

SERVICE CHARTER

Volume 2



EDUCATION SERVICES

First Edition



development academy of the philippines

About DAP

Legal Basis

The Development Academy of the Philippines (DAP) is a government corporation established in 1973 with original charter created by Presidential Decree 205, amended by Presidential Decree 1061, and further amended by Executive Order 288.

The Academy was founded by the following institutions: Bangko Sentral ng Pilipinas, Development Bank of the Philippines, Government Service Insurance System, National Economic and Development Authority, Philippine National Bank, Social Security System, and the Land Bank of the Philippines.

Mandate

The Academy was created for the following purposes:

- To foster and support the developmental forces at work in the nation's economy through selective human resource development programs, research, data-collection, and information services, to the end that optimization of wealth may be achieved in a manner congruent with the maximization of public security and welfare;
- In line with the foregoing objective, to promote, carry on and conduct scientific, interdisciplinary and policy-oriented research, education, training, consultancy, and publication in the broad fields of economics, public administration, and the political and social sciences, generally involving the study, determination, interpretation and publication of economic, political and social facts and principles bearing upon development problems of local, national or international significance; and
- To discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the region of Asia and the Far East.

As the National Productivity Organization of the Philippines, DAP fulfills the country's commitment to the Asian Productivity Organization.

Governance

The governance and policy directions of the Academy are vested on a Board of Trustees composed of the heads of the following agencies: Civil Service Commission, Department of Agrarian Reform, Department of Agriculture, Department of Budget and Management, Department of Education, Department of Environment and Natural Resources, Department of Finance, Department of Health, National Economic and Development Authority, and the Office of the President.

Vision

DAP envisions itself to be a world-class national development and productivity organization.

Mission

DAP exists to:

- build capacities and partnerships among the key sectors of Philippine society;
- generate innovative, value-adding, and synergistic solutions to national and local concerns; and
- promote sustainable human development and global competitiveness in partnership with international community organizations.

Services

DAP offers training, education, technical assistance/consultancy, policy-and action-oriented research and publications in the areas of governance and accountability, productivity and quality, knowledge management, education and learning, and sustainable human development.

DAP also provides training and conference facilities that are conducive to learning and productive work.

Operating Centers

The core services of the Academy are carried out by its key operating centers.

Programs

- Center for Governance
- Center for Knowledge Management
- Center for Quality and Competitiveness
- Center for Sustainable Development

Graduate School

- Institute of Public Management
- Institute of Productivity and Quality

Regional Operations

- DAP sa Mindanao
- DAP sa Visayas

DAP operates a conference center in Tagaytay City.

Clients

DAP's clientele includes national line agencies, local government units, and government corporations. It also undertakes projects for international organizations and funding institutions, private firms including small and medium enterprises, non-government organizations, and the academe.

Education Services

The DAP Graduate School of Public and Development Management fulfills the development education mandate of the Academy by building and sustaining, through professional education, strategic partnerships of committed, competent, and responsive development managers from the public, private and NGO sectors who shall empower the people towards their attainment of a better quality of life.

DAP has two academic degree programs: one on public management and another on productivity and quality management.

The Master in Public Management program, which is offered on a regular mode or customized for a particular agency, develops professional public managers who are focused on real, current and anticipated development issues. Current programs available are:

- Master in Public Management (MPM)
- MPM Major in Biodiversity Conservation and Management
- MPM Major in Local Governance Management
- MPM Major in Development and Security
- MPM Major in Public Service Management
- Graduate Certificate Course on Corruption Prevention (equivalent to 15 graduate units)

The Master in Productivity and Quality Management program is the first P & Q graduate program of its kind in the country and the Asia-Pacific region. It can be availed of through a regular program or a ladderized mode. Current program available:

- Master in Productivity and Quality Management (MPQM)

The Graduate School also offers competency-based certificate and diploma programs that can eventually lead to a master's degree. Current programs available are:

- Certificate Course on Development of Productivity Practitioners
- Certificate Course on ISO-QMS Lead Auditors
- Certificate Course on Productivity Measurement for Business Performance
- Certificate Course on Knowledge Management
- Certificate Course on Balanced Scorecard
- Certificate Course on Benchmarking

Admission to the Graduate School

Applicants to the master's degree programs must first go through the admission process. The admission process consists of application, examination, interview, and enrollment of applicants.

Admission period is between January to May of the preceding school year since classes normally starts in June of the year.

Application for Admission

This is the first step of the admission process. After formal filing, applicants are notified of the schedule of exams.

Who may avail of the service:

Interested individuals and groups of applicants from organizations.

Applicants to the degree programs must possess the following minimum qualifications:

- Bachelor's Degree from a recognized educational institution with an overall grade of 2.0 or 'Satisfactory', as supported by a transcript of records and an academic recommendation;
- Three (3) years work experience, preferably with two (2) years spent in supervisory capacity;
- Good moral character as attested by two (2) character references; and
- Good health as evidenced by a Medical Certificate issued by the applicant's company physician or personal physician.

Requirements:

- Duly accomplished Application Form
- Updated Curriculum Vitae
- Official Transcript of Record
- Certificate of Employment
- Endorsement Letter
- Agency Nomination (for government employee)
- Medical Certificate
- Birth Certificate from NSO*
- Marriage Contract from NSO* (if married)
- Two passport size photographs

*Only photocopy is required to be submitted. However, the original certified true copy should be presented for verification. All submitted credentials/ supporting documents shall be considered as official records of the School, and may not be withdrawn for whatever purpose.

Schedule of Application:

Filing of application can be done from Monday to Friday, except holidays, 8:30 am to 5:00 pm, without noon break, during the admission period.

Location of Office:

GSPDM Registrar's Office, 4/F Lower DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Fee: Entrance Examination Fee of PhP 500.00

Maximum duration of the process:

30 minutes

Procedure:

1. Secure Application Form from the Registrar's Office.

2. Fill up and submit the form to the Registrar's Office together with required supporting documents.
3. Pay the entrance examination fee to the DAP Cashier (3/F DAP Building).
4. Present Official Receipt to the Registrar and obtain Examination Slip.

Note: Applicants must return to DAP on the scheduled date of examination. The Examination Slip indicates the schedule and venue of examination.

-End of transaction-

Entrance Examination

Entrance examination is the second step of the admission process. After the examination, the applicant is informed of the date when the result becomes available. Only successful examinees will proceed to the interview process.

Who may avail of the service:

Applicants who have already filed application for admission and paid the examination fee.

Requirements:

- Examination Slip
- Official Receipt

Schedule of Examination:

Examinations are normally conducted on Tuesdays and Thursdays, from 8:30 am to 12:00 noon. The actual schedule of examination is indicated in the examination slip issued upon filing of application for admission.

Fee: Examination fee paid upon application

Maximum duration of process:

Examination normally takes half-day; results of examination will be available five working days after the exam.

Location:

Unless otherwise indicated, examination is held at the GSPDM Conference Area, 4/F Lower DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.

Procedure:

1. On examination day, applicant should be at the venue 15 minutes before the scheduled time. Applicant must bring pen or pencil.
2. Present Examination Slip and Official Receipt to the Registrar.
3. Take examination.
4. Claim results of examination after five working days.

The Registrar will inform the applicant through electronic mail or via fax once the result of the examination is available. (Note: Original copy of the Notice of Examination Result and Interview Schedule can be picked up by the applicant.)

-End of transaction-

Interview

Applicant interview is the third step in the admission process. After releasing the list of successful examinees, the Registrar will schedule passers for an interview with the Program Director.

Who may avail of the service:

Applicants who passed the entrance examination

Requirements:

Notice of Examination Result and Interview Schedule

Schedule of Interview:

Interview is normally conducted on Wednesdays, from 8:30 am to 5:00 pm. The set date and time is indicated in the Notice of Examination Result and Interview Schedule.

Fee: None

Maximum duration of the process:

The interview takes about two (2) hours. The result will be released five (5) working days after the interview.

Location:

Unless otherwise indicated, interview is held at the GSPDM Office, 4/F Lower DAP Building, San Miguel Avenue, Pasig City.

Procedure:

1. On the interview date, applicant should be at the venue 15 minutes before the scheduled time.
2. Present the Notice of Examination Result and Interview Schedule to the Registrar.
3. Go through the interview.
4. Claim results of the interview after five (5) working days.

The Registrar will inform the applicant five (5) working days after the interview. The result will be in the form of an Acceptance Letter. Those who did not pass will also be informed through a letter that details the reason why they did not pass.

-End of transaction-

Enrollment

Enrollment starts with the submission of the Acceptance Letter together with required supporting documents and ends with the presentation of the Certificate of Matriculation to the Registrar's office for enrollment validation.

Who may avail of the service:

Applicants who have been issued an Acceptance Letter

Requirements:

- Acceptance letter
- Duly accomplished Registration cum Enrollment Form
- Permit to Enroll
- Tuition Fee Breakdown / Assessment
- Certificate of Matriculation

Note: The last three requirements should be provided by the Registrar during Enrollment.

Schedule of Enrollment:

Normally conducted on Mondays, Wednesdays, or Fridays, from 8:30 am to 12:00 noon, during the enrollment period.

Fee:

Matriculation fee is payable either in full or installment basis (when applicable). Cheque payments should be made payable to DAP.

MPM	PhP	105,000.00
Breakdown:		
<i>Tuition Fee</i>	<i>PhP</i>	<i>69,300.00</i>
<i>Miscellaneous Fees</i>	<i>PhP</i>	<i>35,700.00</i>
Application Fees		400.00
Registration Feed		300.00
Library Fees		4,000.00
Computer		1,000.00
Medical & Dental Fees		500.00
Comprehensives		500.00
Graduation Fees		2,500.00
Preparatory Courses		1,500.00
FEET		5,500.00
BOB		3,000.00
APP-Related Expenses		16,500.00

MPQM	PhP	105,000.00
Breakdown:		
<i>Tuition Fee</i>	<i>PhP</i>	<i>69,300.00</i>
<i>Miscellaneous Fees</i>	<i>PhP</i>	<i>35,700.00</i>
Application Fees		400.00
Registration Feed		300.00
Library Fees		4,000.00
Computer		1,000.00
Medical & Dental Fees		500.00
Comprehensives		500.00
Graduation Fees		2,500.00

Preparatory Courses	1,500.00
HOW-PQ	8,500.00
APP-Related Expenses	16,500.00

Maximum Duration of the Process:

Enrollment normally takes half-day.

Location:

GSPDM Office, 4/F Lower DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.

Procedure:

1. Present Acceptance Letter to the Registrar to secure Registration cum Enrollment Form.
2. Submit completely filled-out Registration cum Enrollment Form to the Registrar.
3. Secure the Permit to Enroll and Assessment of Fees from the Registrar.
4. Pay the assessed tuition and other fees at the DAP Cashier's Office (3/F DAP Building).
5. Secure the Certificate of Matriculation together with Official Receipt of payment from the Registrar.
6. Present the Certificate of Matriculation together with Official Receipt of payment to the Registrar for enrollment validation.

-End of transaction-

Issuance of Class Cards and Student Packet

After enrollment, class cards and the Student Packet will be issued by the Registrar upon presentation of the Certificate of Matriculation for validation.

Who may avail of the service:

Enrolled students

Requirements:

- Certificate of Matriculation
- Official Receipt of payment of tuition fee

Schedule of Issuance of Class Cards:

Class cards are normally issued after enrollment.

Fee: None

Maximum Duration of the Process: 40 minutes

Location:

GSPDM Office, 4/F Floor Lower, DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. On the scheduled date, proceed to the Registrar's Office and present the Certificate of Matriculation and Official Receipt of Tuition Fee Payment to the Registrar.
2. Claim class cards and Student Packet (Student Handbook and temporary ID card).
3. Obtain the schedule of orientation for new students.

-End of transaction-

Orientation of New Students

New students are required to attend the Orientation before the official start of classes. The Orientation covers Introduction to School Officials and Office Personnel, Program Overview, School Policies, School Year Calendar. Included in this activity is the ID picture taking.

Who may avail of the service:

New students

Requirements:

- Classcards
- Student Packet

Schedule of Orientation:

Pre-arranged schedule one week before the start of classes, usually held on Wednesdays, 1:30 pm to 5:30 pm.

Fee: None

Maximum Duration of the Process: Four (4) hours

Location:

GSPDM Classroom, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.

Procedure:

1. On the scheduled date of orientation, proceed to the venue.
2. Attend the Orientation.
3. Have ID picture taken.

-End of transaction-

Issuance of the Student Clearance

Students must be cleared before graduation. Student clearance is issued by the Registrar upon filing of request.

Who may avail of the service:

Students who have successfully completed all academic requirements

Requirement:

- Duly accomplished Clearance Form

Schedule of availability of service:

Thursdays and Fridays, 8:30 am to 5:00 pm, without noon break

Fee: None

Maximum duration of process: Five (5) working days

Location:

Registrar's Office, GSPDM, 4/F Lower DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Secure Clearance Form from the Registrar's Office.
2. Student secures clearance from the following offices:
 - Learning Resource Center/Library
 - Finance and Administrative Office
 - Program Manager
 - Registrar
 - Program Director
 - Dean
3. Submit accomplished Clearance Form to the Registrar.
4. Claim Clearance Certificate from the Registrar after five (5) working days.

-End of transaction-

Issuance of Certificate of Grades

Certificate of Grades can be issued by the Registrar upon request.

Who may avail of the service:

Students who have successfully completed all academic requirements

Requirements:

- Clearance Certificate
- Duly accomplished application form

Schedule of availability of service:

Thursdays and Fridays, 8:30 am to 5:00 pm, without noon break

Fee: PhP 50.00

Maximum Duration of the Process: One hour

Location:

Registrar's Office, GSPDM, 4/F Lower DAP Building, San Miguel Avenue, Pasig City.

Procedure:

1. Proceed to the Registrar's Office and submit Clearance Certificate.
2. Fill up application form and submit to the Registrar.
3. Pay required fee at the DAP Cashier's Office (3/F DAP Building).
4. Claim Certificate of Grades. The Certificate of Grades will be released within three (3) working days.

-End of transaction-

Issuance of the Transcript of Records and Diploma

Transcript of Records and Diploma are issued to students who completed the degree program by the Registrar.

Who may avail of the service:

Students who have graduated

Requirements:

- Clearance Certificate
- Duly accomplished application form(s) for Transcript of Records and Diploma

Schedule of availability of service:

Thursdays and Fridays, 8:30 am to 5:00 pm, with noon break

Fee: No fee for first issuance.

Re-issuance: PhP 200.00

Maximum Duration of the Process:

Application will take one hour. Transcript of Records and Diploma will be issued ten (10) working days after filing.

Location:

Registrar's Office, GSPDM, 4/F Lower, DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. Secure application forms for the Transcript of Records and Diploma from the Registrar's Office.
2. Submit the accomplished application forms and Clearance Certificate to the Registrar.
3. Claim Transcript of Records and Diploma.
 - a. For re-issuance of Transcript of Records, pay processing fee at the DAP Cashier's Office (3/F DAP Building).
 - b. Present the Official Receipt to the Registrar.

-End of transaction-

How you can reach us

Graduate School of Public and Development Management

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Dean

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pdgus_gayona@yahoo.com

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Ortigas Center, Pasig City 1600

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Associate Dean

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4/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

Ms. Marienette B. Belizar

Registrar

e-mail: mbbelizar@dap.edu.ph or

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Tel. No: (02) 633-5569

Mobile No: 09175077224

Fax No: (02) 633-5569

4/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

Public Affairs Desk

Shirley T. Cubilla

Kimberly D. Chiong

Public Affairs Officers

email: cubillas@dap.edu.ph or

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Tel. No: (02) 631-2171

Fax No: (02) 631-2123

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

Tell us how we are doing

We value your feedback and encourage you to suggest ways we can further improve our services. If you have any suggestions or concerns about our service please contact:

Public Affairs Desk

Maria Aurora O. Umali

Director

email: umalia@dap.edu.ph or princessumali2004@yahoo.com or cmco@dap.edu.ph

Tel. No: (02) 631-2171 or 631-0921 to 30

Mobile No: 09189174793

Fax No: (02) 631-2171

2/F Lower DAP Building, San Miguel Avenue
Ortigas Center, Pasig City 1600

or

Graduate School of Public and Development Management

Dr. Gaspar S. Gayona, CESO III

Dean

e-mail: gayonag@dap.edu.ph or pdgus_gayona@yahoo.com

Tel. No: (02) 631-2167

Mobile No: 0908-8674542

Fax No: (02) 633-5569

4/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

We will respond to your concerns and inform you of outcomes of any actions within five (5) working days.

If you are not satisfied with the response, you can raise your concerns to:

Office of the President

Antonio D. Kalaw, Jr.

President

email: tonyk@dap.edu.ph or tonykalawjr@yahoo.com or academy@dap.edu.ph

Tel. No:(02) 631-2153

Mobile No: 09189911127

Fax No:(02) 631-2123

6/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

We will give you feedback on the resolution of your concerns and outcomes of any actions within ten (10) working days.

***"Serbisyo nami'y para sa inyo,
Kalidad nami'y dahil sa inyo.
Sa pag-unlad nami'y kaisa kayo."***

