



TECHNOLOGY AND LIVELIHOOD EDUCATION

ICT - TELECOMMUNICATIONS

Grade 9 or 10

**Three-Term Budget Of Work (BOW)
for Learning Competencies**

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ICT
Grade 9 and Grade 10

Three-Term Budget Of Work
For Learning Competencies

Please note that each sector under TLE: ICT is studied for one term. This is applicable under Grades 9 and 10.

Term		
Sector	Telecommunications	
Performance Standard	The learners perform phone etiquette in handling call and call flow.	
Content Standard	Demonstrate an understanding of the nature of Contact Center Industry.	
Week	Learning Competency	Suggested Activities
1	- Discuss Contact Center Industry and its career opportunities. - Discuss jargons in the Contact Center Industry.	CC Career Explorer - To identify and research different career opportunities in the Contact Center Industry. - Individually, choose a role in the contact center industry, research its job description, required skills, and career path, and create a short profile or infographic. My Future in Contact Centers - To reflect on personal interests and match them to potential contact center

		careers. - Individually, write a one-page reflection explaining which contact center role fits your skills and interests, and why you would pursue it as a career. Jargon Detective - To identify and understand key jargons used in the contact center industry. - Individually, pick 10 contact center jargons from a list, define them, and give a real-life example of how each is used. Speak Like a Pro - To apply contact center jargons in practical communication. - Individually, write a short customer-agent dialogue incorporating at least 5 industry jargons correctly.
2	- Differentiate inbound from outbound calls. - Discuss the duties and responsibilities of a Contact Center employee.	Call Type Classifier - To correctly distinguish between inbound and outbound call scenarios. - Individually, read a set of call scenarios and label each one as inbound or outbound, explaining your choice in one sentence.

		• Agent for a Day ○ To identify and understand the key duties and responsibilities of a contact center employee. ○ Individually, list the daily tasks of a contact center agent and explain how each task helps provide good customer service. • Role Ready ○ To apply knowledge of contact center duties in realistic work situations. ○ Individually, create a short scenario showing how a contact center employee handles a customer concern while following proper responsibilities.
3	• Discuss the skills and attributes needed for a Contact Center Employee. • Discuss the types of services offered in a Contact Center.	• Skill Match Master ○ To identify and match essential contact center skills and attributes to real work situations. ○ Individually, match a list of contact center skills (e.g., communication, empathy, problem-solving) to scenarios where they are most needed. • Hire Me! ○ To reflect on personal strengths and

		relate them to contact center career skills. ○ Individually, create a short self-profile explaining which contact center skills you already have and which ones you want to improve. ● Service Spotter ○ To identify and differentiate the various services provided by contact centers. ○ Individually, review a set of customer scenarios and identify which contact center service (e.g., customer support, technical support, sales) is being used. ● Design a Service ○ To apply understanding of contact center services through creative thinking. ○ Individually, choose one type of contact center service and create a brief description explaining how it helps customers and businesses.
4	● Demonstrate phone etiquette in handling calls.	● Ring-Ring Ready! ○ To demonstrate proper phone etiquette during customer calls. ○ Individually, create a short call script

		that shows correct greetings, active listening, and polite call closing.
5	Discuss common metrics.	Metric Match-Up - To recognize and understand common contact center performance metrics. - Individually, match each metric (e.g., AHT, CSAT, FCR) with its correct definition and purpose. Scoreboard Simulator - To apply knowledge of metrics in evaluating agent performance. - Individually, review a sample agent scorecard and explain what the metrics say about the agent's performance.
6	Apply accuracy and fluency in communication in handling inbound and outbound calls either voice or non-voice.	Clear & Correct Challenge - To demonstrate accuracy and fluency in handling inbound and outbound voice and non-voice communications. - Individually, create one inbound and one outbound sample interaction (call script or chat message) showing clear, accurate, and fluent communication. Message Makeover - To improve communication quality by correcting errors and enhancing clarity.

		Individually, revise a poorly written or spoken customer interaction to make it accurate, fluent, and professional.
7 to 8	- Discuss local and international accounts catered in a Contact Center. - Perform procedures in call handling.	Account Identifier - To differentiate between local and international contact center accounts. - Individually, analyze sample client scenarios and identify whether each account is local or international, explaining your choice in one sentence. Global vs Local - To compare the characteristics of local and international contact center accounts. - Individually, create a simple comparison chart showing the differences in customers, communication style, and requirements of local and international accounts. Call Flow Pro - To demonstrate correct call-handling procedures from opening to closing a call. - Individually, create a step-by-step call

		flow diagram showing the proper procedures in handling a customer call. • Procedure in Practice ◦ To apply call-handling procedures in realistic situations. ◦ Individually, write a short call scenario that correctly follows standard call-handling procedures.
9 to 10	• Perform a call flow.	• Flow It Right! ◦ To demonstrate correct call flow from greeting to call closure. ◦ Individually, create a visual or written call flow showing each step of a standard customer interaction.
Suggested Performance Tasks	• Individual Performance Task: My Contact Center Journey ◦ To demonstrate understanding of the Contact Center industry, including careers, jargons, call types, duties, skills, services, metrics, etiquette, account types, and call-handling procedures. ◦ Individually, create a personal portfolio that includes: a glossary of jargons, career and skills reflection, examples of inbound/outbound calls, proper call-handling scripts, customer interaction scenarios, and a summary comparing local and international accounts. • Group Performance Task: Team Contact Center Challenge ◦ To collaboratively apply knowledge of Contact Center operations, services, call flow, etiquette, and performance metrics in a realistic setting. ◦ In groups of 3–4, simulate a mini contact center by assigning roles (agent,	

	supervisor, customer), perform inbound and outbound calls with proper call flow and etiquette, track key metrics, and present your workflow and outcomes to the class.
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