

**COLAISTE NA HOLLSCOILE CORCAIGH
UNIVERSITY COLLEGE CORK**



**DIPLOMA IN SOCIAL INTEGRATION & ENTERPRISE FOR
COMMUNITY DEVELOPMENT WORKERS**

2008-2009

DIPLOMA IN SOCIAL INTEGRATION & ENTERPRISE FOR COMMUNITY DEVELOPMENT WORKERS

INTRODUCTION

The **Diploma in Social Integration & Enterprise for Community Development Workers** offers a university qualification for community development workers operating in a variety of community-based organisations. The course has attracted both staff and volunteers from a range of organisations including government departments, statutory bodies, support agencies, Community Development Projects, family resource centres, social economy initiatives, community co-operatives, area-based partnership companies and organisations that cater for people with intellectual disabilities.

Content of the programme:

- An introduction to the concept of the social economy and its role in combating poverty and exclusion in Ireland;
- A range of technical, organisational and managerial skills necessary for the effective management of social economy organisations;
- Training and practice in the conduct of research.

This Diploma is the equivalent of the first year of a degree programme and provides full progression to that programme (see later for details).

The Diploma is offered on a **distance-learning** basis which gives students the flexibility that is not available from traditional classroom based learning. Distance learning caters specifically for students who, due to work or other commitments, are unable to attend formal structured lectures or classes. The materials provided to the student are text-based packages known as *modules*, which differ from normal textbooks in that they contain space for working, and test the student's understanding throughout.

This approach to learning has a number of advantages:

- The students can learn at their own pace, place and time and
- Students can break down and control their study

A tutorial system, accompanying the text-based modules, facilitates the learning process. These tutorials allow for group discussion and development of issues raised in the texts, thus ensuring that students understand course content. The tutorials also create an opportunity for students to network and exchange ideas and experiences. Students may contact their tutor outside of class time should they have any query. A dedicated website for students of the Diploma is intended to act as a reference point for students throughout the year, providing up to date information on all aspects of the programme.

The Diploma course normally extends over one year but may be taken over two years. This part-time option further facilitates those with other commitments.

RETURNING TO LEARNING

For some, registering for the *Diploma in Social Integration & Enterprise for Community Development Workers* represents a return to learning after many years outside the formal education system. Additionally, the vast majority of the Diploma students are in full or part time employment, have considerable family responsibilities, or make voluntary commitments to their local communities. The challenge set by entering a course of study after many years or while juggling other commitments is both daunting and rewarding. For most students, the return to education is a very self-satisfying experience. Furthermore, experience suggests that age is no barrier to studying for the Diploma.

NETWORK OF CONTACTS

Studying for the Diploma presents many opportunities for students to network with other voluntary and professional community development workers across the country. Students can share their ideas and experiences, learn about other community and social enterprise initiatives, and engage in discussion and debate with each other throughout the course of their studies. Many friendships and professional relationships are built in this way.

RELEVANCE OF THE COURSE

The *Diploma in Social Integration & Enterprise for Community Development Workers* was launched in 1996 to provide an accredited educational programme to enhance the skills and knowledge of development workers dealing with disadvantaged groups, particularly in the areas of integration and enterprise. An important aspect of the course is its focus on delivering a university qualification for community development workers.

An earlier analysis of the training needs of community development workers carried out under the LACE¹ project laid the foundation for the diploma. Over one hundred and sixty community development practitioners have graduated from the programme to date.

WHAT HAVE PREVIOUS DIPLOMATES SAID ABOUT THE COURSE?

..... *About the course content?*

"The course has given me much more confidence in my ability. It has also highlighted abilities I have been using in everyday work and life that I hadn't appreciated. I feel much more knowledgeable about the work that I do"

"When I first saw this course being advertised it caught my interest in terms of the topics covered and the course design. I decided to do it as a follow up to a certificate course on Community Development which I had completed the previous year. I also wanted to do a course that would give me a better understanding of the organisation I work with"

¹ The Local and Community Economic Development Project, funded by the EUROFORM programme and with participants from Ireland, Spain, U.K., France, Holland, Italy and Belgium.

"The contents of all 12 modules are useful and important for my role as a voluntary community worker. Since completing the course I find them to be valuable reference books"

"Had I not done this course I would not be in my job today. For anyone who works in the field of community development it is the perfect choice".

.....*About returning to learning?*

" I had been out of formal education and the learning process for many years. Overall the programme has helped me to overcome my inhibitions as a voluntary community worker"

" I believe I am now better equipped to analyse, be sensitive to and have a greater understanding of the Third Sector and disadvantage in particular.

"I have been involved in a few continuing education courses - this was the best organised and the most significant accreditation I have received."

.....*About Distance Learning?*

"The Distance Learning nature of the course has been a fantastic experience and opportunity for me personally. I would not be able to attend regular day or evening classes due

to family commitments. The flexibility of the programme has made it accessible to me"

"Being a full time mother and in full time employment I could not have undertaken this course if it were not distance learning."

..... *About personal and career development?*

"Helped me to further develop the skills, knowledge and competencies necessary to contribute effectively in achieving the goals of my organisation."

"Delighted with my own ability to succeed - thoroughly enjoyed it".

..... *About the degree programme?*

"Initially I was confused by the title of the programme but I have found every module to have relevance for my work in community development."

WHAT ARE GRADUATES OF THE COURSE DOING NOW?

Many graduates hold positions on the voluntary management boards of a wide range of organisations. Here is a very small selection of the **paid** careers that graduates are following.

Lecturer, third level institute

Outreach worker, support organisation for asylum seekers

Project worker for smallholders, Teagasc

Development worker, Comhdháil Oileáin na hÉireann

Development Officer, Pobal

Project worker, Irish Heart Foundation

RAPID Co-ordinator
 Area executive, Comhairle
 Co-ordinator, Family Resource Centre (FRC)
 Co-ordinator, Community Development Project (CDP)
 Youth Worker, County/City Youth Service
 Co-ordinator & Tutor/Counsellor, Health Programme
 Trainer, VEC
 Manager, Training Centre, Organisation for people with disabilities
 Employment Services Co-ordinator, Partnership Company
 Regional Co-ordinator, Social & Family Supports, Dept. of Social & Family Affairs
 Community Development Worker, Women's Network
 Community Childcare Worker

COURSE DETAILS

The Diploma in Social Integration & Enterprise for Community Development Workers comprises of 12, five-credit modules. The Diploma is normally taken over one year, but may be taken over two years. For students taking the Diploma over two years, Part A (taken in the first year of study) must be passed before progressing to Part B (taken in the second year of study).

PART A (30 Credits)

FE1710*	(5 Credits)	Introduction to the Social Economy
FE1711	(5 Credits)	Social Mobilisation Skills
FE1712	(5 Credits)	Development Work in the Social Economy
FE1714	(5 Credits)	Managing a Local Development Service
FE1715	(5 Credits)	Co-operative Management
FE1716	(5 Credits)	Social Skills for Disadvantaged Groups

PART B (30 Credits)

FE1707	(5 Credits)	Research Methods
FE1713	(5 Credits)	Enterprise Skills for Development Workers
FE1717	(5 Credits)	Organising Training
FE1718	(5 Credits)	Project Development for Social Enterprise
FE1722	(5 Credits)	Organisational Communications
IS 1701*	(5 Credits)	Information Management

* Denotes Department of Food Business & Development, UCC

* Denotes Department of Accounting, Finance and Information Systems, UCC

SUBJECT DETAILS

FE1707 Research Methods

Module Objective: To introduce the student to a variety of approaches to conducting research in credit unions and social enterprises.

Module Content: The design of a research proposal, quantitative and qualitative research methods, sampling and statistical techniques; the use of case studies; action research; and ethical considerations in the design, conduct and reporting of research.

On successful completion of this module, students should be able to:

- Map the steps involved in the research process
- Identify the various approaches to conducting research
- Distinguish and discriminate between different research techniques
- Describe how data can be analysed
- Illustrate how to write-up a research report
- Plan a research project and defend the chosen methodology

FE 1710 Introduction to the Social Economy

Module Objective: To give participants an understanding of social exclusion and to clarify the potential within the social economy for solutions to the problems of disadvantage.

Module Content: The multiple dimensions of disadvantage in Ireland and Europe. Causal factors of disadvantage. Local, national and EU support to disadvantaged groups. The situation of disadvantaged people in Ireland. The Social Economy and its potential for addressing the issues of disadvantage.

On successful completion of this module, students should be able to:

- Explain the concept of the social economy and locate it within the wider economy.
- Explain the political interest in the social economy and social enterprises in particular.
- Identify and describe the legal structures available to social economy organisations.
- Discuss and identify the role of the social economy as a means of tackling social exclusion.

FE 1711 Social Mobilisation Skills

Module Objective: To provide skills and knowledge needed to analyse local resources, adopt strategies for social mobilisation, and assess the appropriateness of different models of local economic integration.

Module Content: How to prepare community profiles and methods of analysing the local economy, including resource and SWOT analysis. Social mobilisation at neighbourhood level. Models of local economic integration, e.g. co-operatives, community enterprises, insertion business (state-supported enterprises for training and skill development/sheltered employment), and credit unions.

On successful completion of this module students should be able to:

- Explain the concept of participatory development.
- Describe an environment which encourages participation in a local development initiative.
- Conduct a community profile.
- Apply local analysis tools.
- Explain the structure and role of various models of local social and economic integration.
- Evaluate models of local social and economic integration.

FE 1712 Development Work in the Social Economy

Module Objective: To develop an understanding of the scope of development work in the social economy and of the development process.

Module Content: Conceptual issues in development work and its scope within the social economy. Working with disadvantaged groups to promote the social economy. Strategies and processes for development of the social economy. The social economy in different cultural/national settings. Structures for development work in the social economy.

On successful completion of this module students should be able to:

- Explain the concepts of community and community work.
- Describe various models of community work.
- Outline the development and significance of the community and voluntary sector in Ireland.
- Assess the role of partnership in community work in Ireland.
- Explain the role of community development in tackling poverty and social exclusion.

- Describe the process of evaluation and comment on its usefulness in the community sector.

FE 1713 Enterprise Skills for Development Workers

Module Objective: To provide development workers with the knowledge and skills required to understand and facilitate the start up process and to advise on business plan preparation.

Module Content: The start-up process for social enterprises, including financial and legal aspects. Market research, market planning and the development of business strategy. Business networking and partnerships, and growth strategies for social enterprises.

On successful completion of this module students will be able to:

- Complete a marketing plan for a new business.
- Evaluate the marketing strategies of firms.
- Discuss the importance of Cash Flow in the organisational setting.
- Discuss the difficulties associated with forecasting Cash Flows.
- Construct a Cash Flow Budget from given input variables.

FE 1714 Managing a Local Development Service

Module Objective: To enhance the capabilities of development workers to manage their organisations effectively.

Module Content: Professionalism and quality standards in the organisation. The delivery of quality services. Working in a development organisation versus working on your own. Marketing the organisation to different stakeholders. Winning resources for disadvantaged groups within the context of promoting social enterprises.

On successful completion of this module students should be able to:

- Analyse the role of management in community work.
- Evaluate different management styles in a community work context.
- Explain the concept of organisational culture.
- Identify issues of funding for community groups.
- Engage in a strategic planning process of an organisation.

FE 1715 Co-operative Management

Module Objective: To enhance participants' understanding of management issues and processes within a co-operative business.

Module Content: The variety of co-operative organisations. Co-operative vs. conventional business. The special dilemmas of co-operative management - openness, democratic control, equity finance, profit distribution, entrepreneurship, and success. Management functions within a co-operative. Participation, democratic decision-making, and leadership within co-operative groups. Approaches to resolving the management dilemmas of co-operatives.

On successful completion of this module students should be able to:

- Classify co-operatives according to their prime beneficiaries.
- Define the concept of the co-operative according to co-operative principles and according to the co-operative theory of action.
- Distinguish between person-centred businesses and investor-driven businesses.
- Distinguish between “them” and “us” approaches to organising and identify the strengths and weaknesses of each approach.
- Identify the management problems which stem directly from the nature of the co-operative principles.
- Research and report on aspects of co-operative management.

FE 1716 Social Skills for Work with Disadvantaged Groups

Module Objective: To provide knowledge and skills which will enhance the ability of development workers to counsel and motivate disadvantaged groups towards re-integration into the labour market.

Module Content: The variety and significance of social skills. Communication skills. Promoting self-reliance and avoiding the culture of dependency. Interpersonal group processes and the facilitation of effective participation.

On successful completion of this module students should be able to:

- Explain the key concepts associated with social skills.
- Describe Bandura's Social Learning Theory.
- Explain the causes of common emotional and behavioural problems.

- Identify strategies for dealing with emotional and behavioural problems.
- Discuss the role of games in group work.
- Apply the concepts in this module to their own development work at a local level.

FE 1717 Organising Training

Module Objective: To provide the knowledge and skills needed to analyse the training needs of disadvantaged groups and to organise effective training to assist re-integration in the labour market.

Module Content: Conducting a training needs analysis. Selecting appropriate training techniques. Developing and implementing a training plan, and evaluating effectiveness.

On successful completion of this module students should be able to:

- Identify training needs through use of a training needs analysis.
- Design a training plan.
- Select appropriate training techniques.
- Describe the competencies and characteristics of an effective trainer.
- Manage and deliver a training programme.
- Evaluate a training programme.

FE 1718 Project Development

Module Objective: To learn about the process of project development by preparing a brief project proposal for a social enterprise.

Module Content: Students will prepare a project proposal after a brief course exploring the sociological and cultural milieu affecting project development in the social economy. Examples will range from social housing and rural transportation to services for the elderly.

On successful completion of this module students should be able to:

- Describe a social enterprise and locate it within the wider social economy.
- Describe the social and economic context in which social enterprises have emerged and are emerging.
- Provide examples of social enterprises both in Ireland and across Europe.

- Describe the key elements of project development and project planning as they apply to a social enterprise.

FE 1722 Organisational Communications

Module Objective: To provide opportunities for skills development through interactive workshops and experiential learning exercises in a variety of situations relevant to successful management in co-operative organisations.

Module Content: The course will explore and develop a range of skills in areas such as interpersonal communications, staff appraisal and management, group problem-solving, and facilitation of meetings.

On successful completion of this module students should be able to:

- Critically analyse the communication process in the context of the main models of communication.
- Assess the significance of the major components of non-verbal communication.
- Analyse the main facets, skills and barriers to listening.
- Evaluate the challenges associated with different managerial communication styles in the organisational context.
- Appreciate the key communication issues relating to appraisal.
- Summarise the key processes for effective group functioning.
- Communicate appropriately in written format using recommended referencing format.

IS1701 Information Management

Module Objective: To provide participants with both the practical skills to use information technology, and knowledge about information resources and information.

Module Content: Introduction to the use of information and information management. Practical informatics, including communications. Identifying information needs in local development. Information storage, retrieval and database development. Methods of possessing information and the uses of information on the Internet

What about tutorials and assessment?

For **each** module, other than **FE1718**, there is:

- One text-based module

These are provided to students at no extra cost.

- Six hours of tutorials

Each tutor has extensive teaching experience and most are actively involved in community development issues.

- A 1500 word (maximum) assignment worth 40%
- An 1.5 hour examination at the end of each academic year based on the study material for that year worth 60%

However, for **FE1718**, there will be no examination. Assessment will be based on an assignment and project only.

Where are tutorials held?

Venues depend on the geographical spread of students. Tutorials are normally held on Saturdays or a Friday afternoon/evening plus Saturday between October and March. Exams are held over one or two weekends in May. A full timetable for the year including all tutorial dates and assignment submission dates is given to students when they begin the programme.

ENTRY AND ADMISSION TO THE COURSE

What are the entry requirements?

Normally, applicants will be required to:

Applicants will normally be required to:

(a) have reached 21 years on or before 1st January of the year of enrolment *and* satisfy the [minimum entry requirements of the Faculty of Commerce](#)

or

(b) have at least two years' experience in operations/management, either as an employee or volunteer *or* comparable experience in similar co-operative organisations.

What is the application procedure?

Application forms available on request - see contact details below. Closing date for applications is **Friday, 29th August 2008**. Applications will continue to be accepted in September for any places still remaining, or for inclusion on a waiting list.

How much are course fees?

The fee for 2008/2009 has not yet been decided. The fee will be confirmed in July 2008. Fees for 2007-2008 were as follows:

If taking the programme over two years (30 credits): €1,770

If taking the programme over one year (60 credits): €3,880

Bridging Programme €605

Fees are normally paid in two instalments. The text-based modules are included in the fees. Travel to venues etc. is not included in the fees.

Does this course qualify for tax relief?

The Diploma in Social Integration & Enterprise for Community Development Workers has been included in the list of part-time courses eligible for tax relief under Section 15, Finance Act 1996 (Republic of Ireland) as amended by Section 7, Finance Act 1997. Students should make their own enquiries from the relevant Income Tax Office.

PROGRESSION:

The Diploma in Social Integration & Enterprise for Community Development Workers constitutes Level One of a BSc degree in Mutual & Credit Union Business. On successful completion of the Diploma programme you can graduate with your Diploma and/or then proceed to Level 2 of the degree programme. In other words, full progression is provided for to degree and Masters level. Details of the degree and Masters programme are provided below.

Further Information on the Diploma in Social Integration & Enterprise:

Please feel free to contact me if you would like to discuss the programme.

Bridget Carroll
Lecturer/Academic Manager (Distance Education)
Centre for Co-operative Studies
University College Cork
Cork, Ireland
Tel: (021) 4902070
Fax: (021) 4903358
E-mail: b.carroll@ucc.ie

Website: www.ucc.ie/ccs

BSc Degree (Mutual and Credit Union Business)

- The Diploma in Social Integration & Enterprise for Community Development Workers constitutes Level One of a BSc degree in Mutual & Credit Union Business. This degree is offered through the Faculty of Commerce, University College Cork.

This means that on successful completion of the Diploma you can proceed to the second year of the degree programme.

This degree programme, also delivered by distance learning, builds on the core competencies and skills acquired at diploma level by exposing the students to the range of social science and business disciplines and their application in a social enterprise context. The programme is designed to start from the practical experience of participants and to generalise outwards. It offers learning opportunities, which are clearly relevant to the participants' interests, while providing them with a broader educational background which will stimulate new ideas and innovative approaches in this important field. The course materials have been specifically written for those working in this sector.

Key objectives of the programme are to:

- (a) equip graduates for management careers and voluntary service in a wide range of mutual businesses: social enterprises, development agencies, service organisations, credit unions and
- (b) develop the capacity of mutual businesses and other social economy enterprises as innovative, learning organisations, as well as helping them maintain and enhance the effective performance of their core activities.

Relevance of the Programme:

Those involved in the community sector are faced with ongoing challenges. Current reviews of Government supports for community-based work in Ireland are likely to see further changes in the sector. Community organisations, while keeping abreast of the changing policy and funding environment, are also required to maintain high standards of governance and accountability and adhere to relevant legal obligations and standards. The sector, however, also has many opportunities. This degree provides a thorough understanding of the mutual sector. Among the graduates of this degree are community development workers, managers and board members of family resource centres, staff of FAS and the Department of Social and

Family Affairs along with board members and other volunteers of a wide range of community based organisations.

The BSc is awarded upon the successful completion of Levels Two & Three of the degree which may be taken over two years, three or four years.

Delivery:

The degree is also delivered in distance learning format. Tutorial venues to date have included Dublin, Cork and Limerick.

The course content of the BSc Degree is as follows:

Level Two is the equivalent of the second year of a three-year degree and builds on the courses introduced in Level One. Students take a series of courses reinforcing the basic management skills introduced in Level One and developing them to intermediate level (marketing, the development of learning organisations through effective communications, economic analysis and management uses of accounting).

These skills are integrated and applied to problems of managing mutual organisations. This is done by exploring the public policy framework within which such organisations must exist, acquainting students with the concepts of strategic management, applying strategic skills to the problems of local development, and analysing the dilemmas involved in the effective management of mutual organisations.

Students on Level 2 attend a one-week residential Summer School held in UCC. The Summer School consists of presentations and workshops by academics and practitioners, both national and international, along with a field trip and syndicate sessions.

Part A (30 Credits)

FE2721*	(5 Credits)	Organisational	Communications	in	Mutual
		Businesses			
MG2701*	(5 Credits)	Principles of Marketing			
AC2701*	(10 Credits)	Financial and Management Accounting			

* Denotes Department of Food Business & Development, UCC

* Denotes Department of Management & Marketing, UCC

* Denotes Department of Accounting & Finance, UCC

EC2701* (10 Credits) The Market Economy

Part B (30 Credits)

FE2701 (5 Credits) Local and Community Business Development
FE2702 (10 Credits) Mutual and Credit Union Business
FE2703 (5 Credits) Summer School
GV2701* (5 Credits) Public Policy Processes in Ireland
MG2702 (5 Credits) Principles of Strategic Management

Level Three is the equivalent of the third year of a 3-year degree. Students take a series of courses which are important for the effective management of operations (the law as it relates to mutual organisations, management information systems and, as an option, either micro-credit strategies for development or financial management and investment).

Two sets of issues are addressed:

- the effective management of people within mutual organisations,
- the strategic significance of the ethos and values of mutual organisations as key components of competitive advantage.

Part A (30 Credits)

IS3701* (10 Credits) Management Information Systems
LW3701* (10 Credits) Mutual and Credit Union Business Law

and an additional module to the value of 10 Credits from the following:

AC3722* (10 Credits) Business Finance and Investment for Credit Unions
or
FE3701 (10 Credits) Microcredit Strategies for Development

Part B (30 Credits)

FE3702 (10 Credits) Understanding Mutual Organisations
FE3703 (5 Credits) The Ethos and Values of Mutual Businesses

* Denotes Department of Economics, UCC

* Denotes Department of Government, UCC

* Denotes Department of Accounting, Finance and Information Systems, University College Cork

* Denotes Department of Law, University College Cork

* Denotes Department of Accounting, Finance and Information Systems

FE3704 (10 Credits) Individual Research Report
MG3701 (5 Credits) Human Resources Management

**Further information on the BSc (Mutual and Credit Union Business)
is available from:**

Bridget Carroll
Lecturer/Academic Manager (Distance Education)
Centre for Co-operative Studies
Department of Food Business & Development
University College Cork
Cork, Ireland
Tel: (021) 4902070
Fax: (021) 4903358
E-mail: b.carroll@ucc.ie
Website: www.ucc.ie/ccs

MBS in Co-operative in Social Enterprise (on-line)

The MBS degree in Co-operative and Social Enterprise is a full time programme taken over one calendar year from the date of registration (or part-time over 2 calendar years) and is designed to prepare graduates interested in pursuing or developing a professional or voluntary career in the co-operative or social enterprise field.

The main aims of the MBS in Co-operative and Social Enterprise are to

- **equip graduates for management careers and/or voluntary service at senior level in a wide range of co-operatives and social enterprises**
- **equip participants with the specific knowledge and skills they will need to be able to participate meaningfully and effectively at leadership level in the decision-making, management and entrepreneurial processes of co-operatives and social enterprises**
- **develop the capacity of both voluntary and salaried senior practitioners in co-operative and social enterprises to respond creatively to the needs and problems of the wider community and society**
- **provide adults, combining family responsibilities and full-time jobs, with access to postgraduate and personal development opportunities in the co-operative and social enterprise field**

The programme has two parts. The first part comprises two teaching periods of web-based distance learning modules and the second part comprises a minor thesis. Students must register for all modules, including Period 2 modules, at the time of registration at the beginning of the academic year.

For further details on the MBS Co-operative & Social Enterprise, contact:

Ms. Noreen Byrne,
Centre for Co-operative Studies
University College Cork
Cork, Ireland

Tel: (021) 4903354

Fax: (021) 4903358

E-mail: n.byrne@ucc.ie

Website: www.ucc.ie/ccs

