



Oficina Internacional del Trabajo

CINTERFOR

Title	The experience of INFOTEP with the application of SYMAPRO.
Country	Dominican Republic
Geographical scope	National
Implementation date	1997-2012
Responsible entity	Instituto Nacional de Formación Técnico Profesional - INFOTEP
Related agents	Employers and workers.
Objectives	Improve productivity of enterprises, with an integral and participative approach, according to decent work principles.
Target audience	Enterprises of the tourism sector
Description	<p>INFOTEP was the first vocational training institution in Latin America that adopted and implemented SYMAPRO methodology as a linking tool to the productive sector, as from 1997 and up-to-date.</p> <p>The experience shows pending challenges. The two more important are:</p> <ul style="list-style-type: none"> • achieve greater coverage of the application of this methodology (delivery), i.e., move from a punctual experience to a more generalized one. • form learning networks among enterprises and institutions that apply the methodology, in order to achieve a dynamic process aimed at continuous improvement.
Key factors	<ul style="list-style-type: none"> • On the job training, active participation of employers and workers. • Explicit link of training with productivity. • Development of competencies in the work place.
Outcome	<p>Two macro institucional learning experiences are inferred to reach significant impacts:</p> <ul style="list-style-type: none"> • The strategic vision and the perseverance ability of the institution. Training policies focused on productivity require a cultural change in vocational training institutions, they are experienced at micro level and are difficult to multiply in the short term (delivery). This takes time, and at the same time, by not generating "large" numbers of population served, often politically unattractive. INFOTEP demonstrated the importance of being persistent in its vision, articulating experiences at micro level with macro approach through bodies such as the annual productivity conference. <ul style="list-style-type: none"> • INFOTEP experience shows that the institution should be capable of renewing itself constantly, along with renewing the methodology, without leaving the fundamental axes that render sustainability over time. It may happen that a particular component or aspect is abandoned and later in retaken, as was the case with the implementation of the group performance measurement components (collective competence) in INFOTEP experience.
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