

SERVICE CHARTER

Volume 1



TRAINING 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 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.

Training Services

DAP provides training services to develop and enhance individual and organizational capacities in various disciplines. DAP's training services range from training needs assessment, program design, training management to training evaluation.

DAP has regular training programs open to the public. These programs can also be customized to suit the needs of client organizations. Current training programs available are:

Center for Governance

- Leadership, Excellence and Development for LCEs
- Effective Local Legislation
- Local Revenue Generation and Resource Mobilization
- Project Development and Project Management
- Strategic Planning
- Change Management
- Formulation of a Citizen's Charter
- Gearing Up for Citizen's Charter Implementation
- Public Service Ethics and Accountability
- Basic Policy Process
- Policy Appreciation Course for CESOs

Center for Knowledge Management

- Basic and Advance Knowledge Management
- Benchmarking
- Basic Training Management
- Presentation and Facilitation Skills Development
- Technical Writing
- Customer Service Skills
- Performance Management and Evaluation
- Information Systems Strategic Planning
- Information Systems Development
- IMO Model Course 609: Training Course for Instructors
- IMO Model Course 312: Training Course for Assessors
- Open Source Softwares

Center for Quality and Competitiveness

- Basic Quality and Productivity Improvement Approaches
 - 5S: Good Housekeeping for Improved Productivity
 - Trainer's Training on Quality Circles
 - Basic 7 quality control tools for problem solving and decision making
 - Suggestion Scheme
- Advanced Quality and Productivity Approaches
 - Total Productivity Maintenance
 - Total Quality Management
 - Six sigma
 - Just in time
 - ISO 9001:2008 Quality Management System
 - ISO 14001 Environmental Management System (EMS)
- Integrated productivity and technology upgrading program
 - Practical industrial engineering (IE)
- Productivity and quality measurement approaches
 - Measuring service quality
 - Benchmarking
 - Cost of quality

Center for Sustainable Human Development

- Ecotourism Planning and Development
- Waste management using 3 R's (Reduce, Reuse and Recycle)
- Environmental Management
- Disaster Risk Reduction
- Renewable Energy and Clean Development
- Resource Optimization and Waste Minimization
- Nature interpretation and visitor management
- Doing renewable energy enterprises/business
- Ecotourism products identification and development

DAP sa Visayas

- SUC IGP Managers' Course
- Business Planning for SUC
- Entrepreneurship Development Course for Women
- Facilitation for Community Development
- Natural Farming System for Green Productivity
- Eco Business Development Using Biomass/Wastes
- Development of Productivity Specialist

DAP sa Mindanao

- Technical Writing
- Project Development and Management
- Facilitating Training Sessions
- Supervisory Skills Enhancement
- Basic Productivity Tools and Techniques
- ISO 9000 QMS
- Effective Internal Quality Audit

Enrollment in Public Offerings

DAP training programs that are open to the public are usually announced in the DAP Training Calendar/Brochures and through Letters of Invitation.

Who Can Avail of the Service:

Interested individuals or organizations; qualification requirements for participants, if any, are specified in the Letter of Invitation

Requirements:

Duly accomplished Reservation Form

Schedule of Enrollment:

Monday to Friday, except holidays, 8:30 am to 5:00 pm, without noon break, at least one week before the scheduled training

Location of Office:

Unless otherwise indicated in the Brochure/Letter of Invitation, Implementing Centers are located at the DAP Building, San Miguel Ave., Pasig City (contact details provided at the back)

Fees:

No reservation fee; payment upon enrollment or at least three (3) working days before the training date is entitled to a 10 percent discount; a 15 percent cancellation fee will be charged for reservations withdrawn three (3) working days before the training date.

Maximum Duration of the Process:

Ten minutes to submit reservation; one (1) working day to get confirmation.

Procedure:

1. Submit reservation form to Implementing Center indicated in the Brochure/Letter of Invitation or to Public Affairs Office at least five (5) working days before the date of the training.
2. Secure confirmation/acceptance to the program.
3. Pay training fees to avail of 10 percent discount or inform Implementing Center if payment is to be billed.

*Implementing Center will confirm enrollment/acceptance within one (1) working day from receipt of reservation.

-End of transaction-

Registration

Participants enrolled in the training program must officially register on the first day of the program before they can get their training kits/materials and attend the sessions.

Who may avail of the service:

Enrolled participants; walk-in participants may be entertained only if there are available/unfilled slots.

Requirements:

- Reservation form or acceptance letter

Schedule of Registration:

First day of the training, at least 15 minutes before opening of the program.

Location:

Training venue as indicated in the Brochure/Letter of Invitation

Fees:

Training fee is indicated in the Brochure/Letter of Invitation; five percent discount is given for payment of training fees upon registration (first day of the training); 15 percent cancellation fee will be charged to enrolled/confirmed participants who failed to attend the training.

Maximum Duration of the Process: 10 minutes

Procedure:

1. On the scheduled date, proceed to the training venue.
2. Present confirmation/acceptance letter to the Registration Desk.
3. Pay training fee to avail of a five percent discount or request for billing statement if payment is to be billed. (In case of groups, this can be done by the group's coordinator.)
4. Claim training materials/kit.

The Implementing Center will provide the billing statement to participant on the day of the training provided that request for billing is made in advance.

-End of transaction-

Issuance of Training Certificates

DAP issues certifications to individuals who participated in the training program and completed the course requirements.

A Certificate of Completion will be provided to participants who have attended at least 90 percent of the total training hours indicated in the program. For those who failed to meet the required number of training hours, a Certificate of Participation will be issued instead.

A Certificate of Attendance will be issued to those who attend non-training programs such as orientations, forum, workshops, and conferences.

Certificates are usually issued at the closing of the program.

Re-issuance of Certificates

Lost certificates may be re-issued by DAP upon request.

Who Can Avail of the Service:

Participants who attended the program

Requirements:

Formal Letter of Request indicating the following:

- Name, position of the participant
- Name of agency, address, telephone number
- Title, date and venue of training attended
- Implementing Center
- Purpose of request
- Contact details of the requestor

Schedule of Filing Requests:

Monday to Friday, except holidays, 8:30 am to 5:30 pm, without noon break.

Location of Office:

Unless otherwise indicated in previous training announcement, the training Implementing Centers are located at DAP Building, San Miguel Avenue, Ortigas Center Pasig City (contact details are provided at the back).

Fees: Processing fee of Php 200.00

Maximum Duration of the Process:

Fifteen minutes to file; five (5) working days for training programs conducted before 2000; three (3) working days for training programs conducted beginning 2000.

Procedure:

1. Submit Letter of Request to Implementing Center or Public Affairs Desk.
2. Pay processing fee to DAP Cashier (3/F DAP Building).
3. Receive advice when the certificate is ready.
4. Present ID and Official Receipt when claiming the certificate.

Implementing Center will notify the participant when the certificate is ready, if validated.

-End of transaction-

Request for Customized Training and Other Training Interventions

DAP can customize training programs to suit the needs of client organizations. DAP also provides training services such as training needs assessment, program design, training management, and training evaluation.

Who Can Avail of the Service:

Public and private organizations

Requirements:

Formal Letter of Request indicating the following:

- Subject of the training
- Training needs to be addressed
- Number and profile of target participants
- Preferred venue, timing of implementation
- Name of agency, address, contact number
- Name, position of contact person

Schedule of Availability of Service:

Queries and requests can be Monday to Friday, except holidays, 8:30 am to 5:30pm, without noon break.

Location of Office:

Unless otherwise indicated in previous training announcement, the training Implementing Centers are located at DAP Building, San Miguel Avenue, Ortigas Center, Pasig City (contact details are provided at the back).

Fees:

Fees for customized training varies according to topic, class size, duration, venue of the program

Maximum Duration of the Process:

Fifteen minutes to file; five (5) to ten (10) working days depending on the nature of training

Procedure:

1. Submit request to Implementing Center or to Public Affairs Office.
2. Provide training requirements.
3. Receive Training Proposal
4. Sign agreement to conduct the program.

The Implementing Center will contact the requesting agency to confirm training requirements and when the proposal is ready. Response time is five (5) working days for simple training (e.g., in-house version of public offerings); and ten (10) working days for new and complex training topics.

-End of transaction-

How you can reach us

Center for Governance

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Vice President and Managing Director

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Center for Knowledge Management

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Center for Quality and Competitiveness

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DAP sa Mindanao

Regina Fernandez

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CM Recto Avenue, Davao City 8000

Public Affairs Desk

Shirley T. Cubilla

Kimberly D. Chiong

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email: cubillas@dap.edu.ph or

chiongk@dap.edu.ph or

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

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

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or

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Senior Vice President

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or

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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.”***