



Republika ng Pilipinas  
Kagawaran ng Edukasyon  
REHIYON V (BIKOL)  
TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA

DEPARTMENT OF EDUCATION  
SOU-Iriga City Education Office

20 NOV 2025

RECEIVED  
20 NOV 2025  
2015 -11-46

November 3, 2025

**DIVISION MEMORANDUM**  
No. 454 s. 2025

**LEARNING AND DEVELOPMENT ACTIVITY FOR NON-TEACHING PERSONNEL:  
ENHANCING CUSTOMER SERVICE DELIVERY AND DIGITAL LITERACY**

To: Assistant Schools Division Superintendent  
Chiefs, SGOD, and CID  
OIC Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
Administrative Officer V  
Division and School-Based Non-Teaching Personnel  
All Others Concerned

1. Section 7 of **Republic Act No. 9155 – Governance of Basic Education Act of 2001** mandates the Department of Education to ensure the professional development of all education sector personnel, including non-teaching staff. Likewise, **Civil Service Commission Memorandum Circular No. 1, s. 2001 – Policy on Training and Development of Government Personnel** requires all government agencies to implement continuing learning and development programs for employees to promote competency and efficiency.
2. The professional development of non-teaching staff becomes an essential component of organizational growth, employee empowerment, and the overall mission of educational excellence. Hence, the Schools Division Office of Iriga City through the Human Resource Development Section – Organizational and Professional Development for Non-Teaching Personnel (OPDNTP), shall conduct a **Learning and Development Activity for Non-Teaching Personnel** on **December 9-10, 2025** at a venue to be announced in a separate memorandum.
3. The activity aims to:
  - a. develop participants' knowledge, skills, and attitudes necessary to deliver responsive, courteous, and efficient customer service in the education sector;
  - b. ensure consistent adherence to the principles of transparency, accountability, and professionalism in service delivery;
  - c. enhance participants' ability to use digital tools, office applications, and online platforms for efficient and accurate service delivery; and
  - d. empower participants to leverage technology for streamlining administrative tasks, improving documentation, and enhancing productivity



**IRIGA  
SPRINGS**

Sa Serbisyo ng Tapat at Magapay,  
Edukasyon ay Dekalidad!

Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)



**Republika ng Pilipinas**  
**Ragawaran ng Edukasyon**  
**REHIYON V (BIKOL)**  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA**

4. The participants in this activity are the select division and school-based non-teaching personnel. The list of participants is attached in this memorandum as Enclosure No. 1.
5. Expenses relative to the conduct of this activity shall be charged against the OPDNTP Continuing Fund subject to the usual accounting and auditing rules and regulations.
6. For information and guidance of all concerned.

*MFB* —

**MARIA-MAGNOLIA F. BRIOSO, CESO VI**  
Assistant Schools Division Superintendent  
Officer-In-Charge *✓*  
Office of the Schools Division Superintendent

Encls.:

As stated

To be indicated in the perpetual index under the following subjects:

NON-TEACHING PERSONNEL      LEARNING      AND      DEVELOPMENT  
PROFESSIONAL DEVELOPMENT

SGOD-HRD  
*/sacs11032025*



**IRIGA**  
**SPRINGS**

Sa Serbisyo ng Tapat at Magup,  
Edukasyon ng Dekabidad!

Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)



**Republika ng Pilipinas**  
**Kagawaran ng Edukasyon**  
**REHIYON V (BIKOL)**  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA**

Enclosure No. 1 to Division Memorandum No 45, s. 2025

**LEARNING AND DEVELOPMENT ACTIVITY FOR NON-TEACHING PERSONNEL**

December 9-10, 2025

**LIST OF PARTICIPANTS**

No.	NAME	POSITION	SEX		STATION/OFFICE
			Male	Female	
1	Leslyn O. Tubonbanua	Administrative Assistant III		/	OSDS
2	Ronna Mae T. Baal	Administrative Aide VI		/	OASDS
3	Arthur M. Ramboyong	Administrative Officer V	/		Administrative Officer
4	Rosalie R. Serrano	Administrative Assistant III		/	Administrative Office
5	Antonio B. Balistoy, Jr.	Administrative Aide I	/		Administrative Office
6	Lolito V. Regondola	Administrative Aide I	/		Administrative Office
7	Venerando C. Bien	Administrative Aide I	/		Administrative Office
8	Rhea Margarita S. Revina	Senior Bookkeeper		/	OSDS - BAC
9	Ricky A. Albia	Administrative Assistant III	/		OSDS - Budget
10	Maribel E. Pandes	Administrative Officer IV		/	OSDS - Cash
11	Laila M. Trinidad	Administrative Officer II		/	OSDS - Payroll
12	Ivy S. Durante	Administrative Assistant III		/	OSDS - Personnel
13	Carl Justin I. Espinola	Administrative Assistant III	/		OSDS - Personnel
14	MaryJane L. Ubongen	Administrative Assistant III		/	OSDS - Personnel
15	Geneva Rose N. Balistoy	Administrative Aide VI		/	OSDS - Personnel
16	Maria Lourdes B. Bayta	Administrative Officer IV		/	OSDS - Personnel
17	Shena A. Ampongan	Administrative Officer IV		/	OSDS - Records
18	Joy M. Ibias	Administrative Officer IV		/	OSDS - Supply
19	Santiago E. Dalagan Jr.	Administrative Assistant III	/		OSDS - BAC
20	Avedel S. Marmol	Administrative Assistant III		/	OSDS - Finance



**IRIGA  
SPRINGS**

Sa Serbisyo ng Tapat at Magsap, Edukasyon ay Dekalidad!

Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)



**Republika ng Pilipinas**  
**Kagawaran ng Edukasyon**  
REHIYON V (BIKOL)  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA**

21	John Dember B. Badiola	Administrative Assistant III	/		OSDS – Finance
22	Nigel O. De Leon	Administrative Assistant III	/		OSDS – Finance
23	Mary Grace V. Barbonio	Administrative Assistant I		/	OSDS - Budget
24	Janet B. Ramboyong	Librarian II		/	CID
25	Joel B. Moreno	Administrative Aide VI	/		CID
26	Marshia N. Belen	Information Technology Officer I		/	OSDS – ICT
27	Laraine O. Fenis	Planning Officer II		/	SGOD
28	Lydia P. Ibasco	Project Development Officer II		/	SGOD
29	Shara Lyn G. Ramos	Project Development Officer I		/	SGOD
30	Marylen A. Cabaltera	Nurse II		/	SGOD
31	Sheila I. Alcantara	Nurse II		/	SGOD
32	Johann Rey I. Sadang	Nurse II	/		SGOD
33	Janell I. De Castro	Project Development Officer I		/	Iriga Central School
34	Noli R. Ramboyong	Project Development Officer I	/		San Antonio Elementary School
35	Dioven N. Carlos	Administrative Assistant II	/		Cristo Rey Integrated School
36	Jessa Marie S. Lagatic	Administrative Assistant III		/	Iriga Central School
37	Marilyn O. Felices	Administrative Assistant II		/	Iriga Central School
38	Emmalyn S. Bueno	Administrative Assistant III		/	Iriga North Central School
39	Baby Lynn R. Contreras	Administrative Assistant III		/	Iriga South Central School
40	Rea L. Corporal	Administrative Assistant II		/	Perpetual Help National HS
41	Judith M. Marpuri	Administrative Aide III		/	Perpetual Help National HS
42	Rica Remedios S. Revina	Registrar I		/	RNTVS
43	Zyriel L. Bobis	Administrative Assistant II		/	RNTVS
44	Babejean C. Salaber	Administrative Officer I		/	RNTVS
45	Plinky Yanni A. Matubios	Administrative Assistant II		/	RNTVS



**IRIGA**  
**SPRINGS**

Sa Serbisyo ng Tapat at Maagap,  
Edukasyon ay Dekalidad!

Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)



**Republika ng Pilipinas**  
**Kagawaran ng Edukasyon**  
 REHIYON V (BIKOL)  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA**

46	Rommel H. Belonio	Administrative Assistant II	/		Sagrada National HS
47	Jina A. Cuba	Registrar I		/	San Agustin Stand Alone Senior HS
48	Elvie N. Martinez	Registrar I		/	San Antonio National HS
49	Alfredo C. Damayo, Jr.	Administrative Assistant II	/		San Antonio National HS
50	Hazel N. Espanto	Administrative Assistant II		/	San Antonio National HS
51	Mary Shine B. Jacob	Administrative Aide III		/	San Antonio National HS
52	Donna Mae S. Ramos	Administrative Assistant III		/	Santiago Integrated School
53	Lea Marie D. Larcena	Administrative Assistant II		/	Santiago Integrated School
54	Aldo A. Bagamasbad	Administrative Assistant II	/		Santiago Integrated School
55	Herbert A. Villanueva	Administrative Assistant II	/		Sta. Maria High School
56	Leonor M. Esteve	Administrative Assistant II		/	Sto. Niño National HS
57	Eireen B. Clemeno	Administrative Assistant II		/	Zeferino Arroyo HS
58	Emma M. Celis	Administrative Assistant II		/	Zeferino Arroyo HS
59	Maria-Magnolia F. Brios	OIC-SDS		/	OSDS
60	Maylani L. Galicia	ASDS		/	OASDS
61	Jerson V. Toralde	Chief ES	/		CID
62	Noel G. Cabaltera	Chief ES	/		SGOD
63	Rommel C. Velasco	OIC-SEPS	/		SGOD HRD
64	Ma. Genoviva N. Quiaño	Education Program Supervisor		/	SGOD
65	Jhomer I. Rosal	Senior Education Program Specialist	/		SGOD SMME
66	Sharon C. Saldo	Education Program Specialist II		/	SGOD-HRD



**IRIGA**  
**SPRINGS**

Sa Serbisyo ng Tapat at Magapay,  
 Edukasyon ay Dekabidad!



Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)



**Republika ng Pilipinas**  
**Ragawaran ng Edukasyon**  
**REHIYON V (BIKOL)**  
**TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA**

Enclosure No. 2 to Division Memorandum No. 15, s. 2025

**LEARNING AND DEVELOPMENT ACTIVITY FOR NON-TEACHING PERSONNEL**

December 9-10, 2025

**MATRIX OF ACTIVITIES**

TIME	ACTIVITY	PERSON IN-CHARGE
<b>Day 1</b>		
7:30 – 8:30 A.M.	Arrival / Registration of Participants	
8:30 – 9:00 A.M.	<b>OPENING PROGRAM</b>	
9:00 – 9:45 A.M.	<b>Session 1:</b> Effective Communication and Professional Etiquette in the Workplace	<b>MAYLANI L. GALICIA</b> Assistant Schools Division Superintendent
9:45 – 10:00 A.M.	<b>Health Break</b>	
10:00 – 10:30 A.M.	<b>Continuation of Session 1</b>	<b>MAYLANI L. GALICIA</b> Asst. Schools Division Superintendent
10:30 – 12:00 P.M.	<b>Session 2:</b> Excellence in Public Service: Strengthening Customer Relations	<b>MARIA LOURDES B. BAYTA</b> Administrative Officer IV – Personnel
12:00 – 1:00 P.M.	<b>Lunch Break</b>	
1:00 – 3:00 P.M.	<b>Session 3:</b> Understanding the Individual Performance and Commitment Review Form (IPCRF)	<b>SHARON C. SALDO</b> Education Program Specialist II
3:00 – 3:15 P.M.	<b>Health Break</b>	
3:15 – 5:00 P.M.	<b>Session 4:</b> Property Management and Accountability	<b>JOY M. IBIAS</b> Administrative Officer IV – Supply
<b><i>End-of-the Day Evaluation</i></b>		
<b>Day 2</b>		
7:30 – 8:00 A.M.	Attendance / Registration of Participants	
8:00 – 8:15 A.M.	Management of Learning	
8:15 – 9:30 A.M.	<b>Session 5:</b> Basic Digital Literacy and Productivity Tools	<b>MARSHIA N. BELEN</b> Information Technology Officer I
9:30 – 9:45 A.M.	<b>Health Break</b>	
9:45 – 12:00 P.M.	<b>Session 6:</b> Learning Management System (LMS) for Non-Teaching Personnel	<b>MARSHIA N. BELEN</b> Information Technology Officer I
12:00 – 1:00 P.M.	<b>Lunch Break</b>	
1:00 – 3:30 P.M.	<b>Continuation of Session 6</b>	
3:30 – 4:00 P.M.	<b><i>End-of-the-Day Evaluation</i></b>	
4:00 – 5:00 P.M.	<b>CLOSING PROGRAM</b>	



**IRIGA  
SPRINGS**

Sa Serbisyo ng Tapat at Magapay,  
Edukasyon ay Dekalidid!

Sto. Domingo, Lungsod Iriga  
[iriga.city@deped.gov.ph](mailto:iriga.city@deped.gov.ph)