



MC No. 3 , s. 2021

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : General Guidelines on Digital/Online Learning in the Public Sector

Pursuant to CSC Resolution No. 2100190 promulgated on February 17, 2021, the Commission has adopted the General Guidelines on Digital/Online Learning in the Public Sector. This is one of CSC's initiatives in promoting digital transformation in the bureaucracy in the light of the 4th Industrial Revolution characterized by internet of things (IoT), robotics and artificial intelligence. This will also enable the use of technology to enhance the delivery of services specifically in the area of learning and development.

The digital/online learning will be an alternative mode to continuously provide learning and development for government employees considering that in-person trainings may not be possible during this time of COVID-19 pandemic wherein physical distancing, health and safety protocols are strictly observed.

The guidelines aims to facilitate the smooth transition from the face-to-face classroom training to online learning as we adopt to the new normal.

GENERAL GUIDELINES ON DIGITAL/ONLINE LEARNING IN THE PUBLIC SECTOR

1.0. Purpose

This General Guidelines shall provide for the process of implementing and availing of digital/online learning in the bureaucracy. It shall specify the procedures in identifying credible providers, recognizing participation of government employees and crediting training hours.

Bawat Kawani, Lingkod Bayani

2.0. Scope and Coverage

These guidelines shall apply to all public sector officials and employees regardless of status of appointment (permanent, temporary, provisional, substitute, coterminous, casual, contractual or fixed term).

3.0. Digital/Online Learning Modalities

The Agency Heads may implement, adopt and/or avail of any or a combination of the following digital/online learning modalities for their respective employees. Participation of government employees to these learning approaches may be considered to satisfy the training requirements in the qualification standards subject to the conditions prescribed in Section 4.0:

- 3.1. Webinars and other synchronous learning approaches – refers to virtual, instructor-led, same time learning. This means the course is availed by the participants at the same time based on a specified schedule.
- 3.2. eLearning – refers to a learner-centered asynchronous approach where participants access online multi-modal learning resources to learn at their own pace, anytime, anywhere.
- 3.3. Microlearning Modules are asynchronous, bite-sized, stand-alone learning modules that usually span not more than ten minutes but comprehensively address one learning objective.
- 3.4. Blended Learning – refers to a combination of synchronous, asynchronous, virtual and face-to-face formats. This approach is flexible and can easily address any learning objective.

The face-to-face classroom training may still be implemented, provided that the quarantine classification in the area allows mass gathering or quarantine has been totally lifted. This is also subject to health and safety protocols especially physical distancing.

4.0. Procedures in recognizing participation of government employees, crediting training hours and identifying learning providers.

The following shall be observed in recognizing participation to programs/courses, crediting training hours and identifying learning providers:

4.1. Webinars and other synchronous learning approaches

- a. The Training hours shall be measured based on actual duration of course as implemented by the learning provider.

- b. Training hours shall be evidenced by a Certificate of Attendance or Completion issued by any of the following learning providers:
 - i. Civil Service Commission (CSC);
 - ii. Agency providing its own, in-house or in-service programs/courses;
 - iii. CSC Accredited Learning and Development Institutions (ALDIs); and,
 - iv. Other learning institutions which may be government, corporations, partnerships, associations including foreign/ international institutions that are recognized by an international certifying body or are universally recognized as evidenced by a website, portal or digital platform that displays:
 - Professionally designed layout with high traffic;
 - High quality programs and courses heavily patronized by members and/or clients; and,
 - Association with highly credible and well-known personalities.

4.2. Asynchronous eLearning and Microlearning Modules

- a. Training hours shall be measured based on actual duration of the module as indicated in the Learning Portal or Platform.
- b. Training hours shall be evidenced by the tracking system of the Learning Portal or Platform provided that it is operated by:
 - i. Civil Service Commission (CSC);
 - ii. Agency providing its own, in-house or in-service programs/courses;
 - iii. CSC Accredited Learning and Development Institutions (ALDIs); and,
 - iv. Other learning institutions as defined above in 4.1.b.iv.

4.3. Blended Learning

- a. Training hours for blended learning shall be measured based on the duration specified in the course design which includes total learning hours for synchronous, asynchronous learning and preparation of course requirements/outputs.
- b. For purposes of determining the number of hours that may be allocated for the outputs, the following standard may be used:

Outputs	Duration
Simple Outputs such as insights, planned applications of learning or those using templates that are fill-in the blanks	30 minutes
Outputs requiring analysis, synthesis or integration of outputs from previous modules	1 hour
Outputs requiring additional information or research	2 hours or more

- c. Course designs with outputs in which number of hours are difficult to determine and will not fall within the above category, may be submitted for determination, validation and certification by CSI.
- d. The course design for Blended Learning must indicate:
 - i. Sufficient and validated time allocation for the different modules/methodologies;
 - ii. Expected outputs; and,
 - iii. Valid and reliable level 2 learning evaluation.

Training acquired must be relevant to the position to be filled for purposes of meeting the training requirements in the Qualification Standards as certified by the Agency HRMO.

5.0. Transitory Provision

The training hours of online learning availed since March 16, 2020 shall be recognized provided that the requirements of this Guidelines are met.

6.0. Repealing Clause

All other existing Civil Service Commission issuances which are inconsistent herewith are deemed repealed or amended.

7.0. Effectivity

This Memorandum Circular shall take effect fifteen (15) days after the publication of the said CSC Resolution in a newspaper of general circulation.


ALICIA dela ROSA-BALA
Chairperson

*CSC Resolution No. 2100190 dated February 17, 2021 was published on February 23, 2021 in the Philippine Star and will take effect on March 11, 2021

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