College (APC)</td>
<td>3</td>
<td>60%</td>
<td>60%</td>
</tr>
<tr>
<td>LPU</td>
<td>3</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>APL</td>
<td>5</td>
<td>64%</td>
<td>45%</td>
</tr>
<tr>
<td>GENPACT</td>
<td>15</td>
<td>27%</td>
<td>18%</td>
</tr>
<tr>
<td>Ingram Micro</td>
<td>13</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Benjie A. Gulmatico, 26

Internship: Multi-Trade Contracting (MTC) Staff, APL Co.

Profile:

Benjie first went to school without the moral support of his father. He experienced being bullied by some of his classmates for not believing him to succeed. He ended quitting from his studies and landed in many different jobs to help provide his family’s basic needs. For years, he worked in a bakery, garment factory, public market and in a construction site. Realizing that he couldn’t actually save nor really help his family due to very low salary for his works, he thought of doing something else bigger that could change his life for the better. As a person of many dreams, he knew that he needed to go back to school and continue his studies. The Alternative Learning System (ALS) Muntinlupa accepted Benjie into the program and he later had a grasp to his longed high school diploma. In June 2012, he was among the few who were admitted into the APC Higher School Program with scholarship. While the Program prepares and equips Benjie with the work skills and competencies in the world of Information, Technology and Communication, it also helped Benjie gain the support and trust of his father after realizing the capabilities of his son. Benjie’s father who works as a fisherman and his mother as a domestic helper in Singapore are still his inspirations in performing best in his undertakings at the present. Benjie believes that having a stable job in an IT-BPO Company will soon alleviate the financial difficulty of his family.

“As a person of many dreams, I believe that the APC Higher School Program will help me become a successful person. It is my goal to have a better life ...and I will achieve it.”
Success Story

Jessabel Buelba, 23
Internship: Contract Administration Staff, APL

Profile:

Jessabel is a single mom to her 4-year old son. She was 17 and in third year high school when she got pregnant. Due to young age and financial instability, Bel later separated from the father of her child. She went back to school and graduated through the Alternative Learning System (ALS) in Paranaque City. As a single mom, sending a growing son to school without a stable income source is formidable. Her father who works as a jeepney driver and her mother who works as an OFW in Russia strived to provide the needs of their 4 children and Jessabel’s son.

“It two years from now, I will be a professional career person, passionate and well-motivated to improve my life for me and my family.”

It was summer in 2012 when APC Higher Program came as a once in a lifetime opportunity for Bel to take her biggest step forward for her and her son’s future. She became one of the Pilot students of the program and granted with a scholarship. While in the Program, she once again realizes the importance of education as a way to attain success in life. She sees APC Higher School Program as a bridge to the fulfillment of her dreams. She knew that all the learnings and the experiences that she will obtain from the program would prepare and equip her with professional skills and competence at work in the future. Jessabel is now enjoying the few remaining hours in the completion of her internship while looking forward to her summer job in the company right after the internship. Moreover, she is excited to the bigger and greater work opportunities that will come next.
CHED Funded Project: SMP Participating Schools
17 Participating State Universities and Colleges

Targets by end of Project:
- 685 Teachers trained in SMP
- 2,800 Teachers trained in the Language Tracks
- 20,000 Students enrolled in SMP
- 17 SUCs to be trained
17 Participating State Universities and Colleges
Project to date

Don Mariano Marcos Memorial State University
- 32 SMP trained Teachers
- 8 Language trained Teachers

Pangasinan State University
- 40 SMP trained Teachers
- 8 Language trained Teachers

Bulacan State University
- 45 SMP trained Teachers

Tarlac State University
- 33 SMP trained Teachers
- 8 Language trained Teachers

Cavite State University
- 59 SMP trained Teachers
- 3 Language trained Teachers

Batangas State University
- 67 SMP trained Teachers
- 80 Language trained Teachers
- 802 Students enrolled in SMP

Laguna State Polytechnic University
- 56 SMP trained Teachers
- 71 Language trained teachers
- 2987 Students enrolled in SMP

West Visayas State University
- 25 SMP trained Teachers
- 2 Language trained Teachers

Benguet State University
- 24 SMP trained Teachers
- 25 Language trained Teachers

Technological University of the Philippines
- 33 SMP trained Teachers
- 23 Language trained Teachers

Polytechnic University of the Philippines
- 51 SMP trained Teachers
- 4 Language trained Teachers
- 89 Students trained in SMP

Philippine Normal University
- 20 Language trained Teachers

Northern Iloilo Polytechnic State College
- 19 SMP trained Teachers
- 8 Language trained Teachers

Negros Oriental State University
- 61 SMP trained Teachers
- 57 Language trained Teachers
- 325 Students enrolled in SMP

545 Teachers trained in SMP
389 Teachers trained in the Language Tracks
4,203 Students enrolled in SMP
14 SUCs Trained out of the 17 SUCs
## Completed Teachers Training – Luzon and Metro Manila

<table>
<thead>
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<th>School/No. Of teachers</th>
<th>BPO 101/102</th>
<th>Bus Comm</th>
<th>Serv Cult</th>
<th>Sys Thnk</th>
<th>Location</th>
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# Completed Teachers Training - Calabarzon

## SMP Teacher Training - April 21-30, 2014 at Asia Pacific College, Makati City

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Basic English Skills Training Program (BEST) & Advanced English Pre-Employment Training (AdEPT)

Teacher Training (BEST and AdEPT)
The Basic English Skills Training (BEST) is an E-Learning pre-cursor to AdEPT (Advanced English Pre-employment Training) to increase the number of those qualified to go through near hire training which is AdEPT. The subjects will cover English Fundamentals as well as Listen and Type, Vocabulary Build up, Speech lessons, Reading Comprehension.
Advanced English Proficiency Training (AdEPT) is an industry standard of language training that adopts the 5 AdEPT essentials. This training for faculty can be conducted not just for English faculty but for faculty members of other subjects who would like to further understand the training methodologies in the industry. It also has an e-Learning platform for English proficiency.
PROJECT FRAMEWORK: ACADEME-INDUSTRY ALIGNMENT

MODEL: CHED-IBPAP PROJECT

Academe, HEI

Industry Partner Company

Enabling Partners
(Training institutions, Solutions providers)

Industry Associations
IBPAP with ACPI, GDAP, CCAP, HIMOAP, PSIA

Enabler Training & Certification

- Co develop standards
- Supply Graduates to Industry Partner
- Promote Industry & Industry Standards

- Standards and scale deployment to HEIs
- Academe-Industry Interventions Assessment and QA Faculty

- Integrated Content
- Standard methods design for scale deployment
- Certification and QA of Master Trainers

- Standards: Development, Assessment/Industry Certification, QA & Continuing Development
- Over-All Governance
- Industry/Career Marketing
- Academe Leaders

- HEI Strategic Partner
- Industry Branding
- OJT/Practicum
- Recruiting
- Incentives to HEI Partner
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Under University of the Philippines Open University funded by the Asian Development Bank

Scholarship for 3,000 students and 900 teachers
Launched: July 26, 2014
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It’s More Fun in IT-BPM