



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
Schools Division of Tabuk City



Office of the Schools Division Superintendent

January 15, 2025

Division Memorandum

No. 128 series 2025

**CONDUCT OF CAPACITY BUILDING FOR NON-TEACHING PERSONNEL IN
MANAGING FRONTLINE OPERATIONS**

**To All Administrative Officer II (Elem. And SHS) and Project Dev. Officer I
Administrative Assistant II and III
Administrative Aide VI
Non-Teaching Personnel IUs, (TCNHS, KNHS. Tuga NHS, Agbannawag NHS)
All Concerned**

1. This Office announces the Conduct of the Capacity Building for Non-Teaching Personnel Activity on **February 11-13, 2025** at Las Vegas Hotel and Restaurant, Dagupan, Tabuk City.
2. This activity aims to:
 - a). Enhance communication and interpersonal skills of non-teaching personnel, enabling them to effectively interact with students, parents, and stakeholders.
 - b). Improve problem-solving and decision-making abilities in handling common frontline issues and client concerns within the education sector.
 - c). Foster a culture of excellence in customer service, ensuring a positive experience for all individuals interacting with the Schools Division Office.
 - d). Equip personnel with conflict resolution and stress management techniques, allowing them to manage difficult situations and maintain professionalism under pressure.
 - e). Ensure compliance with DepEd policies and procedures, reinforcing the importance of operational standards and ethical service delivery in frontline operations.
3. In this view, the enclosed list of participants is authorized to attend on **official business**.
4. To give dignity to the occasion, all participants are advised to wear the prescribed Non-Teaching Uniform for the entirety of the training. Wearing indecent attire such as shorts and slippers during training sessions is strictly discouraged.
5. Expenses for training supplies and materials shall be charged against organization and



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professional development fund for non-teaching personnel while travel expenses of participants shall be charged against school local funds, subject to usual accounting and auditing rules and regulations.

6. This activity adheres to the Equal Opportunity Principal (EOP) regardless of age, gender, civil status, disability, religion, ethnicity, or political affiliation.

7. For clarifications, please contact Mrs. **Dorothy S. Asingal**, Administrative Officer V at CP No. 09453666094 or thru deped email dorothy asingal @deped. gov.ph.

8. Immediate and wide dissemination of and compliance with this memorandum are directed.

BENEDICTA B. GAMATERO PhD, CESO V
Schools Division Superintendent

Encl: as stated
dsa/aov 2025



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CAPABILITY BUILDING FOR NON- TEACHING PERSONNEL IN MANAGING FRONTLINE OPERATIONS

Day (1)

TIME	ACTIVITY	PERSON/OFFICE RESPONSIBLE
7:30AM-8:00AM	Registration of Participants	
8:00AM-9:00AM	Opening Ceremony (National Anthem, Prayer, QMS, and Energizer)	
	Presentation of Participants	Catherine M. Badong HRMO
	Opening Remarks	Jan Nowel E. Peña OIC- Asst. Schools Division Superintendent
	Keynote Message	Benedict B. Gamatero, PhD, CESO V Schools Division Superintendent
	House Rules and Program Rundown	Dorothy S. Asingal Administrative Officer V
9:00AM- 10:30AM	Revisiting DepEd Mission, Vision, Core Values & QMS	

CLASS A (Admin. Officer II and Admin Aide VI)			
	Identifying Sub-Topic	Time Allotment	Resource Speaker
10:30AM-12:00AM	Topic: CSC Customer Service	1 hour 30 minutes	Ruth Gail S. Balagso- CSC Field Office Provincial Director II
12:00AM-1:00PM	LUNCH		
1:00PM-2:00PM	Topic: Human Resource Management -Skills Sub- Topic: Recruitment processes Staff Welfare	1 hour	Catherine M. Badong- HRMO
2:00PM-3:00PM	Benefits Administration Personnel Records Management	1 hour	Dorothy S. Asingal- AO V
3:00PM-4:00PM	Topic: Financial management and Budgeting Sub-Topic: Understanding Budget Allocation Processing Disbursement	1 hour	Welda Liezl P. Buslig- Budget Officer
4:00PM-5:00PM	Maintaining Financial Integrity	1 hour	Sixto Lang-ay- Accountant

DAY 2-

7:30AM-7:50AM	Registration of Participants		
7:50Am-8:00AM	Program Rundown-		
CLASS A (Admin. Officer II and Admin Aide VI)			
	Identifying Sub-Topic	Time Allotment	Resource Speaker
8:00AM-12:00AM	Topic: Procurement process and Asset Management Sub-Topic: Understanding Procurement Policies	1 hour 45 minutes	Emmanuel D. Ubuan- EPS II James Ceasar Dayao Supply Officer
	How to manage and track assets efficiently	1 hour 45 minutes	
12:00NN-1:00PM			
1:00PM-2:45pm	Topic: Report Writing and Documentation Sub-Topic: Skills for preparing official documents, reports, and other necessary communications	1 hour 45 minutes	Maribel M. Bravo- EPS II
2:45PM-4:30PM	Topic: Records Management and Archiving Sub-Topic: Training on efficient filing, storing, and retrieving records following DepEd guidelines	1 hour 45 minutes	Lovelyn L. Mukay Records Officer
4:30PM-5:00PM	CLOSING PROGRAM		

DAY 3

7:30AM-7:50AM	Registration of Participants		
7:50Am-8:00AM	Program Rundown-		
CLASS A (Admin. Officer II and Admin Aide VI)			
	Identifying Sub-Topic	Time Allotment	Resource Speaker
8:00AM-9:30AM	Topic: Customer Service and Frontline Support Sub-Topic: Enhancing communication skills	45 minutes	Catherine M. Badong- HRMO Dorothy S. Asingal- AO V
	Providing effective assistance to parents, students, and stakeholders	45 minutes	
9:30AM-11:00AM	Topic: Data Privacy and Information Security Sub- Topic: Ensuring compliance with the Data Privacy Act and safeguarding confidential information	1 hour 30 minutes	Atty. Ringgo Sumedca- Legal Officer
11:00AM-12:30AM	Topic: Stress Management and Workplace Wellnes Sub- Topic: Helping employees manage stress and maintain their mental and physical well-being	1 hour 30 minutes	Health & Nutrition Section
12:30NN-1:30pm	LUNCH		
1:30PM-3:00pm	Topic: Basic Office IT Skills Sub-Topic: Training on productivity software (e.g., Microsoft Office, Google Workspace) and troubleshooting common IT issues	1 hour 30 minutes	Allan T. Dumalsin IT Officer
3:00PM-4:30PM	Topic: Workplace Health and Safety Sub-Topic: Training on maintaining a safe and healthy workplace environment, including fire safety and disaster preparedness	1 hour 30 minutes	Menchie P. Gamongan - DRRM
4:30PM-5:00PM	CLOSING PROGRAM		

FACILITATOR:

CATHERINE M. BADONG
Administrative Officer IV

EMMANUEL F. GARVIDA
Administrative Officer IV

CLASS A- AA VI, AA IV (IUs), AO II & PDO

#	NAME	POSITION	SCHOOL/OFFICE
1	Agaran Janine Marie	ADMINISTRATIVE OFFICER II	TCCS
2	Agpawan Jinky O.	ADMINISTRATIVE OFFICER II	Malalao ES
3	Alngag, Olivia O	ADMINISTRATIVE OFFICER II	Nambaran ES
4	Ambong Marlyn B.	ADMINISTRATIVE OFFICER II	Burayukan ES
5	Andrada Valerie Ann B.	ADMINISTRATIVE OFFICER II	Sotto ES
6	Anggueban Vicenta B.	ADMINISTRATIVE OFFICER II	Cabaritan ES
7	Balucnit Criselda M.	ADMINISTRATIVE OFFICER II	Balong CS
8	Bangelan Juliet G.	ADMINISTRATIVE OFFICER II	New Tanglag ES
9	Banggawan Joan B.	ADMINISTRATIVE OFFICER II	Bado Dangwa CS
10	Baston Rubelyn C.	ADMINISTRATIVE OFFICER II	Magabbangon
11	Briosos, Sabina N.	ADMINISTRATIVE OFFICER II	Ipil IS
12	Canao Rachelle E.	ADMINISTRATIVE OFFICER II	Greenhills ES
13	Daguio Bobby W.	ADMINISTRATIVE OFFICER II	Balawag CS
14	Dugyawe Carolyn G.	ADMINISTRATIVE OFFICER II	Pinagan ES
15	Dumaguing Heidi D.	ADMINISTRATIVE OFFICER II	Bullaguian ES
16	Galano, Wemenda W.	ADMINISTRATIVE OFFICER II	Mansanita ES
17	Gapasen Thelma B.	ADMINISTRATIVE OFFICER II	San Julian ES
18	Gas-ib Oliver P.	ADMINISTRATIVE OFFICER II	Maledda IS
19	Garvida, Emmanuel F.	ADMINISTRATIVE OFFICER IV	KNHS
20	Gas-ib Roselma G.	ADMINISTRATIVE OFFICER II	STIS
21	Gaydan, Jamine Earl B.	ADMINISTRATIVE OFFICER II	Agbannawag NHS
22	Gomgom-o Junaito R.	ADMINISTRATIVE OFFICER II	Mallong ES
23	Lang- ay Jona Christine C.	ADMINISTRATIVE OFFICER II	Basao Isla ES
24	Lingbawan Julie Ann M.	ADMINISTRATIVE OFFICER II	Bulanao CS
25	Lomeng Rhazelle N.	ADMINISTRATIVE OFFICER II	Banneng ES
26	Radio Janice C.	ADMINISTRATIVE OFFICER II	Cudal CS
27	Magannon Cherrie Gay E.	ADMINISTRATIVE OFFICER II	EKNHS
28	Malaggan April T.	ADMINISTRATIVE OFFICER II	Laya West ES
29	Matias Erecson I.	ADMINISTRATIVE OFFICER II	Binongsay ES
30	Ongat Emmalyn I.	ADMINISTRATIVE OFFICER II	New Balbalan ES
31	Padilla, Marvin G.	ADMINISTRATIVE OFFICER II	Bado Dangwa NHS
32	Palattao Helen Joy O.	ADMINISTRATIVE OFFICER II	Bulanao East ES
33	Parungao Warren D.	ADMINISTRATIVE OFFICER II	Nambucayan NHS
34	Pittong Rhovelyn G.	ADMINISTRATIVE OFFICER II	Magsaysay ES
35	Pugal Jaylord A.	ADMINISTRATIVE OFFICER II	Amlao IS
36	Quadra, Precious Jane P	ADMINISTRATIVE OFFICER II	Lacnog IS
37	Ronquillo Artici R.	ADMINISTRATIVE OFFICER II	Agbannawag CS
38	Sangayab Jovy O.	ADMINISTRATIVE OFFICER II	Gobgob ES
39	Tarnate Sandra U.	ADMINISTRATIVE OFFICER II	Masablang ES
40	Tugas Ramil M.	ADMINISTRATIVE OFFICER II	Bayabat ES
41	Viloria Rona- Goan T.	ADMINISTRATIVE OFFICER II	Bantay NHS
42	Belandres Bernadette	ADMINISTRATIVE OFFICER II	San Pablo IS
43	Langkit Lenny Ann B.	ADMINISTRATIVE OFFICER II	Madopdop ES
44	David Jumelie	ADMINISTRATIVE OFFICER II	Calanan ES
45	Taguitag Lenie M.	PROJECT DEVELOPMENT OFFICER II	Bulanao CS
46	Polig Jessica	PROJECT DEVELOPMENT OFFICER II	Basao Isla ES
47	Anongos Raymunda	PROJECT DEVELOPMENT OFFICER II	TCCS
48	Lang-ay Rona L.	ADMINISTRATIVE OFFICER I	KNHS
49	Owek Kristine Jane C.	ADMINISTRATIVE OFFICER I	KNHS

50	Diasen, Rose Ann B.	ADMINISTRATIVE OFFICER I	TCNHS
51	Budian Mark Christian D.	ADMINISTRATIVE AIDE VI	SDO Proper
52	Rebancos, Joshua A.	ADMINISTRATIVE AIDE VI	SDO Proper
53	Balahoy Jay-ar B.	ADMINISTRATIVE AIDE VI	SDO Proper
54	Picat Michael Miller C.	ADMINISTRATIVE AIDE VI	SDO Proper
55	Gayagay Mayda G.	ADMINISTRATIVE AIDE VI	SDO Proper
56	Wagason Marlyn B.	ADMINISTRATIVE AIDE VI	SDO Proper
57	Rivera, Clifford Kaysonne M.	ADMINISTRATIVE AIDE VI	SDO Proper
58	Manaol Alkane D.	ADMINISTRATIVE AIDE VI	SDO Proper
59	Ramirez, Rosalinda M.	ADMINISTRATIVE AIDE VI	SDO Proper

CLASS B- ADAS 3, 2, 1

#	NAME	POSITION	SCHOOL/OFFICE
1	LOÑEZ, RHONEL VEA	ADMINISTRATIVE ASSISTANT III	Guilayon Integrated School
2	SUMA-IL, JANICE CAPUYAN	ADMINISTRATIVE ASSISTANT III	Tabuk City Central School
3	TAYAB, MAVREEN WAWOC	ADMINISTRATIVE ASSISTANT III	Bantay National High School
4	FABRO, LYKA ALCEDO	ADMINISTRATIVE ASSISTANT II	Cabaritan Elementary School
5	DONG-AS, ANGIE NILDA LANG-AY	ADMINISTRATIVE ASSISTANT II	Gaogao Elementary School
6	ALVAREZ, JADE ARIANE FOS-OY	ADMINISTRATIVE ASSISTANT II	Addang ES and Paligatto ES
7	BANASAN, JEFFREY SAGUIBO	ADMINISTRATIVE ASSISTANT II	Magnao Elementary School
8	SAROL, MARIE MICHELLE BUSLIG	ADMINISTRATIVE ASSISTANT III	Appas Integrated School
9	WANGDALI, LUGENATE ALOS	ADMINISTRATIVE ASSISTANT III	Bulo National High School
10	MOSCOSO, MARRY CLAIRE LUCOB	ADMINISTRATIVE ASSISTANT III	Balawag National High School
11	WAYAWAY, RUBY JANE TAGUIAM	ADMINISTRATIVE ASSISTANT III	Nambaran Agro-Industrial NHS
12	BANGIT, AGUSTINA PITO	ADMINISTRATIVE ASSISTANT III	Casigayan Elementary School
13	SALVADOR, SALLY DIGMO	ADMINISTRATIVE ASSISTANT III	Balong National High School
14	MIRANDA, ROSALIA LANG-AY	ADMINISTRATIVE ASSISTANT III	Bulanao Central School
15	BANIAGA, JESSICA CADATER	ADMINISTRATIVE ASSISTANT III	Dupag National High School
16	SANDAGON, GINA BENJOK	ADMINISTRATIVE ASSISTANT III	Calaccad National High School
17	BAAWA, CHENEE GAMMOD	ADMINISTRATIVE ASSISTANT II	Toppan Integrated School
18	MAGAYAM, ANNIE KANE TABANGA	ADMINISTRATIVE ASSISTANT II	Naneng Elementary School
19	RODRIGUEZ, AZA LEA CERVANTES	ADMINISTRATIVE ASSISTANT II	Nambucayan Elementary School
20	VALDEZ, ROSEMARIE SOTO	ADMINISTRATIVE ASSISTANT II	San Pablo Integrated School
21	ESPITA, JESSA ALVESTER	ADMINISTRATIVE ASSISTANT II	San Julian Elementary School
22	BAGLINIT, LIEZEL LINGWA	ADMINISTRATIVE ASSISTANT II	Amlao Elementary School
23	BAGUIYAC, ROCHELLE SANGA	ADMINISTRATIVE ASSISTANT II	Greenhills Elementary School
24	IDANAN, MELODY PINERA	ADMINISTRATIVE ASSISTANT II	New Tanglag NHS
25	SUYAM, MARITNESS AGPAD	ADMINISTRATIVE ASSISTANT II	Pantar Elementary School
26	MAMATTONG, OFELIA AGAYAM	ADMINISTRATIVE ASSISTANT II	Maledda Integrated School
27	LINGBAWAN, ROSCEL ESPOSO	ADMINISTRATIVE ASSISTANT II	Bulanao East Elementary School
28	OGSAR, HANELA SAMBAT	ADMINISTRATIVE ASSISTANT II	Gradual Discovery ES
29	DALIGDIG, LUNINGNING PAETAN	ADMINISTRATIVE ASSISTANT II	Southern Tabuk Integrated School
30	SUYAO, JINGLE CRISTALYN BANGLA	ADMINISTRATIVE ASSISTANT II	Dalnacan Elementary School
31	DUMALAN, ERMA JOY SURINGGA	ADMINISTRATIVE ASSISTANT II	Cudal National High School
32	AMOGA, CLAIRE ANN LUMBAYA	ADMINISTRATIVE ASSISTANT II	Kalinga National High School
33	DUMALAN, FERNANDEZ GUMABOL	ADMINISTRATIVE ASSISTANT III	Tuga National High School
34	PUERTO, JACKIELYN VITEÑO	ADMINISTRATIVE ASSISTANT II	Tuga National High School
35	HERNAEZ, DONNA MAE GACUTAN	ADMINISTRATIVE ASSISTANT II	Tuga National High School
36	BAAC, JONALYN AMBONA	ADMINISTRATIVE ASSISTANT III	Tabuk City National High School
37	DAMASCO, RONDA LEE BUKING	ADMINISTRATIVE ASSISTANT II	Tabuk City National High School
38	CATABAY, JAINA KATE GUIANG	ADMINISTRATIVE ASSISTANT II	Tabuk City National High School
39	DILAG, DELIGHT CLAIRE STA. INES	ADMINISTRATIVE ASSISTANT III	Agbannawag National High School
40	BANIAGA, STEPHEN BENG-EL	ADMINISTRATIVE ASSISTANT II	Cataw Elementary School
41	MARTINEZ, MAUREEN DUCUSIN	ADMINISTRATIVE ASSISTANT III	SDO Proper
42	DELA CRUZ, GILBERT ESMILLA	ADMINISTRATIVE ASSISTANT III	SDO Proper
43	LOZANO, DELILAH COLANGAN	ADMINISTRATIVE ASSISTANT III	SDO Proper
44	LAWAGAN, MARJULINE LIMTAG	ADMINISTRATIVE ASSISTANT III	SDO Proper
45	DUBLA, HAYDEE LIZA BONA	ADMINISTRATIVE ASSISTANT III	SDO Proper
46	GUIYA-AN, LESLIE TICNANG	ADMINISTRATIVE ASSISTANT III	SDO Proper
47	BENITO, MICAH DE GUZMAN	ADMINISTRATIVE ASSISTANT III	SDO Proper
48	DELA CRUZ, JOEY ESMILLA	ADMINISTRATIVE ASSISTANT III	SDO Proper
49	MEJIA, FEMMAI.YN SAGUIBO	ADMINISTRATIVE ASSISTANT III	SDO Proper
50	GALLAMASO, THIMOTY VIDAD	ADMINISTRATIVE ASSISTANT I	SDO Proper

51	Barcellano, Nancy M	ADMINISTRATIVE AIDE IV	Tabuk City National High School
52	Laoan, Julieta B.	ADMINISTRATIVE AIDE III	Tabuk City National High School
53	Nagoy, George L	ADMINISTRATIVE AIDE III	Tabuk City National High School
54	Ullalim, Ruben B	ADMINISTRATIVE AIDE III	Tabuk City National High School
55	Salang-oy, Divina Gracia T.	ADMINISTRATIVE AIDE III	Kalinga National High School
56	Baliao Ruben M	ADMINISTRATIVE AIDE III	Kalinga National High School