

WORK-STUDY DIPLOMA IN COMMUNITY DEVELOPMENT & MANAGEMENT

MODULE OBJECTIVES

Core Modules

Introduction to Community Ecosystem

On completion of the module, trainees should be able to synthesise understanding of community ecosystem with examination of self as part of larger constructs, such as family nucleus, related organisations, society and nation. Topics covered include Singapore's community engagement and development landscape, as well as emerging employment opportunities and trends in the dynamic local community setting.

Technology Application in Community Engagement

On completion of the module, trainees should be able to apply appropriate productivity tool and technology in documentation, including data collection and analysis, presentation and marketing.

Communication in Action

On completion of the module, trainees should be able to use various modes of communication to negotiate, facilitate and engage stakeholders, peers and professionals. They should also be able to deliver oral presentation, write project report, record meeting minutes and handle a variety of business correspondences.

Quality Customer Experience

On completion of the module, trainees should be able to design quality user experience, giving due consideration to unique cultural beliefs, values and behaviors of respective organisation. They should also be able to examine customer touchpoint at various platforms, identify service delivery gaps, and enhance service delivery.

Community Leadership Development

On completion of the module, trainees should be able to establish and supervise community groups for various causes. They should also be able to network and engage stakeholder at different community events.

Community Engagement Programme Design & Development

On completion of the module, trainees should be able to design, implement and evaluate community engagement programme, adopting relevant model and method. They should also be able to supervise implementation of community engagement programme.

Stakeholder Relation & Volunteer Management

On completion of the module, trainees should be able to develop strategy to engage and manage various stakeholder and volunteer groups. In addition, they should be able to implement Customer Relationship Management (CRM) system.

Organisation of Fundraising Programme

On completion of the module, trainees should be able to organise fundraising programme in support of specific cause. They should also be able to supervise implementation of fundraising programme and ensure target achievement.

Managing Ageing & Special Populations

On completion of the module, trainees should be able to apply appropriate engagement strategy and relevant technology-enabling service to determine aspirations and concerns of ageing and special populations.

Youth Development Strategy & Programme

On completion of the module, trainees should be able to develop engagement strategy for diverse youth groups, applying knowledge of youth-related laws and policies. They should also be able to supervise implementation of youth engagement programme.

Behavioural Insights for Community Engagement

On completion of the module, trainees should be able to design and evaluate social engagement programme and activity based on behavioural data analytics, insights and predictive patterns. They should be able to apply knowledge of psychological needs, wants, perceptions and motivations behind group decision-making.

Company Project

On completion of the module, trainees should be able to integrate the skills and knowledge acquired to develop a community engagement programme for the organisation.

On-the-Job Training I

On completion of the module, trainees should be able to apply and integrate Year 1 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

On-the-Job Training II

On completion of the module, trainees should be able to apply and integrate Year 2 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

On-the-Job Training III

On completion of the module, trainees should be able to apply and integrate Year 3 skills and knowledge acquired at ITE College, and further develop competencies at the workplace.

List of Skills for Work-Study Diploma in Community Engagement & Development

LIST OF SKILLS FOR WORK-STUDY DIPLOMA IN COMMUNITY ENGAGEMENT & DEVELOPMENT	
1.	Manage stakeholder communication
2.	Create and edit business document
3.	Craft and deliver presentation
4.	Apply negotiation skills to resolve work issues
5.	Conduct and manage meeting
6.	Design and implement quality service programme
7.	Review and improve quality service programme
8.	Execute service recommended recovery strategy
9.	Recommend government scheme and funding
10.	Design online survey to collect explorative/evaluative data
11.	Set up digital/media platform
12.	Plan programme resources, recommend, recruitment, training and publicity
13.	Design leadership training programme for community leader
14.	Conduct leadership training programme for community leader
15.	Supervise trained community leader in executing community engagement programme
16.	Conduct community needs analysis
17.	Design community engagement programme
18.	Supervise execution of community engagement programme
19.	Review and improve community engagement programme
20.	Develop stakeholder and volunteer engagement strategy
21.	Manage relationship with stakeholder and volunteer group
22.	Monitor and enhance stakeholder and volunteer engagement strategy
23.	Design fundraising programme
24.	Supervise, monitor and review target achievement of fund raising programme
25.	Develop ageing and special population engagement strategy
26.	Execute ageing and special population engagement strategy
27.	Monitor and enhance ageing and special population engagement strategy
28.	Develop youth engagement strategy
29.	Implement youth engagement programme
30.	Monitor and review youth engagement programme
31.	Conduct research on social dynamics
32.	Analyse data and draw inferences
33.	Perform critical review of workplace programme and recommend enhancements based on evidence