



Administrative Order No. 14  
Series of 2020

**SUBJECT: ESTABLISHMENT AND ADMINISTRATION OF THE SOCIAL WELFARE AND DEVELOPMENT LEARNING INSTITUTE (SWDLI)**

**I. RATIONALE**

The Department of Social Welfare and Development (DSWD) remains to be the lead in social welfare and social protection in the country with its steering role on social welfare and development (SWD): policy development, standards development, advocacy on behalf of vulnerable sectors, networking and partnerships, direct service delivery/ transfer of technology and organizational development. However, the intricacies of the context of social vulnerability in the country requires the Department to keep itself abreast of new strategies and methodologies while equally valuing its historical milestones. Investing in its intellectual capital is of utmost importance to be able to sustain its SWD leadership and maintain the appropriateness and responsiveness of the technical assistance that it provides to its partners and intermediaries, and to other stakeholders.

Since 2016, several studies and consultation workshops have been conducted with the offices, bureaus, services and units (OBSUs), Field Offices (FOs), Local Social Welfare and Development Offices (LSWDOs) and other stakeholders to contextualize the need for a mechanism that will maximize learning and knowledge sharing on SWD. Records show that in the last three years, the Department has utilized a total of Php 4.140 Million for the capacity building needs of its internal staff and stakeholders such as Local Social Welfare and Development Officers (LSWDOs) Provincial/ Municipal/ City Links, non-government organizations (NGOs), Civic Society Organizations (CSOs), Peoples organizations (POs) and supervised agencies, with an average investment of Php 12, 500.00 for each participant of a face-to-face (F2F) learning and development intervention. However, enhancing the competencies of these stakeholders calls for a more comprehensive learning and development system which goes beyond providing F2F trainings and knowledge sharing activities on a limited scope, especially given the transition to new normal and devolution of SWD services and other external environment factors may be considered as risks to the stability of the Department, and extensively, to the stakeholders.

The impact of these learning and development interventions to the improved delivery of SWD programs and services remains to be a critical indicator of the quality of the technical assistance provided by the Department, thus, the need for a more strategic approach in this area. As the transition to the new normal happens, the Department shall strengthen its resources such as technology, partnerships and other support mechanisms to ensure responsiveness of the technical assistance that it provides.

Recognizing this need, DSWD envisions the establishment of a professional learning institute that specializes in SWD where its more than six decades' wealth of SWD knowledge shall be institutionalized and leveraged to the stakeholders implementing SWD programs and services through extensive modes such as blended learning method, e-learning, social laboratories, communities of practice and research and development anchored on knowledge management. Furthermore, as the national lead of SWD, the Department intends to sustain its international commitments, such as the ASEAN Declaration for Strengthening Social Work, and partnerships through the learning institute, continuing technical assistance from development partners on the area of capacity building and development, and maximization of the use of information and communication technology to strengthen program reach and efficiency during and beyond the pandemic period.

This bold step corresponds to transforming the Department into a dynamic organization with a culture of innovation, integrity and excellence, encompassing its other foundational and organizational outcomes, contributory to the goal of the Philippine Development Plan 2017-2022 to create an inclusive, high trust and resilient society with a globally competitive knowledge economy. On a bigger picture, this project will highly contribute to achieving the AmBisyon Natin 2040 where development plans lead to a country that is "a high trust society where families thrive in vibrant, culturally diverse, and resilient communities."

## II. LEGAL BASES

### A. National Policies

1. **Executive Order 292 Administrative Code of 1987. Title XVI, Chapter 1 Social Welfare and Development.** DSWD is mandated to "provide a balanced approach to welfare whereby the needs and interests of the population are addressed not only at the outbreak of crisis but more importantly, at the stage which would inexorably lead to such crisis".<sup>1</sup> Some of the functions<sup>2</sup> of DSWD include:

1. Establish, operate, maintain and otherwise support institutional facilities, projects, and services for its constituents (Sec.3.4)
2. Promote, support, and coordinate networks and facilities for the identification and delivery of appropriate interventions to its welfare constituents (Sec.3.6);
3. Undertake research and studies on matters pertaining to its constituency (Sec.3.8)
4. Provide advisory services and develop and implement training standards and programs for personnel, social workers and students, and third-

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<sup>1</sup> Executive Order 292- Administrative Code of 1987 [ Book IV/Title XVI/ Chapter 1- General Provisions/ Section 2

<sup>2</sup> Executive Order 292- Administrative Code of 1987 [ Book IV/Title XVI/ Chapter 1- General Provisions/ Section 3

country participants for career and staff development in social welfare activities.

2. **Executive Order 221 s. 2003 amending Executive Order 15 s. 1998, Redirecting the Functional Operations of DSWD.** This national policy transitioned the role of DSWD from direct service deliverer to a technical assistance provider and enabler of LGUs, NGOs, other NGAs, POs, and members of civil society in implementing social welfare and development programs, disaster management and resource generation and augmentation.
3. **Republic Act 7160 Local Government Code.** RA7160 mandates the devolution of social services from DSWD to local government units (LGUs).
4. **Memorandum Circular No. 23, s. 2003. Adoption of the DSWD Organizational Competencies.** As a lead agency for social welfare and development, DSWD is committed to excel in the fulfillment of its role anchored on the following organizational competencies: SWD Policy Development, Standards Development, Advocacy on Behalf of Vulnerable Sectors, Networking and Partnerships, Direct Service Delivery/Transfer of Technology and Organizational Development. The standards development tackles both professional competencies and service standards and further states that while the Professional Regulation Commission (PRC) deals with the licensing of social workers as professionals, but no agency regulates the practice of social workers in the actual setting. Aside from this, the annotation under organizational development states that "DSWD in some regions do not have access to adequate training programs at the graduate level. This leads to serious difficulties meeting the academic requirements of certain jobs in the system".
5. **Republic Act 4373 Regulating the Practice of Social Work and the Operation of Social Work Agencies in the Philippines and For Other Purposes.** Sec. 23.2 states that social work agencies are required to employ a sufficient number of duly qualified and social workers to supervise and take charge of its social work function in accordance with accepted social work standards prior to being duly registered with DSWD. Furthermore, Sec. 26 states that all registered social workers must provide earning forty-five (45) units of continuing professional development (CPD) courses given by any CPD provider duly accredited by the CPD Council for Social Workers as a requirement for the renewal of the professional identification card of social workers. Furthermore, it states that all local government units (LGUs) and employer organizations shall allocate the necessary funding to support the professional development of social workers under their employ, regardless of employment status, for the purpose of complying with the CPD requirement.
6. **Republic Act 10968 Institutionalization of the Philippine Qualifications Framework (PQF).** Sec. 4 states that a PQF shall be established which shall describe the educational qualifications and sets the standards for qualification outcomes. It is a quality assured national system for the development, recognition



and award of qualifications based on the standards of knowledge, skills and values acquired in different ways and methods by learners and workers of the country.

7. **Republic Act 6713 Code of Conduct and Ethical Standards for Public Officials and Employees.** Sec.4b states that "Public officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage. Furthermore, Sec. 2 and 6 of its implementing rule state that *Professional, scientific, technical trainings and education programs shall enhance to the highest degree, professionalism, excellence, intelligence and skills in the performance and discharge of duties and responsibilities of officials and employees and that Every department, office and agency shall continuously conduct research and experimentation on measures and adopt innovative programs which will provide motivation to officials and employees in raising the level of observance of public service ethical standards*
8. **Philippine Development Plan (PDP) 2017-2022.** One of the goals of the Philippine Development Plan 2017-2022 is to accelerate the human capital development by ensuring lifelong learning opportunities for all and increasing the income-earning ability of the Filipinos in different labor sectors, including the social welfare sector.

## **B. Standards**

1. **Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)-** a mechanism that empowers government agencies by developing their human resource management competencies, systems and processes toward HR excellence<sup>3</sup>
2. **ISO 9011:2015 Quality Management System-** promotes the adoption of a process approach to enable organizations to plan their processes and their interactions to produce the necessary products and services required by customers.

## **III. OBJECTIVES**

The Social Welfare and Development Learning Institute (SWDLI) is established to provide continuing professional development programs on SWD to DSWD employees, partners, intermediaries and other stakeholders.

Specifically, this administrative order aims to:

1. Identify the components of the SWD Learning Institute;

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<sup>3</sup> CSC Definition



2. Institutionalize a transitory organizational structure for the administration of the SWDLI;
3. Establish the SWDLI Administration Office; and,
4. Define implementation strategies in the establishment of the SWD Learning Institute

#### IV. COVERAGE/SCOPE

This administrative order covers all learning and development programs/ capability building activities conducted by the Offices/Bureaus/Services of DSWD Central Office and Field Offices for its internal staff, partners, intermediaries and other stakeholders.

#### V. DEFINITION OF TERMS

1. **Qualification<sup>4</sup>**- refers to a formal certification that a person has successfully achieved specific learning outcomes relevant to the identified academic, industry or community requirements. A qualification confers official recognition of value in the labor market and in further education and training.
2. **Learning and Development interventions** - are programs or activities that intend to address a competency gap as a result of learning needs assessment.
3. **Instructional Systems Design** - is the process of designing a specific learning intervention or activity and developing instructional courses or materials that bring greater effectiveness to acquiring knowledge or skills for the learner.
4. **Learning Service Providers** – refer to agencies, institutions, centers and other similar organizations providing learning and development interventions such as trainings, seminars, and workshops, among others
5. **Expert Resource Pool** - group of subject matter experts of the learning institute. The communities of practices and DSWD Core Group of Specialists are part of the resource pool.
6. **SWDLI Project Management Team (PMT)<sup>5</sup>** - institutionalized through Special Order No. 3619 s. 2019 to provide leadership and policy direction on strategies and initiatives for the establishment of the SWDLI

#### VI. COMPONENTS\*

1. **LearnX** - refers to the sets of course offerings developed using instructional systems design, and knowledge sharing activities such as seminars, forums, conferences, conventions, coaching, mentoring and demonstration sessions on SWD. These courses and other activities may be conducted through F2F (face-to-face) modes, online platforms, or a combination of both (blended approach).

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<sup>4</sup> Definition based on RA 10968 Philippine Qualifications Framework

<sup>5</sup> Created through Special Order No. 3619, s. 2019



2. **Communities of Practice (COPs)** - refers to collaborative groups of social welfare development experts who will serve as the expert resource pool of SWDLI
3. **DSWD Core Group of Specialists<sup>6</sup>** - recognized as the internal pool of experts for vulnerable sectors such as children and youth, family and community, women, older persons, persons with disabilities, indigenous cultural communities and internally displaced persons, among others.
4. **Learning Resource Centers** - facilities that support the continuing professional development programs of the learning institute. It houses the growing collection of knowledge products on social welfare and development such as books, theses, films, documentaries, videos, webinars, e-journals and other educational materials which can also be assessed via online through the Knowledge Management (KM) Portal. The learning resource center will make use of the integrated library system and shall establish linkage to established online journals related to social work.
5. **Social Laboratories** - a mechanism of the SWDLI where learners creatively innovate technologies and techniques to address SWD challenges
6. **Learning and Development Support System**- consists of the following mechanisms: L&D policies, guidelines, frameworks and standards, physical facilities, IT-based infrastructures, human resources, partnerships and linkages and benchmarking activities.

*(\*Other components of SWDLI may be further created as deemed necessary and shall be included as an amendment to this administrative order)*

## **VII. IMPLEMENTATION STRATEGIES**

1. **Tag the learning and development interventions (LDIs) of the Central Office OBSUs and NPMOs as part of the activities of the SWDLI.** As part of its establishment, LDIs conducted by the Central Office OBSUs and FOs shall be tagged as part of the activities of the SWDLI. The SWDLI Project Management Team shall produce an L&D Report on these initiatives as part of its baselining and develop the SWDLI Roadmap and Masterplan.
2. **Use internal budget to fund the activities and/or of the SWDLI.** In line with the tagging of the LDIs of the Central Office and FOs as part of SWDLI activities, the

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<sup>6</sup> Created through Memorandum Circular No. 16, s. 2006

SWDLI Administration Office shall establish internal partnerships with Central Office OBSUs as its fund source for related activities and/or projects.

- 3. Identify and consolidate existing support facilities as SWDLI facilities.** Existing facilities such as the Social Welfare and Development Center for Asia and the Pacific (SWADCAP), 4Ps Training Center and other support facilities in DSWD, shall be consolidated and tagged as part of the SWD Learning Institute.
- 4. Tap potential external fund sources.** The SWDLI Administration Office shall explore potential external fund sources for developing the components above mentioned in this order.
- 5. Improve existing and construct new facilities to support SWDLI activities.** The SWDLI Administration Office shall conduct assessments on the existing facilities of DSWD which can be utilized to conduct SWDLI activities and provide support for facility improvement. It shall also conduct feasibility studies as part of identifying strategic locations of the construction of its new facilities.
- 6. Maximize pool of experts as subject matter experts of the SWDLI.** SWDLI shall formulate certification and audit process for both the internal and external pool of experts. Furthermore, it shall develop programs to upgrade the expertise of the internal pool of experts.
- 7. Establish a learning and development support system for efficiently managing the operations of the SWDLI.** The SWDLI Administration Office shall develop the necessary L&D policies, guidelines, frameworks and standards, physical facilities, IT-based infrastructures, pool the needed human resources, establish partnerships and linkages and conduct benchmarking activities
- 8. Establish partnerships with government agencies and other private institutions for use of their existing facilities.** The SWDLI Administration Office shall identify potential partners and enter into an agreement with these entities for the utilization of their available facilities to conduct SWDLI activities.
- 9. Establish partnerships with academe, NGOs and other professional development institutions to develop the components of SWDLI and deliver the learning programs.** As part of the development of professional qualifications for social work, the SWD Learning Institute should establish partnerships with the academe, NGOs and other professional development institutions providing trainings and other learning and development programs and accredit them as learning service providers. It shall also create technical working groups, inter-agency committees and similar mechanisms to develop the social work qualification standards, competency frameworks and other critical processes in developing the components of SWDLI.



- 10. Support the Department in sustaining and developing international commitments and partnerships on SWD.** The SWDLI shall support the Department in sustaining existing international commitments, such as the ASEAN Declaration for Strengthening Social Work and in maintaining or developing partnerships with international organizations on SWD to continuously contribute in enriching the global context of SWD and to ensure that practice and service standards are on par with global standards.

## **VIII. INSTITUTIONAL ARRANGEMENTS**

- A. Transitory Organizational Structure.** A transitory organizational structure shall be constituted as SWDLI Project Management Office, headed by a designated Undersecretary as the Executive Director, supported by the following:

- 1. SWDLI Project Development Team** – The SWDLI Project Development Team shall be composed of a group of technical staff in-charge of the overall establishment of the learning and development system for SWDLI, in coordination with SWIDB and LDD-HRMDS. The team shall submit a progress report to the SWDLI Project Management Team on a regular basis. Specifically, the team shall perform the following functions:
  - Conduct activities to operationalize the SWDLI components indicated in this Administrative Order, with reference to the approved SWDLI Project Proposal
  - Look for funding and other resources for the SWDLI operation
  - Establish the SWDLI Administrative Office, leading to the creation of its desired organizational structure
  - Assist in and harmonize SWIDB and LDD-HRMDS interventions related to the establishment of SWDLI
  - Perform/ take other necessary actions as required by the management to ensure sustainability of SWDLI operations
- 2. Social Welfare Institutional Development Bureau (SWIDB)**- shall be in-charge of the learning and development and capability building of Local Social Welfare and Development Offices (LSWDOs) and standardization of learning service providers as capability building partners.
- 3. Learning and Development Division- Human Resource Management and Development Service (LDD-HRMDS)**- shall be in-charge of the learning and development programs for the DSWD internal staff
- 4. Learning and Development or Capability Building Units of OBSU and NPMOs**- shall be in-charge of creating the learning and development programs for their target clients. A special order shall be created to designate these units as part of SWDLI.





The SWDLI Project Management Office (SPMO) shall ensure the development and implementation of the SWDLI components as contained in the concept proposal while working on the official creation of the SWDLI Administration Office through the Department of Budget and Management.

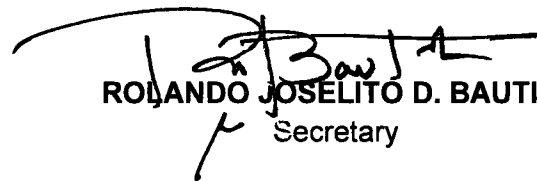
Once the SWDLI Administration Office has been created, it shall now supersede the transitory organizational structure, SPMO. (*See Annex A. Organizational structure of the SWDLI Administration Office*). Furthermore, institutionalization of its mandate shall follow upon proposal of creation of its office.

**B. Other Offices/Bureaus and Services-** may be tapped to contribute to strengthening the learning and development support system in DSWD and SWDLI

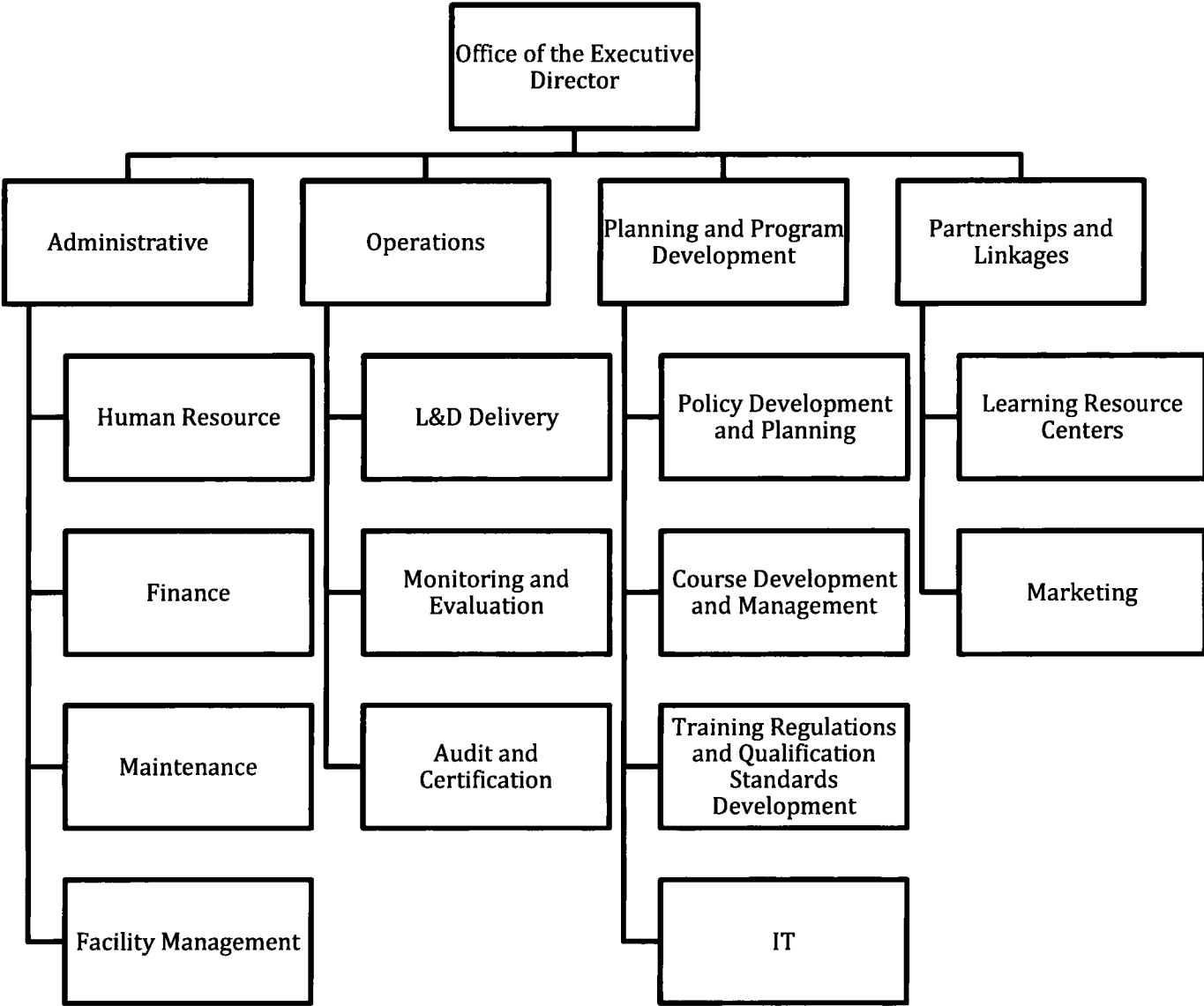
**IX. EFFECTIVITY**

This Administrative Order shall take effect immediately.

Issued in Quezon City, this 23<sup>rd</sup> day of November, 2020.

  
ROLANDO JOSELITO D. BAUTISTA  
Secretary

ANNEX A. ORGANIZATIONAL STRUCTURE



## KEY ROLES AND FUNCTIONS

| OFFICE                           | KEY ROLES AND FUNCTIONS   |
|----------------------------------|---|
| Office of The Executive Director | <ul style="list-style-type: none"> <li>● Direct the SWDLI in attaining its vision and mission by exercising supervision and control over the entire institution</li> <li>● Oversee the operations of SWDLI and provide guidance to the offices to ensure quality of the delivery of L&amp;D programs of SWDLI</li> </ul>  |
| Administrative                   | <ul style="list-style-type: none"> <li>● Responsible for providing logistical services in the overall operations of SWDLI and the delivery of L&amp;D programs</li> <li>● Recruit and facilitate the professional development of SWDLI's human resource</li> <li>● Prepare and implement effective financial plan to support SWDLI's operations</li> <li>● Ensure the efficient, effective and timely provision of goods and non-consulting services, contracting for infrastructure projects and consulting services to support the SWDLI in attaining its vision and mission. It shall lead all activities of the SWDLI pertaining to procurement planning, purchasing, and contract management and monitoring</li> </ul> |
| Operations                       | <ul style="list-style-type: none"> <li>● Delivery the L&amp;D programs of SWDLI</li> <li>● Ensure the responsive and efficient delivery of the L&amp;D programs of SWDLI to the target clients</li> <li>● Certify professional competencies of SWDLI learners upon completion of the program and assessment</li> <li>● Regularly audit and accredit learning service providers and subject matter experts to ensure the quality of the delivery of the L&amp;D programs of SWDLI</li> </ul>   |
| Planning and Program Development | <ul style="list-style-type: none"> <li>● Conduct labor market information studies and identify strategies to address the demand for L&amp;D programs among social service professionals</li> <li>● Develop policies, guidelines and plans for implementing the L&amp;D programs of SWDLI</li> <li>● Develop SWD L&amp;D Programs, courses appropriate for various delivery modalities</li> <li>● Provide information management, communication services and technology solutions to support the operations of SWDLI</li> <li>● Develop the training regulations and qualification standards for social service</li> </ul>   |
| Partnerships and Linkages        | <ul style="list-style-type: none"> <li>● Establish partnerships with potential learning service providers</li> <li>● Conduct marketing activities for promoting the programs of SWDLI</li> <li>● Explore potential fund sources for developing the components of SWDLI</li> <li>● Establish and manage learning resource centers of SWDLI</li> </ul>  |