

Agencia Chilena de Cooperación Internacional
para el Desarrollo

Diploma in Public Management

April of 2019

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1. IDENTIFICATION OF PARTIES INVOLVED

Name of Program

- **Diploma in Public Management**
- Language: English

Entity offering the program

- Universidad de Chile, School of Mathematics and Physical Science, Industrial Engineering Department
- Address: República 701, Santiago de Chile

Entity requesting the program

- Chilean Agency for International Cooperation and Development (AGCID)
- Address: Teatinos 180, 8th floor. Santiago, Chile.

2. INTRODUCTION

2.1. INDUSTRIAL ENGINEERING | UNIVERSIDAD OF CHILE

The University of Chile, national and public, is the main institution of higher education in the country and one of the main universities and traditions of Latin America. In the development of its teaching, research and extension functions, it promotes the exercise of a prepared citizenship, criticism, social conscience and ethical responsibility, according to the values of tolerance, pluralism and equity, intellectual independence and freedom of thought. The University has been accredited by the National Accreditation Commission for the maximum number of years.

Its leadership as a public institution of excellence is reflected in the position it occupies in different national and international rankings, including the University Ranking for Academic Performance (URAP), which in its last versions ranked it as the first nationally in terms of magnitude and Scope of scientific production, and the QS World University Ranking (2018) that the position in the number 201 in the world and six in Latin America.

Industrial engineering is the main pole of research in the management and economy of the country, which may consist of the number and quality of scientific publications generated by its academics, as well as its impact on the environment through projects that comply with the State, the private sector and civil society organizations. In the field of teaching, MGPP®, a program he has taught for 24 years and has a high prestige in the Latin American field.

Industrial engineering applications are published in the field of undergraduate and graduate professional education, but also in research. Among them, the Centre for Public Systems(CSP), the Milenio Institute for the Investigation of Market and Public Policy Imperfections, and the Centre for Applied Economics, among many others. In addition, in Industrial Engineering the Journal of Public Policy Studies is published.

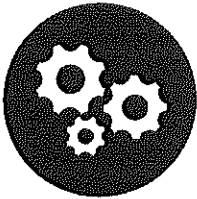
In this way, both Industrial Engineering and the Faculty of Physical and Mathematical Sciences of the University of Chile, to which it belongs, as the challenge of conducting a research at the forefront of the issues of public importance of the country, as well as to form the competent professionals. of applying said knowledge for a better design, implementation and evaluation of public policies.

2.2. CENTRE FOR PUBLIC SYSTEMS

The Centre for Public Systems(CSP) was created in May 2010 and currently has a clear mission: to contribute significantly to the improvement of public policies and the modernization of the State in Chile and Latin America, with a view to promoting the human development of people and the creation of public value. Thanks to our team of academics, collaborators and researchers, the CSP addresses the problems from an interdisciplinary and systemic perspective, with the aim of increasing the creation of public value and human development.

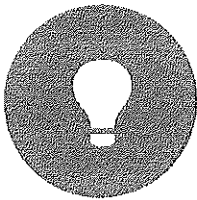
To achieve its strategic purposes, conceptual approaches to public management are integrated, as well as the design, implementation and evaluation of public policies, through studies and projects for public sector organizations, the training of public officials and managers, the production of research with high standards of

scientific impact, and by influencing public opinion and key actors within the State. The work of the CSP is centered around four strategic axes:



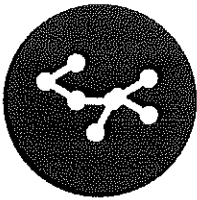
Transversal services of the state

On the one hand, it is intended to contribute to the development of better civil service policies and people in public organizations. Promote the strengthening and expansion of human resource management systems in the state, as well as the design or redesign of effective performance management systems. It also seeks to contribute to the improvement of procurement systems and processes and public procurement to increase their efficiency, probity and quality.



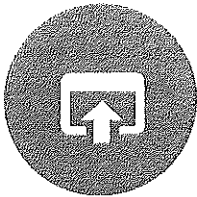
Public Innovation

The CSP seeks to improve the provision of public goods and services at central, regional and local levels through the application of innovation methods within the State. To this end, the collaborative works are articulated between key actors, users, public officials and managers, civil society organizations and political policies, with the aim of co-creating innovations and achieving their effective implementation.



Territorial development and effective decentralization

The CSP aspires to an effectively decentralized State. This is key to the design and implementation of public policies focused on facilitating people's life projects, with a focus on law and citizen participation. To advance this issue, we seek to strengthen subnational governments such as municipalities and regional governments, as well as health services and educational supporters.



Policies for human development and public value

The focus of the CSP is the generation of policies that promote human development and the creation of public value, understood as "the general interest" and the interest of future generations. For this, inclusion, agency and social capital are promoted, especially in childhood, disability, education and health policies. This implies working on its design and implementation, especially in its institutionality and in the governance mechanisms that these require, and in their evaluation. This last phase is of vital importance, especially considering that its degree of development is still very precarious in Chile and in the region.

2.3. DIPLOMA IN PUBLIC MANAGEMENT

Within the framework of the objectives and focuses of interest of the Centre for Public Systems, a team of professionals / professors has been formed who have developed the following proposal to carry out the "Diploma in Public Management" in accordance with the requirements of the Chilean Agency of International Cooperation for Development, which emerges as a complementary program to the Master in Management and Public Policies (the possibility of continuing with postgraduate studies once the diploma is granted) has been issued by the Department of Industrial Engineering from the year 2003. The focus of the program is mainly for professionals working in the state who wish to acquire tools and develop skills in public

management. In its 15 years with more than 35 uninterrupted versions, more than 1000 professionals from the public sector (65%) NGOs International organizations (23%) and private sector (12%), who have evaluated the development of contents with excellence notes and associated activities.

The trajectory of this program has been given in the open versions and closed for public institutions such as: General Comptroller of the Republic, Central Services of the State of Chile, Municipalities, University of El Salvador and Chilean Agency of International cooperation for development.

The previous versions are detailed below:

Trayectoria del Diplomado Gerencia Pública				
No.	Diplomado/Mención	Organismo Público/Privado	Fecha de Ejecución	Referencia
1.	Diploma in Public Management	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2003	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
2.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2004	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
3.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2005	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
4.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2006	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
5.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2007	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
6.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2008	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
7.	Diplomado en Gerencia Pública	Municipal and Regional Training Academy SUBDERE	Second Semester of 2008	Catalina Miranda Leiva 226 36 36 51 catalina.miranda@subdere.gov.cl
8.	Diplomado en Gerencia Pública	Superintendence of Electricity and Fuels	Second Semester of 2008	Christián Miño Contreras 227565180 cmino@sec.cl
9.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2009	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
10.	Diplomado en Gerencia Pública	Superintendence of Electricity and Fuels	Second Semester of 2009	Christián Miño Contreras 227565180

11.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2010	cmino@sec.cl Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
12.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2010	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
13.	Diplomado en Gerencia Pública	Superintendence of Electricity and Fuels	First Semester of 2010	Christián Miffo Contreras 227565180 cmino@sec.cl
14.	Diplomado de Postítulo Gerencia Pública (Versión Gestión Estratégica Educativa)	Municipal Corporation of Peñalolén	Second Semester of 2010	Paula Arriagada 229397092 parriagada@cormup.cl
15.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2011	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
16.	Diplomado de Postítulo Gerencia Pública (Versión Gestión Estratégica Educativa)	Department of Education, Municipality of La Granja	First Semester of 2011	Grettyis Bravo Capacitaciones grettyis.bravo@gmail.com 225503700
17.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2012	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
18.	Diplomado en Gerencia Pública	Comptroller General of the Republic	First Semester of 2012	Nicolás Pozo Depto. de Capacitación npozova@contraloria.cl 24021583
19.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2012	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
20.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2013	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
21.	Diplomado en Gerencia Pública	Comptroller General of the Republic	Second Semester of 2013	Nicolás Pozo Depto. de Capacitación npozova@contraloria.cl 24021583
22.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2013	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
23.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School	First Semester of 2014	Postgraduate School FCFM Richard Weber

		Universidad de Chile		rweber@dii.uchile.cl +56 2 26712799
24.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2014	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
25.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2015	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
26.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2015	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
27.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2015	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
28.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	Second Semester of 2016	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
29.	Diplomado en Alta Gerencia Pública-Municipal y Regional	Municipal and Regional Training Academy SUBDERE Santiago	October- December 2016	Catalina Miranda Leiva 226 36 36 51 catalina.miranda@subdere.gov.cl
30.	Diplomado en Alta Gerencia Pública-Municipal y Regional	Municipal and Regional Training Academy SUBDERE Concepción	October- December 2016	Catalina Miranda Leiva 226 36 36 51 catalina.miranda@subdere.gov.cl
31.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	First Semester of 2017	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
32.	Diplomado en Gerencia Pública	Un Universidad de El Salvador-Inter-American Development Bank (IDB)	August 2017	Universidad de El Salvador Gracia Ivonne Bonilla gracia.bonilla@ues.edu.sv (503) 2521-0225
33.	Diplomado en Alta Gerencia Pública-Municipal y Regional	Municipal and Regional Training Academy SUBDERE Santiago	September-november 2017	Catalina Miranda Leiva 226 36 36 51 catalina.miranda@subdere.gov.cl
34.	Diplomado en Alta Gerencia Pública-Municipal y Regional	Municipal and Regional Training Academy SUBDERE Concepción	October- December 2017	Catalina Miranda Leiva 226 36 36 51 catalina.miranda@subdere.gov.cl
35.	Diploma in Public Management	Chilean Agency for International Cooperation for Development (AGCID)	November 2017	Pablo García 56 2 2827 5785 pgarcia@agci.gob.cl

36.	Diplomado en Gerencia Pública	Postgraduate School Mathematics and Physical Sciences School Universidad de Chile	May- september 2018	Postgraduate School FCFM Richard Weber rweber@dii.uchile.cl +56 2 26712799
37.	Diploma in Public Management	Chilean Agency for International Cooperation for Development (AGCID)	November de 2018	Pablo García 56 2 2827 5785 pgarcia@agci.gob.cl
38.	Diplomado en Gerencia Pública	Comptroller General of the Republic, Santiago	November 2018 – January 2019	Contraloría General de la República Elías Durán Vergara edurany@contraloria.cl (56) 232401500
39.	Diplomado en Gerencia Pública	Comptroller General of the Republic, Valparaíso	November 2018 – January 2019	Contraloría General de la República Elías Durán Vergara edurany@contraloria.cl (56) 232401500
40.	Diplomado en Gerencia Pública	Comptroller General of the Republic, Concepción	November 2018 – January 2019	Contraloría General de la República Elías Durán Vergara edurany@contraloria.cl (56) 232401500
41.	Diplomado en Gerencia Pública	Comptroller General of the Republic , Antofagasta	November 2018 – January 2019	Contraloría General de la República Elías Durán Vergara edurany@contraloria.cl (56) 232401500

3. FOCUS OF THE PROGRAM

The Department of Industrial Engineering, has developed 3 lines of action regarding issues of Public Management a) Economics and Public Policy, b) Management Skills c) Public Management. On the other hand, new thematic axes have been incorporated, alluding to the current processes that the State demands: Public innovation and Decentralization.

Therefore, the proposed program takes advantage of this experience and its approach assumes the following: first, the participants will be able to know and discuss the topics related to the current debate about the paradigm shifts in Management, where the study of the necessary skills will be privileged. to understand and act effectively in a globalized environment, where learning to learn and the formation of systemic networks require new skills to face new realities.

The above is related to the notions of strategic thinking and the creation of value in the public sector, the concepts of democratic governance and modernization of public management, innovations in information technology and the tools for management control and redesign of processes in the state sphere.

In its development the research and eventual design of structures, work processes, management methods and techniques, and necessary skills will be considered to guarantee both the personal improvement of the participants and the generation of support networks, as well as the potential capacity of them to become agents of change and innovation within the institution.

3.1. OVERALL OBJECTIVE

To provide students with an advanced level understanding of the concepts and treatments in matters of public management.

3.2. SPECIFIC OBJETIVES

- I. To generate in the participants a shared language in new approaches of design and management of services and public institutions.
- II. To facilitate in the participants a space conducive to the systemic reflection on institutional challenges and the identification of the spaces of opportunity they can collectively assume to improve and modernize their own areas of performance.
- III. To strengthen the skills of public managers in the use of information technologies

3.2.1. Directed at

- 15 professionals from the Republic of South Africa, Ethiopia, Kenya, Botswana and Ghana, who have at least 3 years of experience in Government Management.
- 10 professional public policy leaders from 5 countries in the Central American Region, who demonstrate at least 3 years of experience in Government Management.
- 6 professional public policy leaders from countries concurrent to the Chilean Embassies in Jamaica, Trinidad, and Tobago and Guyana.
- 1 professional public policy leader from Palestinian Government.

3.2.2. Application requirements

1. Notarized copy of university degree (of a degree program at least 8 semesters long)
2. Copy of Curriculum Vitae
3. Photocopy of Passport
4. Certification of English language (the Embassy of Chile may certify)
5. Application Form to AGCID
6. Simple medical certificate that indicates appropriate physical and mental health for participating in the Diploma program.
7. Letter of recommendation and support from the institution where applicant works.
8. Applicants who are beneficiaries of a scholarship will be subject to the requirements and prohibitions established in Decree Law 1.094 of 1975 and other regulations applicable to the entry of foreigners in the country. For more information visit the link: <https://www.extranjeria.gob.cl/>.

THESE DOCUMENTS SHALL BE PRESENTED IN THE CHILEAN EMBASSY OF THE INVITED COUNTRY

3.2.3. Selection

The selection shall be done through the Chilean embassies in the following countries:

1. Palestinian Government, 1 openings
2. Republic of South Africa, 8 openings
3. Republic of Ethiopia, 2 openings
4. Republic of Kenya, 2 openings
5. Republic of Botswana, 2 opening
6. Republic of Ghana, 1 opening
7. Republic of Guatemala, 2 openings
8. Republic of El Salvador, 2 openings
9. Republic of Honduras, 2 openings
10. Republic of Costa Rica, 2 openings
11. Republic of Panamá, 2 openings
12. CARICOM, 6 openings (2 from each Chilean Embassy in Jamaica, Trinidad and Tobago, and Guyana)

Thus, to achieve an adequate level of female participation in the program, female candidates will be favoured, seeking to ensure that at least 40% of participants are female.

4. ACADEMIC PROGRAM

Diploma program of 120 chronological hours with the following units:

Master Lectures	Introduction to public management	Leadership and negotiation	Innovation and Information technologies	Business Process Management	Strategic management
Presentation of topics of interest to our students. Talks on Public Ethics, Public Value and Change Management that are dictated by expert professionals in the area	Through an analysis of the reality of public management in Latin America and the processes of changing their state apparatus, modern management visions are discussed and the necessary elements are revised to design an institutional design according to the needs proper to public management.	Through the awareness that management is based on skills and practical skills rather than on theoretical knowledge, the program allows the student to increase their teamwork skills and in all the processes that characterize strategic management, innovation and entrepreneurship in public institutions.	The course analyses the impact of Information Technology on management and its relationship with issues such as process reengineering and organizational redesign.	Business process management is a key component for understanding and transforming public organization and ensuring the adequate obtention of the policy objectives. For strategic purposes or for leveraging the digital opportunity, the fundamental building block is the process and its management	Understanding Public Management as a process of creating public value, through a view that allows solving the problem of creating value and then using the management tools that support the creation of public value within public organizations.
6 hours	14 hours	24 hours	14 hours	14 hours	24 hours
Organizational analysis workshop					
Through a group work and a highly specialized methodology, a case study is developed throughout the program, which allows applying the themes of the modules to a specific experience. Thus, a brief diagnosis will be made and a modernization strategy will be designed for a governmental institution or non-profit organization. This project must finally be presented to a panel made up of professors from the program and the rest of the participants.					
24 hours					

4.1. LEARNING STRUCTURE

The Diploma in Public Management program integrates two parallel and interdependent dimensions of learning: one that can be seen as individual learning, that is, as an expansion of the individual participant's capacities for action; and another that corresponds to "network learning", as it improves the manifestation of individual skills through collective collaborative work among the various participants (with whom we intend, from a methodological perspective, to incorporate effective teamwork and project management practices), work that will be enhanced with the online platform to generate and support teamwork from a distance.

- Individual learning dimension.

An Academic Program, or cognitive development, which includes the following units:

- I. Master Lectures Introduction to public management
 - II. Leadership and negotiation
 - III. Innovation and information technologies
 - IV. Business Process Management
 - V. Strategic management
 - VI. Organization analysis workshop
- “Network Learning” dimension

The dimensions of network learning do not translate into specific programs, as in the case of individual learning, but rather correspond to the results expected to be achieved by the interaction between students through the different activities that make up the units and the use of the available technology. Specifically, it intends to achieve:

- ✓ The socialization, incorporation and appropriation of the process of State Reform and Modernization of Public Management in their countries of origin.
- ✓ The effective incorporation of conceptual frameworks, distinctions, tools and management devices applied to the concrete situation of the participants.
- ✓ The strengthening of networks and trust in the participating professionals: among them, in the process of modernization of public management and in themselves.
- ✓ Learning, through the practical use, of the usefulness of information technologies to work in teams at a distance. The strong use of the online platform and other complementary technologies during the development of the Diploma program will allow the students to get to know these tools, see their usefulness, and to motivate them to use them for their own work.

In this holistic concept of learning, the participating "student" plays a central role. In this regard, the central protagonist of the process is the participant himself/herself, who is responsible for optimizing the effectiveness, efficiency, and well-being of the process. For this reason, it is fundamental to understand the learning project as a personal project and "in the action", that is, a project which design and execution is closely linked to the identification and gradual resolution of urgent and contingent problems of their work as a manager and/or professional in the organization in which they perform.

4.2. METHODOLOGY

The Diploma program will be held in a blended learning, where the participants will attend classes in person and they will also have to develop activities outside the class schedule, for which they will have an online platform and a support team at their disposal which will act as a help desk and support for teaching coordination and collaboration, via email, forum and, if necessary, in personal meetings and through videoconference.

4.4. VALIDATION OF THE DIPLOMA

All participants who pass this Diploma program and are interested in getting a Masters degree in the field, will be able to validate the units taken with elective units from the Management and Public Policies Master's degree program in the Industrial Engineering Department of the Universidad de Chile. This validation can be used up to 2 years after having passed the Diploma program.

4.5. LOGISTICAL ASPECTS

The courses and units of the program will be carried out at the facilities of the Universidad de Chile.

In addition, the University will deliver to each participant a notebook of notes, a pen and printed teaching material from the University.

4.6. PORTFOLIO PER STUDENT

For each student a record will be kept of their attendance, their work and evaluations with the corresponding papers and grades obtained will be filed. All this information will be delivered to AGCID in electronic format and will also be put on the online platform, which each participant can continue to access after the course has ended.

4.7. FINAL REPORT AND EVALUATION OF STUDIES

The Industrial Engineering Department of Universidad de Chile's Mathematics and Physical Sciences School will grant a Diploma and a certificate of approval and grades to those who have completed the program's units and who have passed the corresponding work and Evaluations.

It should be noted that the Minimum Passing Requirements are: minimum attendance of 80% of sessions per work area.

The purpose of establishing certain minimum passing requirements is associated with the idea of commitment on the part of each participant. From this point of view, we respond to an institution that invests in the training of its professionals, and therefore, the results must be evaluated based on the impact that our actions can provoke in it.

On the other hand, the University will deliver to the student a final Evaluation Report of the program containing at least: a) Attendance List, b) Final grade obtained and, if the institution requires it, certificates of approval and Diplomas granted, among others.

4.8. BENEFITS

- AGCID will pay for the round trip ticket from the capital of your country to Santiago de Chile and back.
- Health, life and accident insurance for the duration of the program.
- Lodging for the duration of the program.
- Allowance of \$ 440,000 Chilean pesos for food and transportation.



UNIVERSIDAD DE CHILE

