



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

REGIONAL MEMORANDUM

No. 84, s. 2026

AUG 03 2026

**PARTICIPATION IN THE CONDUCT OF THE DEVELOPMENT OF
OPERATIONAL GUIDELINES OF THE LEARNERS TELESafe
CONTACT CENTER HELPLINE AND REGIONAL
LEARNERS' HELPLINE**

To: Schools Division Superintendent of Bacolod City,
Chief, Education Support Services Division,
All Others Concerned

1. This Office, through the Education Support Services Division, disseminates the attached Memorandum OM-OUOPS-2026-11-2381, from the office of Undersecretary for Governance Operations, dated June 16, 2026, titled **"Request for Participants to Attend the Workshop for the Development of Operational Guidelines of the Learners Telesafe Contact Center Helpline and Regional Learners' Helpline"** on August 26-28, 2026, in DepEd Ecotech Center, Cebu City, Cebu with the following personnel as participants of this Region:

NAME	POSITION/DESIGNATION	STATION
FELIX III D. MOSQUEDA	Project Development Officer IV	Regional Office
FRANZ JULLIAN T. SEVILLA	Technical Assistant II	Regional Office
HANNAH O. VAFLOR	Technical Assistant I	SDO Bacolod City

2. The travel and incidental expenses incurred in the participation of this activity shall be charged against the downloaded PSF for LRP or any available local funds, all subject to the usual accounting and auditing rules and regulations.

3. For more information, contact Mrs. Ma. Lira Cynthia B. Quejada, Chief Education Supervisor of the Education Support Services Division, through nir@deped.gov.ph.



Address: Batinguel, Dumaguete City, 6200
Telephone Nos:
Email Address: nir@deped.gov.ph
Website: <https://tinyurl.com/nir-gov-ph>



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4. Immediate dissemination of and compliance with this memorandum are desired.


ANTHONY H. LIOBET, CESO V
Assistant Regional Director
Officer-in-Charge
Office of the Regional Director

Reference: As stated.

Incl: As stated,

To be indicated in the Perpetual Index
under the following subjects:

LEARNERS

PROGRAMS

TRAINING PROGRAMS

FJTS/ESSD/ Participation in the Development of Operational Guidelines of the LTCCH and RLH
____/August 3, 2026



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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY FOR GOVERNANCE AND OPERATIONS

MEMORANDUM

DM-OUOPS-2026-1-2361

**TO : ALL REGIONAL DIRECTORS
SELECTED SCHOOLS DIVISION SUPERINTENDENTS
FOCAL PERSONS FOR LEARNER RIGHTS AND PROTECTION
ALL OTHERS CONCERNED**

FROM : MALCOLM S. GARMA
Undersecretary
Office of the Undersecretary for Governance and Operations



**SUBJECT : REQUEST FOR PARTICIPANTS TO ATTEND THE WORKSHOP
FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF
THE LEARNERS TELESafe CONTACT CENTER HELPLINE AND
REGIONAL LEARNERS' HELPLINE**

DATE : 16 June 2026

This is in reference to the conduct of the Workshop for the development of operational guidelines of the Learners TeleSafe Contact Center Helpline (LTCH) and Regional Learners' Helpline (RLH) by the Bureau of Learner Support Services – Learner Rights and Protection Division.

Given the expanding scope and critical role of the LTCCH and RLH, there is a need to formalize, standardize, and refine operational procedures to ensure consistent, efficient, and rights-based handling of LRP concerns across all levels. Clear and comprehensive operational guidelines shall be formalized to support effective case intake, referral, coordination, documentation, and monitoring, while ensuring adherence to child protection principles and due process. Hence, the activity shall have the following objectives;

- a. Develop standardized operational guidelines for the LTCCH and RLHs that define clear procedures for case intake, documentation, referral, coordination, monitoring, and reporting of LRP-related;
- b. Gather inputs, insights, and recommendations from relevant stakeholders through a consultation and writeshop to ensure that the guidelines are responsive, practical, and aligned with existing learner protection policies and mechanisms;
- c. Refine and harmonize the draft operational guidelines to promote consistency, efficiency, and rights-based handling of learner protection concerns across national, regional, and school levels;
- d. Clarify roles, responsibilities, and accountabilities of concerned offices and personnel involved in the operation of the helplines to ensure effective case

- management and adherence to child protection principles and due process;
and
- e. Support the decentralization of learner protection services by strengthening the operational readiness of RLHs, thereby improving accessibility and timeliness of responses to learner protection concerns.

In view of the foregoing, this Office requests the participation of Regional and Division Learner Rights and Protection Focal Persons, school heads, and guidance counselors. The Workshop will be conducted from **August 26-28, 2026**, at DepEd Ecotech Lahug, Sudlon, Cebu City. Participants are expected to arrive at the venue on Wednesday, August 26, 2026, no later than 12:00 NN, while check out shall be on Friday, August 28, 2026, at 12:00 NN.

The participants shall charge their travel expenses to their local funds or the appropriate downloaded funds of the LRPD to the Regional Offices, subject to government accounting and auditing rules and regulations. Travel dates to the designated venue are exclusive from the activity period.

The indicative program and the allotment of participants are attached herein. Accordingly, the desired participants shall register through this link: <https://bit.ly/3Qe3qCq>.

For queries or any related concerns, you may contact the LRPD through Atty. Marianne A. Dilag, Project Development Officer V, through e-mail at weprotectlearners@deped.gov.ph.

For reference and appropriate action.

Thank you very much.

LRPD-RNF-TDV-CTC

Indicative Program

“WORKSHOP FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF THE LEARNERS TELESafe CONTACT CENTER HELPLINE AND REGIONAL LEARNERS’ HELPLINE”

Day 1	
08:00 AM – 01:00 PM	Arrival, Registration, and Check-in of Participants
01:15 PM – 02:00 PM	Opening Ceremonies • National Anthem/Nationalistic Song • Prayer • Welcome Remarks • Background and Objectives of the Activity
02:00 PM – 02:30 PM	Welcome Remarks Atty. Marianne A. Dilag, CPA <i>Project Development Officer V, Learner Rights and Protection Division</i>
02:30 PM – 03:00 PM	Background, Overview, and Objective of the Consultation and Levelling of Expectations Camille Grace T. Cariaga <i>Project Development Officer III, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:00 PM – 3:40 PM	Presentation of Case Management Procedure of the Learners Telesafe Contact Center Helpline Roselhen N. Fortin, RSW <i>Project Development Officer I, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:40 PM – 4:00 PM	Mental Health Break and PM Snacks
4:00 PM – 5:00 PM	Discussion of Workshop Mechanics, Peer Review, and Brief Reminders for Day 2 Trisha Rose Anne D. Vega, Rpm <i>Technical Assistant I, Learner Rights and Protection Division – Learner TelaSafe Contact Center Helpline</i>
Day 2	
06:00 AM – 08:00 AM	Breakfast and Attendance
08:00 AM – 08:30 AM	Opening Ceremonies Prayer and Energizer
08:30 AM – 10:30 AM	Workshop Session 1: Breakout Groups Participants to develop draft sections: A. Intake and Case Documentation Protocols B. Referral and Escalation Procedures C. Data Privacy and Confidentiality D. Monitoring and Evaluation
10:30 AM – 10:45 AM	Mental Health Break and AM Snacks
10:45 AM – 12:00 PM	Continuation of Workshop Session 2

12:00 PM – 01:00 PM	Lunch Break
01:00 PM – 3:00 PM	Consultation on Strategies and Defining the Gaps to Improve the Responsiveness and Effectiveness of the Helpline Camille Grace T. Cariaga <i>Project Development Officer III, Learner Rights and Protection Division – Learners TeleSafe Contact Center Helpline</i>
3:00 PM – 03:15 PM	Mental Health Break and PM Snacks
03:15 PM – 04:00 PM	Workshop Session 3: Harmonization of Draft Operational Guidelines
04:00 PM – 05:00 PM	Discussion of Outputs
06:00 PM – 08:00 PM	Dinner
Day 3	
06:00 AM – 08:30 AM	Breakfast and Attendance
08:30 AM – 09:00 AM	Opening Ceremonies Management of Learning with Energizer
09:00 AM – 10:40 AM	Presentation of the Finalized Operational Guidelines of the Regional Learners' Helpline
10:40 AM – 11:30 AM	Closing Ceremonies Closing Remarks Atty. Razzel Anne T. Requesto <i>Director VI</i> Office of the Assistant Secretary for Governance and Operations Education Governance and Support Services BLSS- Learner Rights and Protection Division and Youth Formation Division Awarding of Certificates
11:30 AM – 12:30 NN	Lunch and check out of Participants



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**"WORKSHOP FOR THE DEVELOPMENT OF OPERATIONAL GUIDELINES OF THE
LEARNERS TELESFSAFE CONTACT CENTER HELPLINE AND REGIONAL LEARNERS'
HELPLINE"**

ALLOTMENT OF PARTICIPANTS

1. Regional Focal Persons, permanent and Contract of Service (COS)
2. Schools Division Office Representatives, School Heads, and Guidance Counselors/Designates

Region	RO Focal	SDO Focal and Schools Heads, Guidance Counselors/ Designates	Total Allotment per RO
I	2	1	3
II	2	1	3
Cordillera Administrative Region	2	1	3
III	2	2	4
CALABARZON	2	2	4
MIMAROPA	2	1	3
V	2	2	4
VI	2	2	4
Negros Island Region	2	1	3
VII	2	2	4
VIII	2	2	4
IX	2	1	3
X	2	1	3
XI	2	1	3
XII	2	1	3
National Capital Region	2	3	5
CARAGA Region	2	1	3
Total No. of Participants			59

Approved by:


ATTY. MARIANNE A. DILAG, CPA
Project Development Officer V
Learner Rights and Protection Division