

**Attachment 1:**



# **ITEC- TISS International Certificate Programmes**



**On**

## **Strengthening Social Service Delivery & Governance**

**In Collaboration with**

**Indian Technical and Economic Cooperation Programme,  
ITEC**

**Ministry Of External Affairs, Government of India**

**Hosted by**

**Office for International Affairs**

**Tata Institute of Social Sciences**

## Background

**Indian Technical and Economic Cooperation (ITEC)** Programme, is the leading capacity building platform of the Ministry of External Affairs, Government of India. Instituted in 1964, ITEC is one of the oldest institutionalized arrangements for international capacity building having trained more than 200,000 officials from 160+ countries in both the civilian and in the defence sector.

Building on India's vast and rich network of governance- and development-related expertise available in higher educational institutions and training facilities, EC offers nearly 10,000 fully-funded in-person training opportunities through nearly 400 courses offered at 100+ eminent institutes in India each year. As a result of different activities under this programme, there is now a visible and growing awareness among other countries about the competence of India as a provider of technical know-how and expertise as well as training opportunities, consultancy services and feasibility studies. These programmes have generated immense goodwill and substantive cooperation among the developing countries.

**Tata Institute of Social Sciences (TISS)** is a community-engaged Social Science University, established in 1936. TISS was started as Sir Dorabji Tata Graduate School of Social Work and in 1964, it was granted the Deemed University status under Section 3 of the UGC Act, 1956. Since its inception, the institute's vision has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centered, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all.

TISS has evolved as an educational ecosystem where students learn to ideate, innovate and translate what they learn for bringing about change in society. It is a space where classroom learning is blended with exposure to the field, communities, institutions, and corporate houses. It is also the space where courses and programmes are developed to address societal and national level challenges and where faculty and students co-create model field action projects for bringing people

**ITEC and TISS** are collaborating to offer a certificate course on **“Strengthening Social Service Delivery & Governance”** for professionals working in social sector from Small Island Developing States (SIDS) and Pacific Island Countries (PIC). India has 1300 small islands in the Indian Ocean as part of its territory, and is, thus, familiar with the unique challenges of SIDS and PIC. India has placed special emphasis on the human and institutional capacity

building needs of SIDS through its Indian Technical and Economic Cooperation [ITEC] Programme.

## **Programme Introduction**

“Strengthening Social Service Delivery & Governance” is a certificate programme targeted for social service professionals working in Small Island Developing States (SIDS) and Pacific Island Countries (PIC). These countries share many similarities in terms of shared colonial histories, distinct cultural and linguistic heritages, geographic positionalities along with some common challenges of susceptibility to economic and environmental shocks, relatively small economies, small population size, limited productive sectors and heavy reliance on imports. Limited economic activity, susceptibility to shocks and the volatility of important sectors in these regions have often had an adverse impact on growth.

Given these challenges, social services become indispensable for sustainable and equitable development in these countries. This course is aimed at addressing key issues in policy process and delivery of social services. Participants from various SIDS and PIC will come together to learn from TISS faculty, industry experts as well as from each other during the programme.

## **Programme Objective**

The course aims to provide a comprehensive overview key thematic areas within social service delivery. During the three weeks of the programmes, participants will get chance to engage in discussions within three main thematic areas within the programme areas.

### **Thematic Areas**

#### **1. *Strengthening Public Policy and Governance Processes***

Addressing enormously complex problems such as climate change, security, poverty, ill-health, unemployment, and sustainable development that confronts nations, is essentially ‘public policy’. Public policy ultimately refers to the ability (or inability) of governments to create systems and processes in society and bring welfare and services to their people by adopting and implementing policies. Unless the right policies are adopted and implemented by effective institutions, little can be achieved to ensure such development. Examining public policy and governance, thus becomes vital to understand what will work best for achieving development goals in the region.

Within this theme, participants will develop an understanding of processes and institutions in relation to public policymaking and governance, focused on social services. The course will enable students to explore and understand policy processes at various levels and range of institutions that are involved in

formation of public policy. Using lessons from India and similar countries, the participants will be able to deepen their understanding of the linkages of public policy process, governance and social services.

## **2. *Risk, Resilience & Mitigation Responsiveness in Social Service Systems***

Discussions on SIDS and PIC is often dominated by the issues of vulnerability environmental and economic shocks. These include climate change, natural disasters as well as exogenous economic shocks, due to their open economies and reliance on external markets, which often have severe implication on livelihoods and income for the citizens. Given these challenges, social protection measure become indispensable. Understanding key aspects of design and implementation social protection measures such as social insurance, safety net measures as key programmes within health, education, livelihoods and nutrition that addresses these particular vulnerabilities is necessary for ensuring enduring development in the region.

Within this theme, the participants will engage in discussion around formulation and delivery of social service programmes within sub themes of health, livelihood, and nutrition. Using India's own programmes as a starting point, the participants will delve into major components of designing and delivery of programmes that would best fit the local context and respond to the various exogenous and environmental shocks

## **3. *Sustainable Transitions***

There are several domains that face fundamental sustainability challenges. These domains include, but not limited to, energy, water and food. There is the role of technology, creative industries and innovation, too, that should be embedded in institutional responses and organisational behaviour to meet the needs of society and ecology. Building on these aspects, this theme focusses on sustainable transitions which is of critical important to address diverse development questions in nation-states. This requires understanding of theoretical strands, conceptual frameworks and methodological underpinnings that would shape the long-term shift of societies towards modes of sustainable production, consumption, and governance. Using a multi-stakeholder approach intertwined with practice and behavioural aspects of social change, sustainability transitions develop policies and governance structures that reflect and respond to the complex, multi-dimensional processes different domains undergo.

## **4. *Capacity Building & Strengthening Livelihood through Education & Entrepreneurship***

A critical domain for addressing sustainability challenges is through education and entrepreneurship that focuses on meeting gaps at the individual level and

bridges regional gaps. Therefore, understanding of needs amongst individuals and across geographies in different sectors requires systematic mapping exercises. Here, training and education progress are an integral part of the solution that supports different stakeholders across the value change to create linkages and synergies, building inclusive, equitable and just initiatives in a sustainable manner.

## Learning Outcomes

By the end of the course, it is hoped that the participants will be able to

- Analyse objectives, outcomes and implications of a policy, identify problem areas and evaluate public policy in relation to social development.
- Contribute to the debate on various aspects of challenges as well as opportunities for the development social policy in their local context
- Identify and evaluate methods and approaches for adopting social service delivery programme to various environmental and economic risks
- Identify comprehensive and integrated approaches that build synergies across sectors, improving impact and value-for-money programmes

## Dates and Duration

One round of the course will be conducted. Each round will be three weeks long. The tentative date for the programme is:

18 September – 07 October 2023

The programme dates are tentative and will be finalised in consultation with the ITEC.

## Programme Structure

The programme will combine both classroom lectures and experiential learning:

- The **classroom component** consists of 40 hours, which will include lectures and colloquiums. Lectures will be delivered by TISS faculty and external experts. Every week there will be one participant colloquium during which, the participants will work in groups to challenges and solutions related to the theme of the week.
- The **experiential learning** will consist of 80 hours, which will include visit to organisations and institutions working in the field, interaction with stakeholders, workshops, and panel discussion with experts. Participants will also be placed in organisations that work at ground level for service delivery so that they can have hands on experience from Indian Context.