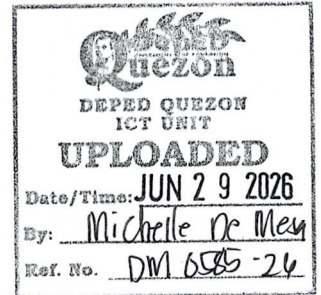




Republic of the Philippines
Department of Education
Region IV-A CALABARZON
SCHOOLS DIVISION OF QUEZON PROVINCE



24 June 2026

DIVISION MEMORANDUM
No. 0585, s. 2026

**OPERATIONALIZATION OF THE TECHNICAL ASSISTANCE PROCESS,
MECHANISM, AND TOOLS**

To: Assistant Schools Division Superintendents
Division Chiefs
Education Program Supervisors
Public Schools District Supervisors
School Heads
All Concerned

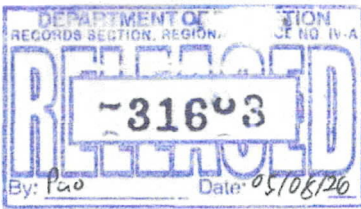
1. Pursuant to the institutionalization of shared governance in basic education under *Republic Act No. 9155*, also known as "*Basic Education Act of 2001*", this Office releases the *Operationalization of Technical Assistance (TA) Process, System, Mechanisms, and Tools* through *Regional Memorandum No. 327, s. 2026*, for the guidance of everyone.
2. Please see the attached Regional Memorandum for the details.
3. Immediate dissemination of this Memorandum is enjoined.


ROMMEL C. BAUTISTA, CESO V
Schools Division Superintendent

SGORRA/06/24/2026



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
Contact No.s: (042) 784-0366 | (042) 784-0164
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Republic of the Philippines
Department of Education
REGION IV-A CALABARZON



06 May 2026

Regional Memorandum
No.307 s.2026

OPERATIONALIZATION OF THE VETTED TECHNICAL ASSISTANCE (TA) PROCESS, SYSTEM, MECHANISM, AND TOOLS

To: **Schools Division Superintendents**
Functional Division Chiefs
Public Schools District Supervisors
Public School Heads

1. In line with the institutionalization of shared governance in basic education under Republic Act No. 9155¹ and Regional Memorandum No. 259, s. 2026², this Office hereby issues the enclosed "Guidelines on the Operationalization of the Vetted Technical Assistance (TA) Process, System, Mechanism, and Tools of DepEd Region IV-A CALABARZON.
2. The Guidelines establish a needs-based, data-informed, time-bound, documented, and measurable TA system, and clarify a tiered delivery process of the Regional Office (RO) to Schools Division Office (SDO), and to Schools, including intake, triage, diagnosis, TA planning, delivery, documentation, monitoring, and closure.
3. The operational mechanisms in the Guidelines are intended to fill in the details of the region-wide implementation while observing statutory roles and proper lines of authority, particularly that TA should strengthen performance and accountability without displacing functions assigned by laws and existing DepEd policies to the Regional Office Personnel, Schools Division Superintendents, School Heads, and other field officials.
4. The SDOs are directed to organize and strengthen the SDO Technical Assistance Team (CID/SGOD) as the first-line TA provider to schools; adopt the standardized forms/tools attached as annexes, and align internal workflows to

¹ Republic Act No. 9155, Governance of Basic Education Act of 2001" (2001)

² Consultative Meeting on the Operationalization of Deped Region IV-A CALABARZON Technical Assistance (TA) Mechanism, Process, and System



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required Quarterly TA Summary Report to the Regional Office through the Field Technical Assistance Division within the prescribed period, for consolidation into a Regional TA Dashboard (Online Tracking and Analysis System (OTAS).

5. For inquiries and clarifications, please contact Chief Michael Girard R. Alba, Field Technical Assistance Division at 0917-888-2731 or through email at michael.alba@deped.gov.ph.
6. Immediate dissemination and strict compliance are hereby enjoined.


CARLITO D. ROCAFORT
Director IV

04/ROF1

OPERATIONALIZATION OF THE VETTED TECHNICAL ASSISTANCE (TA) PROCESS, SYSTEM, MECHANISM, AND TOOLS

I. Purpose

Pursuant to the shared governance framework in basic education³, this Office, through the Field Technical Assistance Division, adopts a Technical Assistance (TA) Operations Mechanism, Process, and System to ensure that TA is needs-based, data-informed, time-bound, documented, measurable, and aligned with statutory functions under RA 9155 and relevant DepEd policies on School-Based Management and field technical assistance.

II. Legal and Policy Bases

1. RA 9155 institutionalizes shared governance across all levels and expects field offices to translate national policy into responsive programs and services while ensuring accountability for results.
2. TA must not displace or substitute supervisory and line authority functions but shall complement and strengthen them in accordance with RA 9155.
3. Alignment with DepEd Orders on School-Based Management (DO 007, s. 2024), Philippine Professional Standards for Teachers (PPST), and instructional supervision policies and Decentralized Decision-Making. DepEd policy recognizes SBM as decentralizing decision-making to schools to improve learning outcomes through community participation.

III. Definition of Technical Assistance (TA)

For these Guidelines, Technical Assistance (TA) refers to targeted support provided by the RO and/or SDO to address a validated performance or implementation gap through coaching, mentoring, process clinics, modeling, quality assurance reviews, and provision of tools/templates. TA is not limited to training and must be tied to measurable outputs, outcomes, and verification mechanisms.

IV. Scope and Coverage

These Guidelines shall cover all TA provided by: (a) the Regional Office (RO) to Schools Division Offices (SDOs); and (b) SDOs to schools, including support on but not limited to:

- a. curriculum implementation and learning delivery;
- b. assessment, learner progress monitoring, and intervention design;
- c. school improvement planning, governance, and SBM-related support; and
- d. administrative and operational support directly linked to program implementation and learning outcomes necessary to enable program implementation.

³ Republic Act No. 9155 (2001).



V. Guiding Principles


TA in Region IV-A shall be:

1. Demand-driven and evidence-based, supported by minimum required data such as performance indicators, monitoring results, or validation findings.
2. Tiered from the RO to SDO to schools, with clearly defined escalation criteria based on complexity, scale, and risk (Section VIII) to RO, with escalation based on complexity/scale/risk.
3. Time-bound (service timelines and closure requirements).
4. Documented (TA case file with artifacts and outputs).
5. Measured through:
 - a. Output Indicators
 - Number of TA sessions conducted
 - Tools/templates provided
 - b. Outcome Indicators
 - Improvement in lesson delivery
 - Increased SBM rating
 - c. Impact Indicators
 - Learner performance gains
 - Reduced implementation gaps
6. Consistent with shared governance and statutory functions, TA strengthens performance and accountability while respecting proper lines of authority under RA 9155.

VI. Roles and Responsibilities

A. Regional Office (RO)

The RO shall:

- a. Maintain a Regional TA Pool (Regional Field Technical Assistance Teams, RFTATs) and roster of subject-matter experts.
 - b. Operate a standardized and, where applicable, digital TA intake, triage, assignment, and tracking system for RO-handled and RO-escalated cases.
 - c. Provide TA primarily for systemic operationalization and ensuring no duplication of SDO functions, cross-SDO, high-complexity, or high-risk concerns.
 - d. Provide capability-building to SDO TA Teams (standards, tools, coaching protocols, QA).
 - e. Ensure TA interventions remain consistent with statutory roles and do not displace division/school functions.
- 

B. Schools Division Office (SDO)

The SDO shall:

- a. Establish and strengthen the SDO TA Team (CID/SGOD) as the first-line TA provider and instructional support unit for schools.
- b. Receive and validate school requests and provide TA within division capacity.
- c. Escalate to the RO only cases that meet the escalation criteria in Section VIII.
- d. Ensure school-level implementation follow-through, monitoring, and closure.
- e. Maintain standardized TA records using prescribed tools and submit quarterly reports required under Section XI.

C. Schools

Schools shall:

- a. Submit TA requests with minimum required supporting evidence, guided by prescribed templates and context.
- b. Participate in diagnosis and planning.
- c. Implement agreed actions.

VII. Standard TA Cycle

All TA engagements shall follow this standardized cycle. Each step requires output and decision points to ensure traceability, measurability, and timely closure.

1. **Intake**
Input: TA Request Form (RO-FTAD-F001)
Output: Acknowledgment + case number + initial completeness check
2. **Triage**
Action: Rate urgency/complexity/scale/risk using (RO-FTAD-F002)
Output: Triage decision (SDO-handled vs. RO-escalated) + assignment
3. **Diagnosis**
Action: Evidence review, site/virtual validation, root-cause analysis (RO-FTAD-F003)
Output: Diagnosis notes + validated problem statement + baseline indicators
4. **TA Plan**
Action: Agree on scope, deliverables, roles, schedule, and indicators (RO-FTAD-F004)
Output: Signed/confirmed TA Plan by concerned RO/SDO and school representatives + timeline + monitoring checkpoints
5. **Delivery**
Action: Implement TA modalities (RO-FTAD-F005)
Output: Session outputs, tools provided, agreed actions

6. Documentation

Action: Keep TA case file and session documentation (RO-FTAD-007) and (RO-FTAD-008)

Output: Complete case file with artifacts and evidence of delivery

7. Monitoring

Action: Check adoption and results using the monitoring checklist (RO-FTAD-F006)

Output: Monitoring notes, indicator updates, corrective action if needed

8. Closure

Action: Validate completion vs. TA Plan indicators; identifying next steps

Output: TA Completion/Report (RO-FTAD-F009) and Performance Contract (RO-FTAD-F010)

VIII. Triage and Escalation Criteria**A. Handled by SDO TA Team**

- a. Cases are handled at the SDO level when they are:
- limited to a single school or small cluster;
 - low to medium complexity, as defined in the Triage Matrix;
 - without region-wide policy implications; and
 - manageable within division resources and timelines.

B. Escalated to RO Team

- b. Cases are elevated to the RO when they involve:
- across-SDO or division-wide systemic issues;
 - high complexity requiring specialized expertise; or
 - high-risk implementation issues (e.g., compliance-critical programs, significant learning loss, or major service delivery disruptions)

IX. Required Forms / Tools (Annexes)

For uniform implementation, the following standardized forms shall be adopted:

- RO-FTAD-F001 – TA Request Form (Annex A)
- RO-FTAD-F002 – Triage Matrix and Assignment Sheet/ Needs Assessment (Annex B)
- RO-FTAD-F003 – TA Diagnosis Guide (5 Whys Diagram) (Annex C)
- RO-FTAD-F004 – TA Plan Template (Annex D)
- RO-FTAD-F005 – Coaching/Clinic Documentation Template (Annex E)
- RO-FTAD-F006 – Monitoring Checklist (Annex F)
- RO-FTAD-F007 – Commitment to Change
- RO-FTAD-F008 – TA Feedback
- RO-FTAD-F009 – TA Completion/TA Report
- RO-FTAD-F010 – Closure Report/Performance Contract (Annex G)

X. Service Timelines

Unless urgency/scale warrants adjustment, which must be justified and documented in the TA case file):

- Acknowledgment of request: within 2 working days
- Triage decision: within 5 working days
- TA Plan agreed: within 10 working days
- Initial TA session/touchpoint: within 15 working days
- Closure: within 30–90 days, depending on scope and indicators

XI. Reporting, Dashboard, and Continuous Improvement

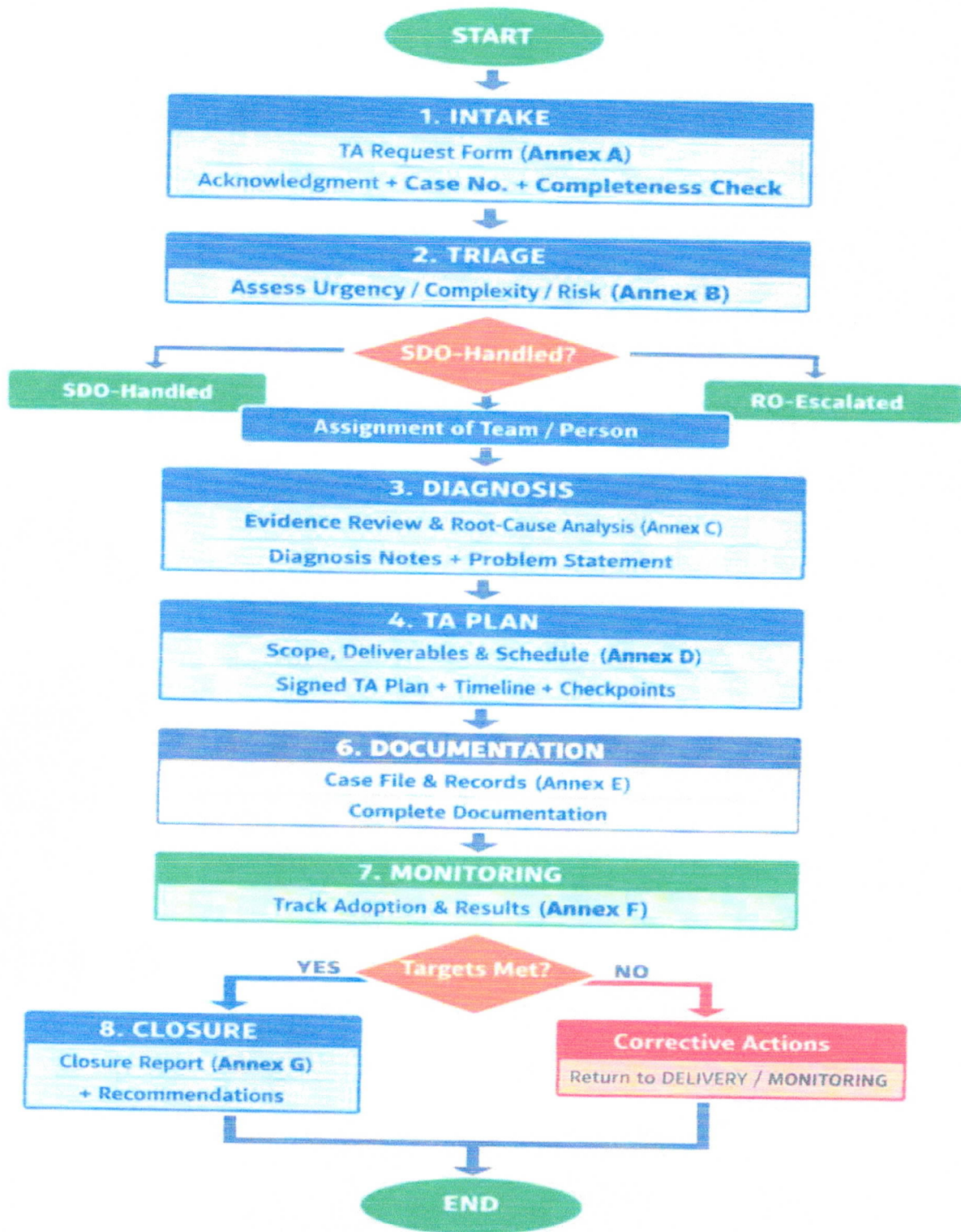
Each SDO shall submit a quarterly report using a standardized template covering TA volume, top issues, closure rate, results/indicator movement, good practices, and unresolved/escalated cases.

The RO shall consolidate submissions into a Regional TA Dashboard to support decision-making, make it accessible to concerned offices, and present quarterly insights to guide planning, resource allocation, and capability-building priorities.

Recurring high-frequency issues shall trigger preventive actions (templates, advisories, coaching packages) and targeted capacity building, consistent with shared governance and field-office responsiveness under Republic Act No. 9155 (2001).



PROCESS FLOW



REVITALIZED TECHNICAL ASSISTANCE (TA) OPERATIONAL FRAMEWORK OF DEPED REGION IV-A CALABARZON

I. LEGAL AND POLICY BASES

- RA 9155 (2001) - Shared Governance in Basic Education
- Jurisprudence - Proper lines of authority; TA must not displace supervisory functions
- School-Based Management (SBM) - Decentralized decision-making to improve learning outcomes through community participation

REVITALIZED TECHNICAL ASSISTANCE (TA) OPERATIONAL FRAMEWORK

DepEd Region IV-A CALABARZON

Needs-based · Data informed · Time-bound · Documented · Measurable · Consistent with RA 9155 (2001)

VI. ROLES AND RESPONSIBILITIES (SHARED GOVERNANCE)



- Maintain a Regional TA Pool (functional specialists)
- Operate the TA Intake, Triage, Assignment, and Tracking System
- Request capability-building to SDO TA teams
- Establish/strengthen SDO TA Team (OO/SSOO)
- Validate school requests and provide TA within division capacity
- Escalate to RO only cases meeting selection criteria
- Future implementation follow-through and closure
- Submit TA requests with minimum supporting evidence
- Implement agreed actions
- Submit artifacts/data for monitoring and closure

V. GUIDING PRINCIPLES

1. Demand-driven and evidence-based (supported by minimum data/observations)
2. Tiered (School to SDO to RO; escalation based on complexity/scale/level)
3. Time-bound (service timelines and closure requirements)
4. Documented (TA case file with artifacts and outputs)
5. Measured (defined indicators and verification)
6. Consistent with shared governance and statutory functions
7. TA must strengthen performance without altering statutory supervisory lines

VII. STANDARD TA CYCLE



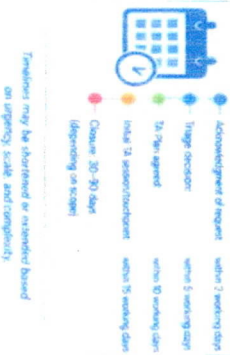
VIII. TRIAGE AND ESCALATION CRITERIA

- A. HANDLED BY SDO TA TEAM**
- Single school / small cluster concerns
 - Low to medium complexity
 - No systemic policy implications
 - Manageable within division resources
- B. ESCALATED TO RO TA POOL**
- Cross-SDO or cross-year systemic issues
 - High-complexity concerns requiring specialist expertise
 - High-risk implementation cases with urgent timelines

IX. REQUIRED FORMS / TOOLS (ANNEXES)

- Annex A - TA Request Form (Revised)
- Annex B - Triage Matrix and Assignment Sheet
- Annex C - TA Diagnosis Guide (Single / Multiple)
- Annex D - TA Plan Template (One-page)
- Annex E - Coaching/Cue/Modeling/OA Documentation Template
- Annex F - Monitoring Checklist
- Annex G - TA Completion / Closure Report Template

X. TIMELINES



II. PURPOSE

Feature that TA in DepEd Region IV-A CALABARZON is needs-based, data-informed, time-bound, documented, measurable, and consistent with shared governance under RA 9155 (2001).

Strengthening Performance, Respecting Roles, Advancing Learning Outcomes Together.

IV. SCOPE AND COVERAGE

- This covers all TA provided:
1. By the Regional Office (RO) to School Division Offices (SDOs), and
 2. By SDOs to schools, including (but not limited to):

- Curriculum implementation and learning delivery support
- Assessment, learner progress monitoring, and intervention design
- School improvement planning, governance, and SBM-related support
- Administrative and operational support necessary to enable program implementation

DepEd Region IV-A CALABARZON is committed to an effective, accountable, and responsive Technical Assistance System that empowers schools and divisions to deliver quality basic education services for every learner.



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

TECHNICAL ASSISTANCE REQUEST FORM

TEADOC CODE :			
Division/Unit/Section/SDO:	Date:		
Name:	Email Address/Mobile Number:		
Type of Request: <input type="checkbox"/> Technical Assistance <input type="checkbox"/> Speaker / Facilitator <input type="checkbox"/> Invitation from FDs/ SDOs/ Other Regions Others (please specify): <input type="checkbox"/> Curriculum and Teaching <input type="checkbox"/> Learning Environment <input type="checkbox"/> Leadership <input type="checkbox"/> Governance and Accountability <input type="checkbox"/> Human Resource and Team Development <input type="checkbox"/> Finance and Resource Management and Mobilization	Purpose of Request: (attached the letter of request) Name/Signature		
Received by:	ACTION TAKEN: <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved <input type="checkbox"/> No action	Remarks: <input type="checkbox"/> Conflict of Schedule <input type="checkbox"/> Non - KRA <input type="checkbox"/> No TA Plan Attached	
Date Received:	Approved by: CARLITO D. ROCAFORT Director IV	Released by:	
TA Plan reviewed and recommended by: MICHAEL GIRARD R. ALBA Chief Education Supervisor	Date Approved:	Date Release:	
Comments/ Suggestions: 			

Notation:



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TRIAGE MATRIX AND ASSIGNMENT SHEET

DIVISION: _____
SCHOOL: _____

PERFORMANCE INDICATOR	PRIORITY NEEDS		TA PROVIDER		REMARKS
	URGENT	NOT URGENT	RO	DO	
1. Curriculum and Teaching					
2. Learning Environment					
3. Leadership					
4. Governance and Accountability					
5. Human Resource and Team Development					
6. Finance and Resource Management and Mobilization					
Assessed: (FTAD EPS) _____ Signature Over Printed Name/Date			Reviewed and Noted: (Chief, FTAD) _____ Signature Over Printed Name/Date		





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REGION IV-A CALABARZON

TA DIAGNOSIS GUIDE - 5 WHYS TEMPLATE

School:
District:
Division:
Date:

Problem Statement: (Clearly describe the issue)
Why 1: Why did this problem happen?
Why 2: Why did that happen?
Why 3: Why did that happen?
Why 4: Why did that happen?
Why 5: Why did that happen?
Root Cause: (Based on your 5th Why)
Corrective Action: (What will you do to fix it?)
Preventive Action: (How will you prevent it from happening again?)



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TECHNICAL ASSISTANCE PLAN

Prioritized Needs of Clients	TA Objectives	Strategies / Activities	Expected Results	Time Frame	Resources		
					Person's Responsible	Funding Requirement	Material

Prepared by:

Reviewed by:

Recommending Approval:

Approved:



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Created on: 05/06/2018



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COACHING / CLINIC DOCUMENTATION TEMPLATE

1. Basic Information

Date: _____
Time: _____
Venue/Platform: _____
Coach/Facilitator: _____
Coachee/Teacher/Participant: _____
School/Office: _____

2. Purpose of Coaching/Clinic

3. Focus Area / Topic

- Curriculum and Teaching
- Learning Environment
- Leadership
- Governance and Accountability
- Human Resource and Team Development
- Finance and Resource Management and Mobilization

4. Issues / Challenges Identified

Issue 1: _____
Issue 2: _____
Issue 3: _____

5. Coaching/Clinic Discussion Summary

6. Key Insights / Diagnosis

7. Agreed Actions / Intervention Plan



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REGION IV-A CALABARZON

8. Resources / Support Needed

9. Follow-up Schedule

Next Coaching Date: _____

Mode: _____

10. Remarks / Notes

Coach/Facilitator: _____

Coachee/Participant: _____

Action Step

Person Responsible

Timeline



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TECHNICAL ASSISTANCE (TA) MONITORING CHECKLIST TEMPLATE

Requesting Office/School: _____
Date of TA Request: _____
Date of Monitoring: _____
TA Provider/Team: _____
Mode of TA (Online/On-site/Blended): _____

No.	Monitoring Area	Indicators	Status (✓/✗)	Remarks/Findings
1	TA Request Documentation	Complete TA request form submitted		
2	Diagnosis Stage	Problem correctly identified and validated		
3	TA Plan	Clear objectives and agreed intervention plan		
4	Implementation	TA activities implemented as scheduled		
5	Stakeholder Participation	Active involvement of concerned personnel		
6	Resource Support	Materials/tools provided and utilized		
7	Timeliness	TA delivered within agreed timeline		
8	Quality of TA	Appropriateness and effectiveness of support		
9	Documentation	Reports, minutes, and outputs completed		
10	Issues/Challenges	Problems encountered are properly recorded		

Summary of Findings

Recommendations / Next Steps

Monitored by: _____
Signature: _____
Date: _____



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COMMITMENT TO CHANGE

Name of TA Provider / Resource Speaker / Coach: _____

Purpose of Technical Assistance: _____

Please complete the following statements:

* How can I use this new knowledge?
* How does this apply to my practice and to what I do?
* What might I do differently based on what I have learned today?
* Potential Issues and Concerns / Challenges
* Possible Strategies / Solutions / Interventions
* Comments:
* Suggestions:

Note: * Required to answer all the following statements, if not applicable write N/A

Name:	
School:	
District:	
Division:	
Date:	



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DEPARTMENT OF EDUCATION
 REGION IV-A CALABARZON



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TECHNICAL ASSISTANCE FEEDBACK

We welcome the general views of our clients on the Technical Assistance we provide. Please check the space provided that corresponds to your evaluation.

Legend:

- 4 - Very Satisfied
- 3 - Satisfied
- 2 - Unsatisfied
- 1 - Very Unsatisfied

STATEMENT	4	3	2	1	TOTAL
1) Observes the schedule					
2) Establishes the objectives of the technical assistance					
3) Uses necessary tools / process / procedure for the conduct of the Technical Assistance					
4) Provide relevant, timely and appropriate technical assistance					
5) Understand the situation of Schools Division, Districts or schools in case may be, their needs, aspirations, plans , strength and weaknesses					
6) Recommends/suggests points for improvement					
7) Provides constructive feedback and establishes a cordial atmosphere in giving of feedback					
8) Manifest skills and competencies of the TA Provider					
9) Processes the results of the technical assistance					
10) Over -all general view in the provision of Technical Assistance					

Comments:

Suggestions:

Signature over Printed Name

Division/School: _____

Date: _____



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TECHNICAL ASSISTANCE REPORT

DIVISION: _____

DATE: _____

SITUATIONAL ANALYSIS/CONTEXT: _____

TECHNICAL ASSISTANCE OBJECTIVES:

WHAT WAS UNDERTAKEN?

PLANNING MADE	ACTION TAKEN	RESULTS

<p>Prepared: <i>(EPS/ Assigned RFTAT Member)</i></p> <p>_____ Signature Over Printed Name/Date</p>	<p>Reviewed: <i>(RFTAT Team Leader)</i></p> <p>_____ Signature Over Printed Name/Date</p>	<p>Noted: <i>(Chief, FTAD)</i></p> <p>_____ Signature Over Printed Name/Date</p>
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 REGION IV-A CALABARZON

PERFORMANCE CONTRACT

This Agreement is made by and between the Party A-Division/School Head of _____ and Party B-RO/DO (TA Provider) _____, in consideration of the binding agreement for progress monitoring and evaluation, and submission of reports to the Regional Office on the application of the Technical Assistance provided to the client.

We hereby declare and ask for Technical Assistance on the following aspects or concerns:

OBJECTIVES	ACTIVITIES TO BE UNDERTAKEN BY RO/DO/DISTRICT/SCHOOL				
1	CRITICAL GAPS IN TAKING ACTION	SCHEDULE	FINDINGS	TA TO BE GIVEN	REMARKS
2	CRITICAL GAPS IN TAKING ACTION	SCHEDULE	FINDINGS	TA TO BE GIVEN	REMARKS

Based from the aforementioned priority areas and activities to be undertaken, we promise that this agreement be executed and subject for progress monitoring and evaluation to ensure effective programs implementation and eventually achievement of higher or better learning outcomes.

Signed:

Party A: _____
 Signature over printed name/position
 Division: _____
 Date: _____

Party B: _____
 Signature over printed name/position
 Date: _____



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