



Republic of the Philippines  
**Department of Education**  
SOCCSKSARGEN REGION

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October 16, 2020

REGION MEMORANDUM  
CLMDNo. 118, s. 2020

SETTING UP OF LEARNING HELP DESK IN THE FIELD OFFICES

To: Assistant Regional Director  
Schools Division Superintendents  
Assistant Schools Division Superintendents  
RO and SDO Chiefs  
Regional and Division Supervisors  
School Heads and Teachers of Public Elementary and Secondary Schools  
All Others Concerned

1. To respond to the needs of the learners, teachers, parents and stakeholders now that school year 2020-2021 has finally opened, and in support to the Basic Education-Learning Continuity Plan of DepEd SOCCSKSARGEN Region, all schools division offices are strongly encouraged to set up and activate a learning help desk that shall serve as an integrative support mechanism across governance levels.
2. The Learning Help Desk (LHD) shall be responsible in receiving and processing information, issues, concerns and/or complaints coming from all sectors relative to the implementation of the curriculum and other educational concerns under the new normal.
3. Generally, it is recommended that the LHD be composed of two teams: Communication Team and Action Team that shall specifically do the following tasks:
  - a. Respond to the queries, clarifications and concerns of the learners, parents, teachers and personnel, local government units and stakeholders on matters regarding Distance Learning Delivery Modality, Learners' Learning and Performance, Assessment and Grading System, Teachers Training, Parents Orientation and Training, and Health and Safety Protocols among others;
  - b. Provide guidance to the field in communicating advocacies, disseminating information and on resolving issues and concerns;
  - c. Serve as an alternative platform for collaboration and support of all governance levels.



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4. The LHD is exclusive to the members of the technical working group in the different governance levels and may have the composition given below:

<b>School</b>	
<b>Communications Team</b>	<b>Action Team</b>
1 School Information Officer 1 ICT Coordinator 1 Teacher	<ul style="list-style-type: none"> <li>• School Head</li> <li>• Grade Level Chairpersons/Subject Heads or Coordinators/Department Heads</li> <li>• PTA President/SGC President</li> </ul>
<b>Schools Division Office</b>	
1 Division Information Officer 1 ICT Coordinator 1 SDO Personnel	<ul style="list-style-type: none"> <li>• Schools Division Superintendent</li> <li>• Asst. Schools Division Superintendent</li> <li>• CID Chief</li> <li>• SGOD Chief</li> <li>• PTA Federation President</li> <li>• Legal Officer</li> </ul>
<b>Regional Office</b>	
2 Public Affairs Unit 1 ICT Coordinator	<ul style="list-style-type: none"> <li>• Regional Director</li> <li>• Assistant Regional Director</li> <li>• Functional Division Chiefs</li> <li>• Legal Officer</li> </ul>

5. The members of the Learning Help Desk shall be guided by the following Terms of Reference (TOR) and Areas of Concern.

**5.1 Communication Team shall:**  
**School**

- Receive queries, clarifications, questions, concerns through text or call, emails and social media platforms
- Monitor information circulating in the social media and other communication platforms
- Constantly update and communicate with the School Action Team the information received and gathered for appropriate action
- Make follow-up on responses/actions
- Escalate complex issues and concerns to the SDO that cannot be addressed by the school
- Provide contact details of the School-LHD to the public such as the school official cellphone/telephone number/s, email address and social media account (Facebook Page)
- Display in conspicuous areas the Learning Help Desk information details



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- Conduct information-dissemination and advocacy campaign on the effort of the school to respond to the needs of its clientele and stakeholders through the Learning Help Desk
- Maintain database of contact persons and contact details with strict observance of Data Privacy Act of 2012
- Prepare and submit accomplishment reports through the School LHD Action Tracking Tool

***Schools Division Office***

- Receive queries, clarifications, questions, concerns through text or call, social media platforms, emails escalated by the schools
- Monitor information circulating in the social media and other communication platforms
- Constantly update and communicate with the SDO Action Team the information received and gathered for appropriate action
- Make follow-up on responses/actions
- Escalate complex issues and concerns to RO that cannot be addressed by the SDO
- Provide contact details of the SDO-LHD to schools such as SDO official cellphone/telephone number/s, email address and social media account (Facebook Page)
- Conduct information dissemination and advocacy campaign on the effort of the SDO to respond to the needs of its clientele and stakeholders through the Learning Help Desk
- Maintain database of contact persons and contact details with strict observance of Data Privacy Act of 2012
- Prepare and submit accomplishment reports through the SDO LHD Action Tracking Tool

***Regional Office***

- Receive queries, clarifications, questions, concerns through text or call, social media platforms, emails escalated by the SDOs
- Monitor information circulating in the social media and other communication platforms
- Constantly update and communicate with the RO Action Team the information received and gathered for appropriate action
- Make follow-up on responses/actions
- Provide contact details of the RO-LHD to SDOs such as the RO official cellphone/telephone number/s, email address and social media account (Facebook Page)
- Conduct information dissemination and advocacy campaign on the effort of the RO to respond to the needs of its clientele and stakeholders through the Learning Help Desk



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- Maintain database of contact persons and contact details with strict observance of Data Privacy Act of 2012
- Prepare and submit consolidated online Issue Log and Resolution Reports to ORD and concerned functional divisions

## 5.2 Action Team

### **School**

- Answer queries, clarifications and questions
- Verify information and proceed with investigation, if necessary
- Take necessary action to resolve issues and concerns
- Connect to corresponding offices/units for further information, guidance or support towards resolution of issues and concerns
- 

### **Schools Division Office**

- Answer queries, clarifications and questions forwarded by schools
- Verify information and proceed with investigation, if necessary
- Take necessary action to resolve issues and concerns
- Connect to corresponding offices/units for further information, guidance or support towards resolution of issues and concerns

### **Regional Office**

- Answer queries, clarifications and questions forwarded by the SDOs
- Verify information and proceed with investigation, if necessary
- Take necessary action to resolve issues and concerns
- Connect to corresponding offices/functional divisions/units for further information, guidance or support towards resolution of issues and concerns

6. The LHD shall handle these particular **areas of concern and other matters related thereto:**

- Information and guidance on Distance Learning Delivery Modalities
- Clarification on the content of learning materials (SLMs, RBI, TVI)
- Provision of LRs
- Submission of outputs
- Shifting/transferring from one modality to another, or from one school to another
- Learners' learning and performance
- Assessment & grading
- Teachers' training
- Parents orientation and training
- Health and safety protocols
- Stakeholders engagement and support



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- All other matters related to curriculum and learning

7. SDOs and schools are given leeway on how the LHDs would be created; however, all concerned are required to create an online link for the weekly reporting of their activities using the template provided in Enclosure No. 1: Division/School Learning Help Desk (LHD) Action Tracking Tool. Access to this link shall be provided to RO LHD Team for monitoring, technical assistance and follow-up.

8. Each SDO shall create the online link for all of its schools for the submission and/or updating of their weekly report while the regional office shall likewise be creating an online link for the weekly reporting of SDO LHD activities using the same template in Enclosure No. 1.

9. All expenses relative to the conduct of this activity shall be charged to MOOE/local funds subject to the usual accounting and auditing rules and regulations.

10. Wide dissemination of and compliance to this memorandum is desired.

  
**ALLAN G. FARNAZO**  
*Director IV*

Enclosure: As stated  
Reference: DepEd SOCCSKSARGEN LCP  
Allotment: None  
To be indicated in the PERPETUAL INDEX under the subject  
Curriculum      Help Desk      Learning

GBB/CLMD/RM –SETTING UP OF LEARNING HELP DESK IN THE FIELD OFFICES  
078/October 15, 2020



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Enclosure No. 1 to Region Memorandum CLMD No.\_\_\_\_, s. 2020

**Division /School Learning Help Desk (LHD) Action Tracking Tool**

Name of School: \_\_\_\_\_ School ID: \_\_\_\_\_

School Address (Barangay, Municipality/City, Province): \_\_\_\_\_

Name of School Head: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Team	Name	Position/Designation
<b>Communication Team</b>		
<b>Action Team</b>		

**Note:**

*The template below contains sample entries only. This is provided just to guide the schools in reporting the issues and concerns received and gathered, and in accomplishing the template.*

Week (Reflect the Date from Sunday to Saturday)	Date and Time Information Received/ Gathered	Source (Provide Detailed Information )	Issues and Concerns	Concerned/ Responsible Official/ Personnel/ Division/ Unit to Act	Action Taken	Date and Time Acted Upon	Results (Effectiveness of Action)	Remarks
October 18-24, 2020	October 19, 2020; 9:25 am	Parent Mrs. Gina Cruz, mother of G7 learner Lito Cruz  Made through text to the School LHD	Have not received SLMs for week 3, Q1 in Math 7 and Filipino 7	Referred to the class advisers and subject teachers in Math and Filipino	Subject teachers sent printed copy of the SLM in Math 7 and Filipino 7 to the parent through Brgy.	October 19, 2020; 10:00 AM	The parent acknowledged through text that she received the 2 SLMs	The school head checked with the class adviser and concerned subject teachers why the 2 SLMs were not included in the pack of SLMs distributed to the learners before the opening of classes. It was found out that during the



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					Captain Carlo Fuerte			distribution, the 2 SLMs were not yet printed and reproduced.
October 25-31, 2020	No issues & concerns received or gathered							
November 1-7, 2020	November 4, 2020; 2:00 pm	Guardian of G6 learner Ana Diaz, Mr. Dante Santos, a Mathematics professor at Koronadal University  Sent through the Messenger account of the school	Errors in Mathematics 6 SLM, Q1, Week 5, Module 5 on Dividing Simple Fractions and Mixed Numbers, page 10 on <b>converting the improper fraction <math>9/2</math> to <math>5 \frac{1}{2}</math> as mixed number is wrong.</b>	Referred to the concerned Grade 6 Math Teachers	The subject teacher made the correction in the module and communicated it to the G6 learners through text/call/Messenger.  The error in the module was also referred to the Division Mathematics Supervisor, for appropriate action through the SDO LHD	November 5, 2020; 7:30 AM	Learners, parents and G6 Math teachers were informed on the matter and guided properly	As per information received from the SDO, the Division Math Supervisor communicated with the elementary schools in the division to check on this error.



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