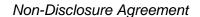
## **IBPAP Teachers' Training**





This page should be printed in duplicate if print copy is distributed.

By accepting a copy of IBPAP-SMP Courseware, you are agreeing to these terms. Please read them carefully.

- 1. The SMP Courseware is an exclusive property of the Information Technology and Business Process Association of the Philippines (IBPAP). This courseware is developed for IBPAP by its IT-BPO industry partners.
- 2. This courseware is for the exclusive use of Master Trainers of IBPAP Enabling Partners and Faculty Members of Colleges and Universities implementing the Service Management Program.
- 3. Distribution and release to implementers will be the sole responsibility and control of IBPAP's Talent Development Team (IBPAP-TD).
- 4. This material or any portions thereof may not be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written approval of IBPAP.
- 5. The content of this courseware is for your general information and use only. It is subject to change/update without notice.
- 6. You acknowledge that this courseware may contain inaccuracies or errors and IBPAP expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- 7. This courseware contains materials owned by or licensed to IBPAP. These include, but are not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- 8. All trademarks and forms reproduced in this courseware, which are not the property of, or licensed to IBPAP, are acknowledged in the courseware.
- 9. This courseware may also include links to websites or other documents. These links are provided for your convenience to provide further information. They do not signify that IBPAP or the authors endorse these document(s) or website(s). IBPAP is not responsible for the content of the linked document(s) or website(s).

Conformé:
Recipient's Signature over Printed Name / Date
Acknowledged by:
IBPAP-TD Authorized Representative's Signature over Printed Name / Date
CONTROL NO. <b>IBPAP-TC-SMP-</b> Print Copy   Electronic Copy