

## **GOOD PRACTICES IN PUBLIC SECTOR MANAGEMENT**

**13 TO 17 JANUARY 2020**

Jointly sponsored by the

**SINGAPORE COOPERATION PROGRAMME**

and the

**CHILEAN INTERNATIONAL COOPERATION AGENCY FOR  
DEVELOPMENT**

under the

**SINGAPORE - CHILE THIRD COUNTRY TRAINING PROGRAMME**

to be conducted by the

**CIVIL SERVICE COLLEGE, SINGAPORE**

in conjunction with the

**CHILEAN CIVIL SERVICE**

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### **Singapore Cooperation Programme**

Singapore has provided technical assistance to other developing countries since the 1960s. As a country whose only resource is its people, Singapore believes that human resource development is vital for economic and social progress. Singapore itself has benefited from training provided by other countries and international organisations.

In 1992, the Singapore Cooperation Programme (SCP) was established to bring together under one framework the various technical assistance programmes offered by Singapore. Through the SCP, the range and number of training programmes were increased to share Singapore's development experience with other developing countries.

To date, Singapore has sponsored training courses and visits for over 126,000 officials from more than 170 countries and territories. The SCP is managed

by the Technical Cooperation Directorate of the Ministry of Foreign Affairs, Singapore.

### **Chilean International Cooperation Agency for Development**

The Chilean International Cooperation Agency for Development (AGCID) is a decentralised public service that relates to the President of the Republic through the Minister of Foreign Affairs. AGCID was created to manage the cooperation that Chile received after its return to democracy in 1990. 25 years later, and as an OECD upper-middle-income country, AGCID now focuses on delivering cooperation to other countries that may benefit from Chilean expertise in specific areas, incorporating lessons learned from the country's development process.

Chile provides south-south and trilateral cooperation primarily through technical assistance and human capital development.

While Chile's main geographical focus is Latin America and Caribbean, it also works with countries in other regions, particularly when there is an opportunity to collaborate with a strategic partner, as in the case of Singapore.

### **Civil Service of Chile**

The Civil Service of Chile is a decentralised public service that relates with the President of the Republic through the Ministry of Finance.

Since its creation, the Civil Service has been active in the professionalising process of Chile's public administration, advising public institutions on how to improve the strategic management of human resources.

Chile's Civil Service is responsible for the rector, supervision and technical support to Ministries and Public Services to improve Human Resources in the State, by designing policies in this area, promoting reforms to improve HRM, management and provision of information to public services, promoting best practices and satisfying and motivating working climates; advising government officials and heads of service, following the principles of merit, equity, participation and productivity, within the framework of a decentralised implementation.

The Civil Service's mission is "to strengthen the public service and contribute to the State's modernisation, through the implementation of policies related with management and development of human resources, in order to promote better public employment conditions and opportunities as well as a State that responds to the needs of its citizens."

### **Chilean Public Integrity and Transparency Commission Ministry of the General Secretariat of the Presidency of Chile**

The Ministry of the General Secretariat of the Presidency of Chile is the principal advisory body for the President of the Republic and Ministers regarding the Legislative Agenda and relations with Chile's National Congress. Representatives from the Commission for the Defense of Citizens and Transparency, as well as from the Unit responsible for promoting State Modernisation will participate as instructors in this course.

## **Supporting Institutions**

### **Chilean Council for Transparency**

The Chilean Council for Transparency is an autonomous corporation governed by public law with its own legal status and independent budget that was created by the Law "Transparency of the Civil Service and Access to Information related with State's Administration". Its principal mission is to oversee compliance with this law.

### **Chilean Public Procurement System**

The Chilean Public Procurement System, known in Spanish as "ChileCompra", is part of Chile's Ministry of Finance and is responsible for managing the procurement system for services required by public institutions, promoting transparency, accessibility, and inclusiveness.

### **Civil Service College, Singapore**

CSC is the central learning institution for the Singapore Public Service. It plays a pivotal role in nurturing and developing people for a first class Public Service to meet the challenges of the future. As a Statutory Board under the Prime Minister's Office, CSC endeavours to be the heart of learning excellence and development for the Singapore Public Service.

CSC offers a comprehensive suite of programmes that build strategic capability in the public service, focusing particularly on core areas in public governance, leadership, public administration and management. We work closely with central government and public sector agencies to embed values, communicate public sector directions, and manage change in individuals and organisations.

CSC partners public and private sector organisations as well as academia and international government agencies to exchange best practices and experiences in leadership, policy development, public administration and public reforms. By sharing Singapore government's experience and best practices, we hope to promote good governance and develop goodwill, co-operation and understanding between different governments across the world.

## Course Objectives

Upon completion of this course, participants should be able to:

- Gain insights on Singapore's and Chile's approach to governance and how they are translated to policies for implementation.
- Analyse the key considerations and approaches of public policy development.
- Describe Singapore's and Chile's public administrative and financial reform initiatives.
- Describe key frameworks of human resource management in the Singapore and Chile public sector.

## Synopsis

Topics to be covered are:

- Approach to Governance
- Transparency in Public Policy Development and Government Administration:
  - Policy Making in the Context of New Governance Challenges
  - Public Trust, Transparency and Engagement
  - Public Procurement
- Public Sector Reform:
  - Public Service for the 21<sup>st</sup> Century (PS21)
  - Whole-of-Government Initiatives
  - Modernization of Public Service Delivery
  - Building a Future-Ready Public Service
- Human Resource Management in the Public Sector

## Methodology

A variety of teaching methodologies will be used throughout the course to ensure active learning and participation including lectures, group discussions, dialogues and experiential activities. Relevant site visits will also be included to enhance the learning experience of the participants.

## Course Duration

The course will be held from **13 to 17 January 2020** in **Santiago, Chile**.

## Invited Countries and Territories

Antigua and Barbuda, Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saint Lucia, Saint Kitts and Nevis, St Vincent & the Grenadines, Suriname, and Trinidad and Tobago.

In addition, representatives of CARICOM and OECS Secretariats are invited to participate.

## Application Information

Applicants should be:

- Nominated by their Government;
- Mid to senior level government officials who are involved in the planning and/or policy of human resource development in their civil service;
- Proficient in English; and
- In good health.

## Terms of Award

This course is sponsored by the Governments of Chile and Singapore under the Singapore-Chile Third Country Training Programme. Under this arrangement, both Governments will bear the following expenses for successful applicants, thereafter known as "participants" during the course in Santiago, Chile.

These expenses include:

- An Economy Class round-trip air ticket between the respective international airports;
- A daily training allowance from the first day to the last day of the course [Complimentary breakfast is provided in the hotel from the first day to one day after the course.];
- Airport transfers to and from Santiago airport and hotel;
- Training fees, including lecture fees, administrative fees, and teaching materials.
- Medical insurance for participants to cover accidents and hospitalisation during their stay in Santiago in accordance with the policy of a local insurance company; and

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GENERAL INFORMATION BROCHURE

- Accommodation for the entire duration of the course.

**Note:**

- (i) Participants are to bear their personal miscellaneous expenses that might be incurred prior to receiving the allowance; and
- (ii) Any expenses for out-patient medical/dental treatment will be borne by the participants themselves.

## Regulations

Participants are required to comply with the following:

- a) Strictly observe course schedules and not miss training subjects.
- b) Not bring any member of their family and/or personal aide for the duration of the course.
- c) Carry out such instructions and abide by conditions as may be stipulated by the nominating Government or the Governments of Singapore or Chile with respect to the course.
- d) Refrain from engaging in political activities, or any form of employment for profit or gain while in Chile.
- e) Discontinue the course, in the event that they fall seriously ill and are considered unable to continue the training, or have committed an improper act.
- f) Return to their respective home countries upon completion of the course.
- g) **To check whether you need to obtain a visa to visit Chile, and meet its requirements.**

## Application Procedures

(Closing date for nomination: **Wednesday, 30 October 2019**)

The Governments of Chile and Singapore are pleased to invite the respective National Focal Point for Technical Assistance to nominate up to **three (3)** suitable applicants for consideration. Selection of candidates for the limited number of training awards will be based on merit. Should there be more applicants than training places, the Governments of Chile and Singapore seek the understanding of the respective National Focal Point for Technical Assistance in the event that its nominee(s) is not selected.

All nominees are to submit their applications online at **<https://go.gov.sg/goodpractices>** by **Wednesday, 30 October 2019**. All application forms must also be **endorsed** by the respective National Focal Point for Technical Assistance.

**Note:**

- All application forms should be completed in full. Incomplete application forms or forms which are not endorsed will not be considered. Please contact [chua\\_hwee\\_khoon@mfa.gov.sg](mailto:chua_hwee_khoon@mfa.gov.sg) if you encounter technical issues during application;
- Applicants should refrain from making telephone and email inquiries on the status of their applications;
- AGCID will inform all applicants of the outcome of their applications. The National Focal Point for Technical Assistance will also be informed directly or through Chile's diplomatic representations in the nominating country; and
- Flight arrangements are to be made only upon receipt of the Letter of Acceptance to the course.

## Information on Chile

For more information about Chile, please visit the Chilean Tourism Board website at **<http://www.thisischile.cl>**



# *APPLICATION GUIDE*

*For Singapore Cooperation Programme Courses*

## *5-Step Application Process*

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1

Search for a course.

2

Check eligibility and course details.

3

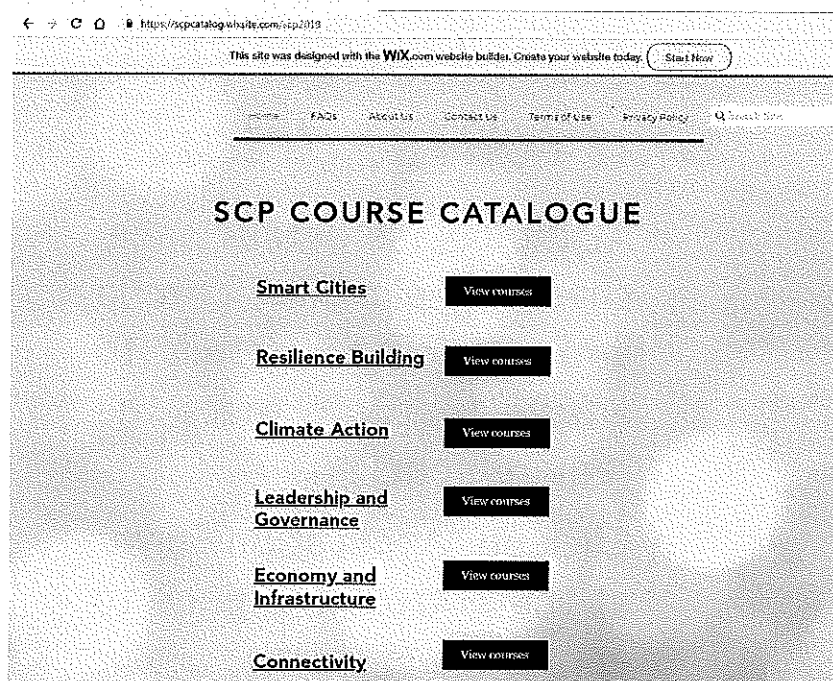
Fill in application.

4

Submit application.

5

Seek NFP endorsement.

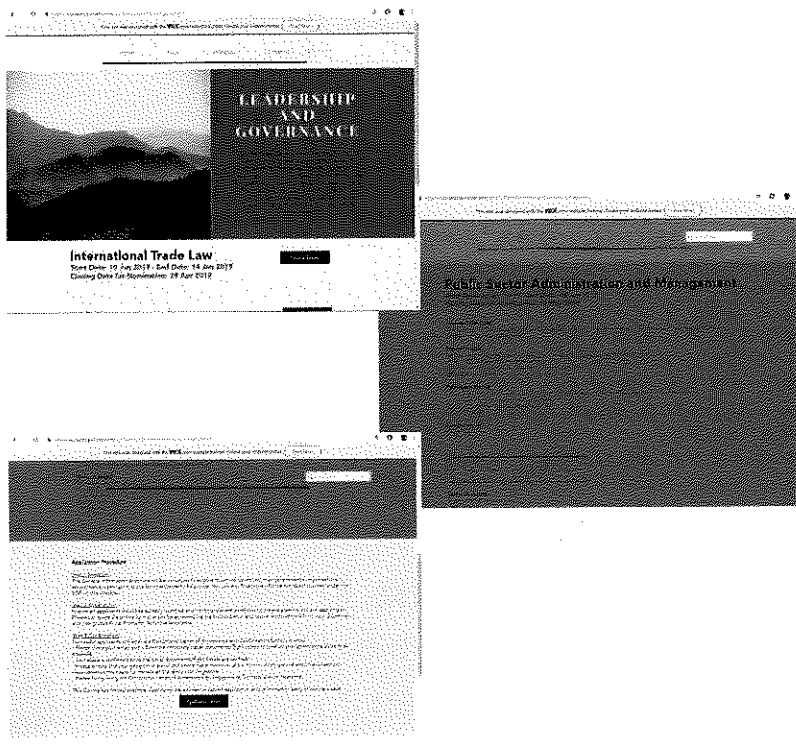


## 1. Search for a course

- Browse our course catalogue at our website (<http://scpcatalog.wixsite.com/scp2019>).
- Click on any of the categories for the list of courses under that category.
- Select a course in the listing for more details (e.g. course synopsis, course dates, etc.).

## 2. Check eligibility and course details

- At the course details page, check the eligibility criteria and application details to ensure that you meet the requirements.
- Click on "Application Form" at the bottom the page to apply for the course.





### 3. *Fill in Application*

- Follow the instructions on the page when filling in the Application Form.
- When doing so, ensure that you have the following documents/information on hand:
  1. Softcopy of **passport photo** (in jpeg, jpg, png)
  2. **Curriculum vitae** (or employment and educational records)
  3. **Supervisor's email address**



Internet Explorer  
http://www.uscis.gov/immigration/apply/apply.html

Read Instructions

### Instructions

Please prepare the following documents before starting the application:

- 1) Passport Photo

Please ensure that all information are filled out before submitting the application. Incomplete applications will not be considered.

### Applicant's Details

1. Full Name (as per passport)

Please fill in required field

2. Surname

3. Please upload a recent passport-sized photo of yourself

### 3. Fill in Application

- Please complete all fields **except** the last field which is meant for your National Focal Point.
- Once you have completed the application, click on the "Submit" button.
- You would be prompted to complete/correct any field that has missing/incorrect information.



How would you rate your overall experience today?

Please click on the rating button below to rate us




Any other feedback?

## 4. *Submit Application*

- Once ready, click on the "Submit Application" button.
- You will land on the "Thank You" page (see example on the left) upon successful application.

## 5. Seek NFP endorsement

- An acknowledgement email, which includes a copy of the completed application form, will be sent to you.
- Print this form and submit it to your National Focal Point for endorsement.
- Lastly, wait to hear from us on the results of your application.

 **Republic of Singapore**  
**Ministry of Foreign Affairs** • **Ministry of Defence**  
**Application for MPTA, Public Administration and Management (24 to 15 June 2015)**

**Dear Sir or Madam,**

Thank you for submitting your application. Please print out the form and both endorsements from your National Focal Point for Technical Assistance (NFTA).

Applications with no endorsements will not be considered.

Please contact [info.mptas@pmg.gov.sg](mailto:info.mptas@pmg.gov.sg) for further queries.

Thank you.

**Regards,**  
The Singapore Cooperation Programme Team

A summary of your response is shown below. A PDF summary is also attached for your convenience.

Form Title	Form Link
Form Link	<a href="#">Form Link</a>
Reference Number	2415-00000000000000000000
Date Submitted	Mon, 22 Apr 2015 11:11:07 AM
Full Name (as per passport)	David
Salutation	Mr
Please upload 3 recent passport sized photos of yourself	Sample Photo
Gender	Male
Date of Birth	21 Apr 1975



## *SINGAPORE COOPERATION PROGRAMME*

Technical Cooperation Directorate

Ministry of Foreign Affairs

Tanglin

Singapore 248163

Tel: (65) 6379 8000

Email: [mfa\\_scp@mfa.gov.sg](mailto:mfa_scp@mfa.gov.sg)



# *NFP ENDORSEMENT GUIDE*

*For Singapore Cooperation Programme Courses*

## 3-Step NFP Endorsement Process

1

Receive  
application.

2

Review application.

3

Submit  
endorsement.



**Public Sector Administration and Management - 24 to 28 June 2019**


<https://www.spsa.gov.sg/2019/06/23/psa19>

Reference Number: SPC040672080001790346  
 Time Submitted: Wed, 24 Apr 2019 02:47:17 PM  
 Please upload a recent passport-sized photo of yourself. Acknowledgement PNG  
 Submission: Mr.  
 Full Name (as per passport): David  
 Gender: Male  
 Date of Birth: 23 Apr 1975  
 Passport Issuing Country: Azerbaijan  
 Representing: Azerbaijan  
 Passport Number: A12345678  
 Passport Expiry Date: 31 May 2021  
 Contact Details (Mobile Number, Office Number): XXX XXX  
 Email Address: [REDACTED]  
 Current Employment Details (Organisation, Department, Designation): XXX, XXX, XXX

Job Description: XXX  
 Reason for Application: XXX  
 Have you attend any courses under the Singapore Cooperation Programme? No  
 Name: XXX  
 Employment Details (Organisation, Department, Designation): XXX, XXX, XXX  
 Supervisor's Email Address: [REDACTED]  
 Please describe why the applicant has been nominated for this course: XXX  
 Please describe what skills/knowledge you would like the applicant to gain from this course: XXX  
 Acknowledgement: I fully understand that if I fail to comply with the Terms and Conditions of the training award, and/or any of the above declarations are found to be untrue, the award will be terminated with immediate effect and I will be liable to depart from Singapore at my own expense.  
 (To be completed by National Focal Point for Technical Assistance) NFP Endorsement (Please affix seal here or attach a Diplomatic Note)

## 1. Receive application

- We have instructed all interested applicants to submit their completed forms to the National Focal Point (NFP) for endorsement.
- You should therefore expect interested applicants to approach you to endorse their application.
- An example of a completed application form is on the left.

Job Description	XXX
Reason for Application	XXX
Have you attend any courses under the Singapore Cooperation Programme?	No
Name	XXX
Employment Details (Organisation, Department, Designation)	XXX, XXX, XXX
Supervisor's Email Address	
Please describe why the applicant has been nominated for this course.	XXX
Please describe what skills/knowledge you would like the applicant to gain from this course.	XXX
Acknowledgement	I fully understand that if I fail to comply with the Terms and Conditions of the training award, and/or any of the above declarations are found to be untrue, the award will be terminated with immediate effect and I will be liable to depart from Singapore at my own expense.

(To be completed by National Focal Point for Technical Assistance) NFP Endorsement (please affix seal here or attach a Diplomatic Note)



## 2. Review application

- NFPs will have full access to all the information regarding an applicant.
- NFPs can review the application forms before deciding whether to endorse an applicant or not.

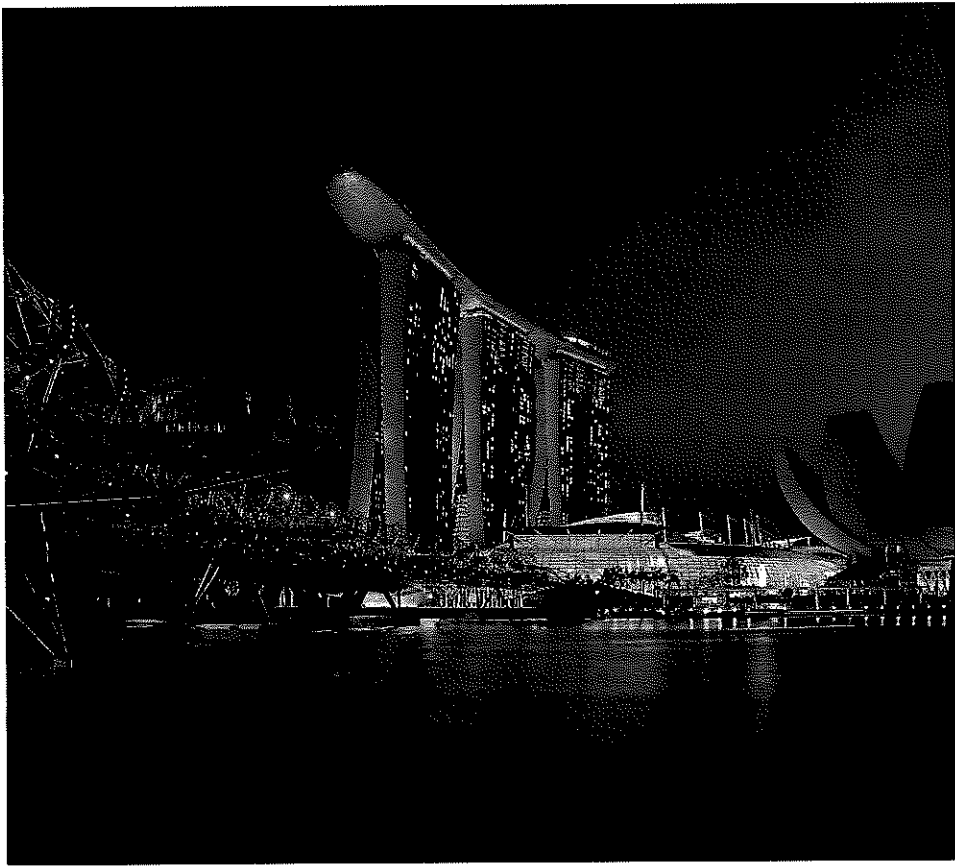
<b>Job Description</b>	XXX
<b>Reason for Application</b>	XXX
<b>Have you attend any courses under the Singapore Cooperation Programme?</b>	No
<b>Name</b>	XXX
<b>Employment Details (Organisation, Department, Designation)</b>	XXX, XXX, XXX
<b>Supervisor's Email Address</b>	
<b>Please describe why the applicant has been nominated for this course.</b>	XXX
<b>Please describe what skills/knowledge you would like the applicant to gain from this course.</b>	XXX
<b>Acknowledgement</b>	I fully understand that if I fail to comply with the Terms and Conditions of the training award, and/or any of the above declarations are found to be untrue, the award will be terminated with immediate effect and I will be liable to depart from Singapore at my own expense.

[To be completed by National Focal Point for Technical Assistance/ NFP Endorsement (please affix seal here or attach a Diplomatic Note)]



### 3. Submit endorsement

- There are two ways NFPs can provide endorsement:
  - NFPs are to affix the organisation stamp/seal at the "NFP Endorsement" portion of the application form (see example on the left). NFPs are then required to either send us the completed forms via email (mfa\_scp@mfa.gov.sg) or mail the forms to any of Singapore's Overseas Missions.
  - Alternatively, NFPs can inform us of your endorsement through official channels (e.g. Diplomatic Note).



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