

**COLAISTE NA HOLLSCOILE CORCAIGH
UNIVERSITY COLLEGE CORK**



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

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.

The programme has a particular focus on the social economy and approaches to enterprise development in a community context. While the community and voluntary is largely still dependent on exchequer funding for much of its income, many organisations increasingly seek to develop other types of income generating activities, particularly in an effort at achieving sustainability for their organisations.

PROGRAMME CONTENT

- An introduction to and exploration of a range of approaches to development – community development, local development, community economic development, co-operatives and other social economy initiatives, and their role in creating sustainable communities and combating poverty and social exclusion in Ireland;
- A range of technical, organisational and managerial skills necessary for the effective management of community based activities;
- Training and practice in the conduct of research, evaluation and project development.

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 exchanges 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 or the first time undertaking a third level programme. Additionally, the vast majority of the Diploma students are in full or part time employment, have considerable family responsibilities, and/or make voluntary commitments to their local communities. The challenge set by entering a university 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 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.

Over one hundred and sixty community development practitioners have graduated from the programme to date.

WHAT GRADUATES SAY

..... 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"

"Did exactly what it said on the tin!"

"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.

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
Manager, social enterprise,
RAPID Co-ordinator
Lecturer, third level institute
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
Co-ordinator, social enterprise

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

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

* Denotes Department of Food Business & Development, UCC

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

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 methods. Models of local economic integration.

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: Governance of development organisations and social enterprises. Professionalism and quality standards in the organisation. Strategic planning. Winning resources for disadvantaged groups within the context of promoting social enterprises. Monitoring and evaluation for development organisations and 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
- 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. The venue location and tutorial times will suit the particular circumstances of the incoming class.

ADMISSION TO THE COURSE

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, 27th August 2010**. Expressions of interest are invited in advance of this date.

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 fees for 2009/2010 have not yet been decided. Please contact us for information. Fees are normally paid in two instalments. The text-based modules are included in the fees. Travel to venues, refreshments etc. is not included in the fees.

DOES THE 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.

WHAT PROGRESSION IS AVAILABLE?

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? PLEASE CONTACT:

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WHO WE ARE - OUR PHILOSOPHY

The **Centre for Co-operative Studies** is a university research centre which promotes education, training, independent research and consultancy in all aspects of cooperative organisation, social enterprise and local development.

All of our activities are focused on helping people identify their own problems and meet their own needs through cooperative, economic action. The user of services, not just as consumer, producer or worker, but also as owner and controller, informs our focus. This requires an on-going dialogue with conventional perspectives on, for example, development, in the broadest sense, in the context of ownership, democracy, power, control, competitive advantage and so on.

The co-operative is particularly suitable as a vehicle for engaging people in the solution of their own problems and the development of their own communities, and has renewed significance in the current times, when the world is beginning to question a system which has reduced or eliminated the wealth of many, excludes many others and which may be reaching both its social and environmental limits. This is coupled with the recognition that a significant part of the solution to these problems lies at the local level. Co-operatives and co-operative approaches will be central to this. And while organisations may well not take on a co-operative structure, co-operative and related theory will prove a well spring of ideas to guide the way as well as one perspective from which to examine pertinent issues.

Find out more about us at <http://www.ucc.ie/cccs>

ADD-ON DEGREE:

BSc Mutual and Credit Union Business (distance learning)

The Diploma in Social Integration & Enterprise for Community Development Workers constitutes Level One of a Level 8 honours 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. 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.

Why study Mutual & Credit Union Business?

In 2008 the 300 top co-operatives were responsible for a combined turnover of \$1.1 trillion USD, which equates to the size of the 10th economy of the world, nearly the size of the Spanish economy.

These figures from the International Co-operative Alliance highlight the continuing strength and relevance of the co-operative sector worldwide. Co-operatives continue to provide members and by extension individuals and communities with a mechanism for meeting their needs effectively. Include other organisations in the social economy and the community and voluntary sector who are working to achieve similar aims and you arrive at a very sizeable sector of society with distinct organisational and educational needs.

The degree enables students to identify and evaluate the distinct role and challenges of co-operative, mutual and other third sector enterprises and draw on solutions from a range of appropriate disciplines. Students thereby enhance their knowledge and skills for a wide range of careers.

This programme aims to:

- (a) equip graduates for management careers and voluntary service in a wide range of mutual organisations: credit unions or other social enterprises, development agencies, service organisations, and co-operatives and to
- (b) develop the capacity of mutual and credit union 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.

Delivery:

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

* Denotes Department of Food Business & Development, UCC

* Denotes Department of Management & Marketing, UCC

* Denotes Department of Accounting & Finance, UCC

* Denotes Department of Economics, UCC

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

* 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

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 comprises two teaching periods of web-based distance learning modules and a minor research thesis. Contact us for further details.