



and



Presents this

CERTIFICATE OF COMPLETION

to

Nicole Ivy D. Manacpo

TESDA SCHOLAR

ULI: MND-99-598-08037-001

After having successfully completed the competency requirements of a full qualification on

CONTACT CENTER SERVICES NC II (144HR\$)

CTPR: 20210837ICTCCS214057

Given this 20th day of October 2023 at PHILIPPINE CALL CENTER INSTITUTE, INC.,
Ormoc City, Philippines




CHONA MAE D. YBIOA
Communication Trainer


MARIE ANTHONETTE R. TAN
School Administrator, PCCI

COMPETENCIES COMPLETED

BASIC COMPETENCIES

500311105	Participate in workplace communication
500311106	Works in a Team Environment
500311107	Practice Career Professionalism
500311108	Practice occupational health and safety procedures

COMMON COMPETENCIES

ICT315202	Apply quality standards
ICT311203	Perform computer operations

CORE COMPETENCIES

ICT313365	Communicate effectively in English for customer service
ICT313366	Perform customer service delivery processes
ICT313367	Demonstrate ability to effectively engage customers

ACTUAL DATE OF TRAINING

START OF TRAINING : September 15, 2023

END OF TRAINING : October 20, 2023

