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Project Title: **Latin-American Practices And Soft Skills For An Innovation Oriented Network**  
Instrument: **Erasmus+ Capacity Building in Higher Education Call 2017 EAC/A03/2016**

## **D1.1 Preparation of MP/I Development. Santiago, Chile 2018**

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## Executive Summary

This report presents a summary of the first experience of Preparation of multidisciplinary projects /internships (MP/I) implemented in Santiago, Chile, in 2018.

## Introduction

LAPASSION Project has the aim to increase the innovation culture of HEI and the connection with Enterprises/Organizations (E/O) with impact in Employability and Internationalization.

This aim is pursued by implementing multidisciplinary projects/internships (MP/I) for co-creation, co-development and acceleration of innovative ideas, integrated in the educative Project of the involved institutions. MP/I will be implemented by means of teams involving students with different backgrounds and graduation levels, and from different countries, and solving challenges proposed by E/O.

This report presents a summary of the first experience of Preparation of multidisciplinary projects/internships (MP/I) implemented in Santiago de Chile, from april 2 to june 8, 2018.

The main topics of the preparation for the MP/I are described in the next pages considering aspects such as: mobility process, academic development, definition of the challenge and stakeholders, and building of the teams. Finally, we summarize the main learnings to consider for next developments. All the activities that we describe in this report must be considered as pre-MP/I.



# I. Mobility Process

## 1. *Administration for mobility students*

1.1 Design and send a “**Mobility Kit**” to the international students with the following information:

- **Conditions for entering host country:** describe the conditions to enter and leave the country. In case they don't need a visa, emphasize the legal period of permanence. In order to get this information, check the local conditions to enter the country, considering the nationality of the students and period of permanence. In case they need a visa, it must be processed in advance.
- **Accommodation:** Suggest some options for accommodation, consider hostels and give some tips for the option of an “Airbnb” (such as neighborhood to consider, etc.). Check with your international department if your institution has some accommodation agreement locally.
- **Health insurance:** demand a health insurance to all the mobility students. A non-refundable insurance is recommended.
- **Document useful local information:** design and send to the students a document with useful local information for their arrival and daily life in the target city. Consider issues such as: transport from the airport, taxi-uber, public transport, wifi, currency, banks, food and drink, time zone, voltage, climate & clothing, smoking and drugs, standard budget (sample costs), safety, preventive measures, free useful apps. Consider also some other information related to idiosyncrasy or singular aspects of the host country (such as prohibition or probable natural phenomena). In Annex 1 we have attached the Santiago de Chile model.

1.2 Send a formal **letter of invitation** with personal information of the mobility students (full name, type and number of travel document) in which the institution of origin commits to receive the students during the period of development (MP/I), signed by a responsible authority of your institution. This document can be useful for the students to justify their absence in their country of residence or to justify their visit in the host country. In Annex 1 we have attached the Santiago de Chile model.



## 2. Academic Management

### 2.1 Profile and selection of students.

#### Host institution

-The host HIE can propose some disciplines for the participant students in the MP/I, such as: design, technology, engineering, arts, health, etc.

- **Local Students.** The level of participation expected from a foreign student is different from a local student since they have to continue with their usual courses. However, you have to commit them not only to assist to classes but also it's important that local students have availability to work with the group in a "co-curricular" schedule. This last aspect is very important for the dynamic of the group. Motivation for these students is a must. We suggest to consider students in the last year of their course of studies, such as students working on their thesis or portfolio.

#### International institutions

-**Call for selection of the students.** Use your networks to increase the application from other schools to your call. Contact all deans, directors or professors from other schools to ask their more interested/ committed and participative students to apply. Nonetheless, **there should be an open call.**

Basic conditions for the students to apply:

- Consider their disciplines (in case the receiving institution propose some, check them). But remember, **multidisciplinary students is a must.**
- Fluent English is a must** for all the applicants. English is the official language of the program, considering that, and the multi-languages of the students that participate in the program, it's important to have a common language for all the students to feel involved.
- Establish an **"age set" and/or stage of their course of studies** for students to apply: 21-22 years old or 3 to 4 years at school. Since our disciplines are very different, the idea is at least to level the maturity in school education. The **degree of the students** has not been a conclusive factor in the dynamic of the groups in the Chilean experience.
- Make a process for selecting the students that **makes them work.** If they are committed to the project and sustain their commitment, we will have a great achievement. Ask for a CV, an essay and a personal interview. Working on extra programmatic activities is a good predictor of sustained commitment, but be open to unexpected facts.



**- Introduce the selected students of the MP/I to the aims of LAPASSION, and the methodology.** For having a common ground it is important that all the students are involved in innovation methodology such as: qualitative process, iterations, convergence and divergence process, etc.

**-Management and communication:**

- a. Define a responsible person of your institution to be in contact with the host HIE.
- b. Collect information of your students in the different stages:
  - When informed the selection of the students: Name, family name (as it appears in the ID), travel document number (Passport, DNI, CI), date of birth (DD/MM/YYYY); nationality; home institution; study program, CV, mail.
  - Before travelling: health insurance (name of the company, number and contact); date of arrival and departure; accommodation and phone contact (whatsapp).
- c. Finally, always remember rules have to be clear, any doubt of your collaborators or students need to be canalized. Establish a person in charge in your institution and keep a **fluent communication** with the host HIE.

## **2.2 Integration of the students.**

A local integration is important for the mobility students, for that, you need to empower the local students to feel as their “chaperons”. Also you can consider some “chaperon” program in case the international department of your institution has it. An introductory speech about local idiosyncrasy of your international department in the arrival of the students is also an important activity for the integration of the students. Finally, before their arrival, it is important to establish and send to the students a local contact (phone/whatsapp) in case of any important doubt or emergency

## **2.3 Access to facilities and definition of the space**

Contemplate the access of the students to others facilities of your institution: special students’ credential, library, wi-fi, Send a map of the campus to the students is an important consideration.

Establish and book work-space/s in your institution (or close to it) for the students to work in groups. Considering the Chilean experience, we recommend to provide an in-residence studio for the development of the whole LAPASSION program. Consider space that can host the teams and provide desk space and whiteboards for the students to interact, eliminating any hierarchical structure given in an ordinary classroom.



*Work-Spaces for LAPASSION students, Duoc UC and PUC (Campus San Joaquín)*

## **2.4 Definition of credits and validation of each institution for the course.**

To give formality to the experience it's important that the students get credits for their participation in the program. The HIE of origin defines the system to accredit them.

# **II. Academic development pre-MP/I**

## ***1. Schedule of the academic program***

Define the schedule of the academic program in advance, in order to consider some institutional resources you may need (other professionals involved, spaces, material, etc.). If there is a partner institution in the development, the collaborative-work in the design of the program is essential. You have to present the general academic program in the first class with the students.

## ***2. Definition of the challenge and counterparts***

### **2.1 Definition of the challenge**



To choose the challenge you have different options: (a) select a global issue, a broad topic that can be empathized by all kind of different cultures and academic backgrounds (related to the diversity of the students), and that also provides you with the possibility to connect different specific counterparts; (b) select a “glocal” topic that is related to your local environment but approachable.

## **2.2 Counterparts and sub-challenges**

- Once you define the main topic, map possible counterparts that can contribute to the challenge from different perspectives. Consider that the counterparts must have knowledge of the main topic, but also availability and commitment with the project (development)
- Give them all the necessary information about the project: aim and general background of LAPASSION; interventions during the process (presentation of the sub-challenge, revision of the projects and final evaluation), give them the format and dates of their interventions during the process; and availability to receive students during the MP/I.
- Define collaboratively the sub-challenges. They must be defined by both sides in order to assure the alignment with the project. The quantity of the sub-challenges depends on the number of groups: one sub-challenge for each group.
- Define a model of **shared value** with them.

## ***3. Building of the teams***

- The ideal number of students per team is between four and five
- In order to warrant the heterogeneity across the students in each group we define the following criteria:
  - Multidisciplinary
  - Multicultural (nationality and native language)
  - Gender
  - Local and mobility students





### III. Interactions with the other WPs

Finally, consider in the preparation of the academic schedule the deliverables related to the other wp of the project such as:

- Development A2.1 (team's work planning, teams' reports, demonstrations prototypes, products or Services , report based on teams' answers to questionnaires and other Teams feedback); A2.2 (development toolkit)
- Quality control A3.1. (quality plan for MP/I preparation and development; monitoring and control of MP/I; recovery plan of MP/I).

For these aims coordinate with the responsible institutions of each WP and ask for the procedure related to it. **Establish clear procedures for sharing information with the rest of the partners.**





## IV. Main learnings

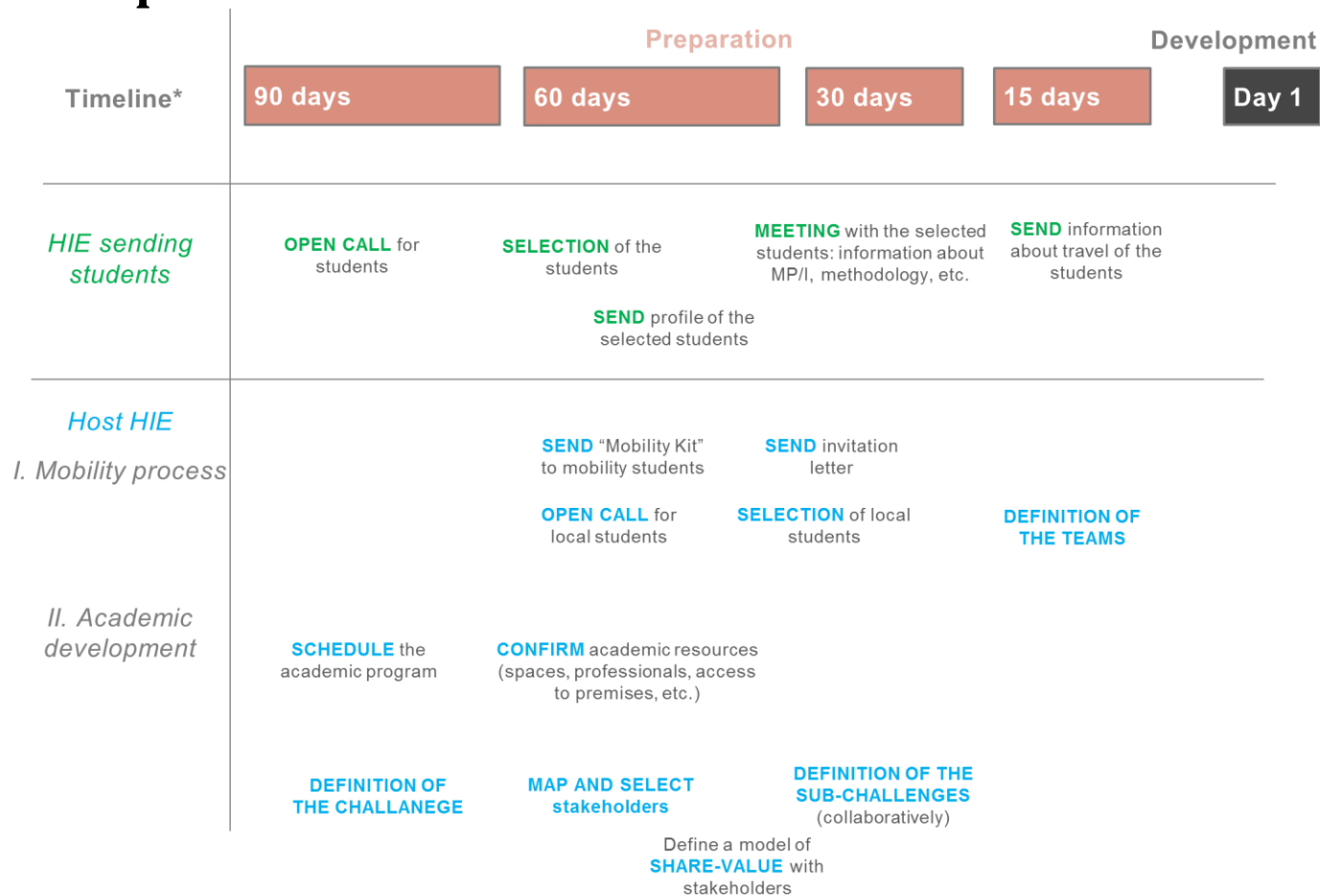
As from the Santiago de Chile experience, we summarize and emphasize some main learnings related to “Preparation” to consider for the next experiences of the project:

- Create schedule in advance. Program the mobility process (administration and academic management) in advance considering your local and academic schedule.
- Keep fluent and organized communication with the partner institutions that takes part in the MP/I. Organize the communication by designating a person responsible for your institution and WP. Sharing information is a must for all the project.
- Related to the selection of the students, make an open call, take into account that rules and information have to be clear. Consider possible differences between the commitment of locals versus international students. Remember, English is the official language.
- Related to the relationship with counterparts, define responsibilities and limits of their participation. For that, consider that they are not experts in the methodology process. You can give them examples of sub-challenges, so they have models to present.
- Define a culture of “belonging” to LaPassion. Establish a contact with the participants and make them feel part of the project in advance. Set a connection among them so they can talk about expectations and self-organization (accommodation, trips around the city, etc.). Design some “merchandising” of the project (pins, bags, notebooks, etc.)



*Merchandising LAPASSION Santiago de Chile, first day of the students.*

## V. Preparation schedule



\*Timeline depends on the local and academic schedule of the receiving HIE



# **Annex 1**

## **Useful local information**



LATIN AMERICA PRACTICES AND SOFT SKILLS FOR  
**LAPASSION**  
■ ■ ■ ■ AN INNOVATION ORIENTED NETWORK



Erasmus+

# How to survive in the Chilean Jungle Santiago – 2018

*DDF Headquarters – Eliodoro Yañez 1595, Providencia*



## How to survive in the Chilean Jungle

Chile is a long, narrow country along the southern half of the west coast of South America, between the Andes and the Pacific Ocean. The bordering countries are Peru to the north, Bolivia to north east and Argentina to the east. Chile has over 4,500km of coast on the South Pacific Ocean.

The Chileans are among the fast-talkers of the Hispanic world. This wouldn't be too bad if they didn't also swallow parts of words that actually enhance comprehension - such as the final 's', which will leave you guessing as to singular or plural most of the time. Chilean Spanish has a multitude of words and expressions that are only used inside the country, or only a few of the neighboring countries. Many go back to the influence of the Quechua and Mapudungun languages spoken by the native population of the area.

**If you are walking** through the streets of a Chilean city for the first time, you will need to correct your idea of the "typical Latino". The Chileans have a familiar European appearance. These people have been influenced by the continuous stream of immigrants, but due to their isolated position they did not have much of an impact in world history for centuries. You will only learn more of the special characteristics of these people on a closer look. In Santiago city and its metropolitan area live over 6 million people, **more than a third** of the entire population of Chile. Santiago is the political, financial and cultural center of the country.

## Transport from the airport

At the airport once you pass customs, but before you leave the terminal you will find the counters of authorized transportation companies. We recommend you get a transfer form there to your hotel and not the service of the taxi drivers that are outside the luggage terminal.

Be careful with the large number of taxi drivers in the arrival area as they insistently offer their services and immediately try to take the cart with suitcases if you are the least bit diplomatic.

The standard rate should be around \$15.000 - \$18.000 towards Providencia or Las Condes.



## Taxis

Taking a taxi in Chile is safe and relatively cheap. The black cars with their yellow roofs can be hailed anywhere. In Santiago, there is a base price of 300 pesos (USD 0.50) plus around 130 pesos for each 200 meters driven (or per minute when waiting) – during the evening/nighttime rates can be a bit more expensive. You can follow the fare on the meter which has to be at plain sight by law. Short rides (10 -15 minute ride) should cost less than \$5.000.

Recommendations:

- If the taxi driver seems lost insist that he pause the meter while he finds the way.
- When paying, be sure to **count the change** and don't leave any valuables in the vehicle.
- It's always safer, especially at night, to call a **Radio Taxi** instead of waiting for any taxi on the street corner. Radio taxis are just a little more expensive than "normal taxis", they arrive within 10 minutes and offer more comfortable and modern cars.
- You can also download the Safer Taxi / [EasyTaxi App](#) and request a cab that way.

*\*Tipping is not customary for taxi service.*

## Public transport

If you are planning on riding the metro or the buses you will need to purchase a **BIP!** Card. This card has a one-time cost and can be topped up at any metro station or at specific newspaper stands. Luckily we have one right around the corner of the DDF headquarters, in case you need to fill it up. You can also buy a ticket at the metro station in case you don't want the BIP! Card. Don't be alarmed if you get charged different fares at different times of the day as this responds to peak hour rates.

## Wi-Fi

Wi-Fi will be available all week at our headquarters though an institutional connection. *Eduroam* is not available at Duoc. You can find Wi-Fi connections and cafes, restaurants and at some metro stations.



## Phones

Roaming rates are super expensive, so we recommend you turn it off data roaming on arrival. Virgin has a prepaid chips that can be installed in your phone which will allow internet access and telephone calls (**Plan \$10.000**: 125 MIN - 100 SMS - 500 MB).

## Cash

The official currency for Chile is the Chilean Peso (CLP) and we use thousands! One thousand pesos is roughly US\$ 1.5. Notes come in denominations of \$1.000, \$2.000, \$5.000, \$10.000 and \$20.000 differentiated by color. Even though there are smaller amounts in coins, the most usual ones are \$50, \$100 and \$500.

Credit card payment is a normal way to pay, but be sure to have cash for smaller purchases such as taxis, sodas or nibbles.

## Tips

In restaurants and cafés a tip of **10%** is expected. It is not included in the bill. Usually people leave a tip on the table when they leave. It is customary to take all the change first and then leave a tip.

## Food & drinks

Typical meals in Chile consist mainly of lots of meat, especially beef and chicken, rice and potatoes, fresh fruit and vegetables from the fields of Central Chile. Even though seafood could be the common daily meal in Chile with its 4,500 km long coast, it is not. But you will surely find a **fresh seafood** selection on every menu. Whatever your meal is, you should accompany it with a good Pisco Sour!

**Coffee culture** in Chile is big. You will find many specialist coffee shops around the city where you can order a “café café” (real coffee), which usually is accompanied by a glass of soda. Be careful of the “**café con piernas**” (café with legs) in the city center – where young women in miniskirts or bikinis serve the espressos! (*These places are not recommended for women*)





## Time Zone

Santiago is GMT **minus 3 hours**. This means that the majority of the countries in central Europe have a time difference of 5 hours (ahead). Daylight savings time in Chile was suspended at the beginning of 2015.

You can calculate the time difference between your city and Santiago using the following website:

<http://www.timeanddate.com/worldclock/>

## Voltage

The voltage is 220 V / 50 Hz, and appliances also need an adapter to plug into the Chilean sockets, which can be found in supermarkets or specialty stores. Our plugs



look like this:

## Climate & clothing

Considering Chile's position on the globe, the seasons are opposite to the ones in the northern hemisphere. The climate in Santiago is similar to the Mediterranean. In the winter – mid of May until August – you have the rainy season, where temperatures vary greatly (at night temperatures drop to freezing point, during the day from 10° to 20 °C). During October – beginning of spring, the temperatures during the day may range from 10° to 27°C.



## Smoking

A couple of years ago indoor smoking was banned from restaurants and cafes, but you may smoke in terraces or sidewalks. At Duoc, smoking is only allowed in the open air courtyards.

## Standard budget (sample costs)

*\*Prices were updated on 11.06.2015 and were converted at 1US\$ > \$630 CLP, and 1€ > \$710 CLP.*

Item	CLP	US\$	Euro
Mineral Water	\$ 1.000	USD 2	€ 1,41
Coffee	\$ 1.700	USD 3	€ 2,39
Draft Beer	\$ 2.500	USD 4	€ 3,52
Sandwich	\$ 3.000	USD 5	€ 4,23
Lunch Special	\$ 5.000	USD 8	€ 7,04
Dinner (3 meal and wine)	\$ 20.000	USD 32	€ 28,17
Metro ride	\$ 750	USD 1	€ 1,06
Taxi (per km)	\$ 900	USD 1	€ 1,27
1 liter gas	\$ 800	USD 1	€ 1,13
Ticket at cinema	\$ 5.000	USD 8	€ 7,04
Newspaper	\$ 800	USD 1	€ 1,13
Pack of cigarretes	\$ 3.000	USD 5	€ 4,23

## Preventive measures

Even though Chile is a country with high **hygiene standards**, you should give your stomach the time to get accustomed to the Chilean food and, at least during your first days, keep in mind the following advice:

Even though the quality of the **tap water** is good, foreigners may find it heavily chlorinated. Therefore, we recommend you avoid drinks which contain tap water or ice-cubes made from tap water. Prefer bottled water – con gas (sparkling) or sin gas (non-sparkling).



*\*Avoid eating at **market stalls** or street vendors*

## Safety

First of all, you can be sure that Chile is one of the safest countries to visit in Latin America. You can **move about freely** without taking major precautions, but like everywhere in the world, avoid marginalized neighborhoods in the big cities and be careful in the city centers. Chile has a low rate of violent crimes. However, it is possible to become a victim of theft or pick-pocketing.

In cafés or restaurants, never hang your **purse or bag** from the seat-back and never leave your belongings unattended. Some restaurants provide special straps for tying bags to the seats. Better yet, keep it in your lap or at your feet under the table.

Beware of **pickpockets** on the urban buses (micros) and in the metro. Many times they are well-dressed and practice their art in pairs (one distracts while the other takes your wallet).

## Earthquakes

Do not be alarmed if you feel a sudden shake – it is extremely common and may be a small tremor! Chilean buildings are built under strict anti-seismic construction laws so don't think the building will collapse. In the event of an earthquake, you should stay calm, stand under a doorway or beam, stay away from windows and wait until it stops moving to go outside.

## Free useful apps

Public transport: *iTransantiago*

Taxi service: *Safer Taxi, Easy Taxi*

Private picture sharing (for IDFW 2015): *Cluster*

Travel guide: *Tripwolf Chile*

## Annex 2

## Invitation letter



Santiago de Chile, 28 de Marzo de 2018

Señor  
Edgar Martín Hernández  
University of Salamanca  
España

Por medio de la presente, tengo el agrado de informar a usted Pasaporte, de nacionalidad                      que ha sido aceptado como alumno participante del Workshop en el contexto del proyecto Erasmus: Latin America Practice and Soft Skills for an Innovation & Oriented Network en el Instituto Profesional Duoc UC, para el primer semestre del año académico 2018.

Por favor, tenga en cuenta que usted debe tener toda la documentación vigente necesaria para realizar el viaje a Chile según su nacionalidad. De no hacerlo en este plazo acarreará sanciones de las que Duoc UC no se hace responsable.

Por otra parte, le informo que la actividad comienza el día **02 de Abril** y finaliza el día **15 de Junio de 2018**, periodo durante el cual deberá participar activamente del taller.

Le damos una cordial bienvenida al Instituto Profesional Duoc UC y esperamos que su experiencia cumpla con sus expectativas académicas y personales.

Sin otro particular, le saluda atentamente,

  
**Rodrigo Nuñez**  
Director Relaciones Internacionales  
Instituto Profesional Duoc UC

