



AUXILIARY SERVICE: ACCESS TO E-LEARNING COURSES

CLIENTS: Agricultural Extension Workers, Farmers, Fisheries, and Other Individuals interested to venture in farming/fishing

REQUIREMENTS: None

FEES: None

SCHEDULE OF AVAILABILITY OF SERVICE: Access to e-Learning Portal / 24 hours x 7 days/week

e-Learning Tech support – Mondays to Fridays, 8:00 am to 5:00 pm

| Step | Client | Agency Activity/Action | Person/Unit Responsible | Location of Office | Transaction Period | |
|------|--|--|--|------------------------------|----------------------|----------------------------|
| | | | | | Duration of Activity | Day |
| 1 | Log on the e-Extension portal (www. E-extension.gov.ph) and click on the e-learning tab to go to the main e-learning page. | Ensure that the e-Extension portal and the e-learning portal are up and running through webhosting provider. | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | As scheduled | Daily basis / working days |
| 2 | Create new account at the e-Learning portal and fill up some necessary information including desired username & password. | Monitor e-learning site and confirm new users. | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | 5 minutes | Day 1 |
| 3 | Browse the e-learning portal and enroll in one of the online courses offered. Request for enrollment key of the preferred course either through text, shoutbox, private message, email or call to the Farmers' Contact Center. | 1. Receive the request and record request for enrolment key either through text, shoutbox, private message, e-mail or call. Information to be recorded at e-Learning Retrieval Database: <ul style="list-style-type: none"> Name of the requesting party/enrollee Preferred e-Learning Course to be enrolled Date/Time of request | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | 1 minute | Day 1 |
| | | 2. Verify if the e-learner is qualified to enroll in the e-learning course based on the following: <ul style="list-style-type: none"> a) registered user at the e-learning portal b.) not currently enrolled in the other e-learning course c.) a Filipino d.) foreign nationals residing in the Philippines Valid reasons to qualify to enroll in new course: <ul style="list-style-type: none"> e-learners with pending courses taken for more than a year ago who wish to take up new course e-learners whose pending courses have been updated (where previous version of the course is no longer accessible). Other special cases like technical problems encountered when accessing the course that may be considered by the e-learning team. | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | 5 minutes | Day 1 |
| 4 | Receive enrollment key and log on to enrolled course | Provide enrollment key to the e-learner through any of the following applicable communication mode: text: shoutbox, private message, e-mail, call | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | 1 minute | Day 1 |

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| 5 | Study on the enrolled course online and complete the course requirement e.g. take and pass the End-of-Module Tests. For technical assistance in accessing the course, contact the Farmers' Contact Center. | Upon receipt of request, provide technical support/assistance to guide the client in accessing the course. | Contact Center Agent (CCA)/Farmers' Contact Center | Information Service Division | Subject to client's own pace and time | |
| 6 | Upon completion of course requirements, answer the course evaluation survey and print the e-learning certificate | | | | | |