



**United  
Nations**

Department of  
Economic and  
Social Affairs

# Blended eLearning Course

Government Innovation for Social Inclusion of  
People in Vulnerable Situations

**24 February - 17 April 2025**

## Course Syllabus



Photo Credit:  
Dominik Chavez,  
World Bank

**Self-paced Online Course with Live Sessions**

## Course Background

The United Nations Department of Economic and Social Affairs (UN DESA) plays a crucial role in strengthening governance and public institutions to achieve the 2030 Agenda for Sustainable Development. Recognizing that innovation and equitable governance are key to achieving the SDGs, UN DESA emphasizes the need for government innovation to support people in vulnerable situations.

Public institutions must adopt inclusive policies, innovative strategies, and participatory governance models to ensure that marginalized groups are empowered, engaged, and integrated into decision-making processes. This course is organized by UN DESA through the Division for Public Institutions and Digital Government, and its Project Office on Governance (UNPOG). It aligns with UN DESA's commitment to strengthening the capacities of governments in building inclusive societies and promoting responsive governance that leaves no one behind.

## Course Goals and Outline

UN DESA/DPIDG/UNPOG blended eLearning course aims to build capacities to promote government innovation for social inclusion of those who are vulnerable by introducing approaches, strategies, and real-world experiences. It also highlights the importance of empowering and engaging marginalized groups as agents of change in policy design, implementation, and monitoring processes.

## Outline

The course is comprised of six modules that will be covered over 8 weeks (24 February – 17 April 2025):

	Unit	Module	Course Description
1	Course Introduction	1.1	Understanding Sustainable Curriculum on Governance for the SDGs
		1.2	Government Innovation for Social Inclusion of People in Vulnerable Situations

2	What is Vulnerability? Root Causes, Policy and Legislative Frameworks and Government Innovation Needs	2.1	Vulnerability in the 2030 Agenda: Key Concepts
		2.2	Vulnerability in the Context of Economic, Social, and Environmental Challenges
		2.3	Policy and Legislative Frameworks and Government Innovation Needs
			Knowledge Check
3	Addressing Root Causes of Vulnerability: Actions, Perspectives, and Governance	3.1	Identifying Vulnerability and People in Vulnerable Situations
		3.2	Governance Innovation - Towards Inclusive and Participatory Governance
			Knowledge Check
4	Innovating Public Services and Enabling Ecosystems for Social Inclusion	4.1	Innovating Public Service Delivery and Access for People in Vulnerable Situations
		4.2	Digital Government and Frontier Technologies for Promoting Social Inclusion of People in Vulnerable Situations: Potentials and Challenges
		4.3	Ensuring Inclusion of People in Vulnerable Situations during Public Health Emergencies
			Knowledge Check

5	Capacity Development: Enabling Engagement and Enhancing Social Inclusion	5.1	How to Create an Enabling Ecosystem to Empower People in Vulnerable Situations
		5.2	Developing Public Sector Capacity for Innovation and Inclusion of People in Vulnerable Situations
			Knowledge Check
6	Implementing Government Innovation and Tracking and Monitoring the Impact of Government Innovation	6.1	Financing and Partnerships for Social Inclusion
		6.2	Measuring Progress: Monitoring and Evaluation of Implementation Efforts
			Knowledge Check
	Final Project		Develop your government innovation project and action plan

## Learning Outcomes

At the end of the course, participants will be able to:

- **Understand** the importance of promoting government innovation is key to effectively addressing dynamic, evolving, and context-dependent vulnerabilities and demands of people in vulnerable situations.
- **Assess** and analyzed the progress, status, and challenges of a country or organization in fostering government innovation for social inclusion of vulnerable groups through self-assessment, knowledge-sharing, and discussions.
- **Identify** and apply various innovative approaches, strategies, and practices for promoting government innovation for social inclusion based on the specific context and needs of each country or organization, particularly to:

1. Mainstream the "leaving no one behind approach" into national development and planning strategies.
  2. Promote inclusive and participatory governance through engagement of vulnerable groups in decision-making processes, transforming public services delivery systems through co-designing and co-creating services, and building partnerships.
  3. Leverage digital technologies and digital government as effective means and platforms to deliver inclusive services and better engage vulnerable peoples, while ensuring digital inclusion.
  4. Prioritize budget allocation for financing for social inclusion.
- **Enhance** understanding and **acquire practical** tools to ensure that vulnerable groups can be the agents of change through engagement, empowerment, and promoting an inclusive mindset for social inclusion.

## Schedule, Course Content, Learning Objectives and Learning Tasks

Date	Units	Content	Learning Objectives	Learning Tasks
<b>Week 1</b> 24 - 28 Feb 2025	<b>Course Introduction</b> Understanding Sustainable Development and the Curriculum on Governance for the SDGs	This module will cover the following: <ol style="list-style-type: none"> <li>1. Understanding of Sustainable Development</li> <li>2. Principles of Effective Governance for the Sustainable Development</li> <li>3. Curriculum on Governance for the SDGs</li> </ol>	<ul style="list-style-type: none"> <li>• Familiarize with the 2030 Agenda for Sustainable Development and its 17 SDGs</li> <li>• Examine the 11 Principles of Effective Governance for SDGs</li> <li>• Learn about the Curriculum on Governance for Sustainable Development Goals</li> </ul>	<b>Forum discussion:</b> How can effective governance be leveraged to drive sustainable transformation and innovation?  <b>Reference document:</b> The Global Sustainable Development Report (2024)

<p><b>Week 2</b> 3 - 7 Mar 2025</p>	<p><b>Unit 1</b> Government Innovation for Social Inclusion of People in Vulnerable Situations</p>	<p><b>Module 1.1</b> Government Innovation for Social Inclusion of People in Vulnerable Situations</p>	<ul style="list-style-type: none"> <li>• Learn the concepts of ensuring no one is left behind</li> <li>• Understand the relationship of social inclusion of people in vulnerable situations and the SDGs</li> <li>• Acknowledge the importance of government innovation</li> <li>• Become aware of the key terms and concepts</li> </ul>	
<p><b>Week 3</b> 10 - 14 Mar 2025</p>	<p><b>Unit 2</b> What is Vulnerability? Root Causes, Policy and Legislative Frameworks</p>	<p><b>Module 2.1</b> Vulnerability in the 2030 Agenda: Key Concepts</p>	<ul style="list-style-type: none"> <li>• Learn how addressing vulnerability and promoting inclusion of people in vulnerable situations are related to achieving the 2030 Agenda</li> <li>• Identify what kind of innovation in government is needed</li> <li>• Explain that vulnerability is a systemic challenge</li> </ul>	<p><b>Quiz</b></p> <p><b>Forum discussion:</b> How can we strengthen solidarity, social inclusion, and social cohesion for sustainable development?</p> <p><b>Reference document:</b> Report of the Secretary General on Strengthening Social Cohesion through Social Inclusion (E/CN.5/2025/3)</p>

		<p><b>Module 2.2</b> Vulnerability in the Context of Economic, Social, and Environmental Challenges</p>	<ul style="list-style-type: none"> <li>• Explain how vulnerability is contextualized in socio-economic and environmental challenges the related root causes of vulnerability and the actors relevant to dealing with vulnerability</li> <li>• Change the perspective and mindset that people in vulnerable situations could be the agents of change for achieving sustainable development</li> <li>• Facilitate understanding on the opportunities and benefits of reaping the potential of people in vulnerable situations for an inclusive socio-economic development</li> </ul>	
		<p><b>Module 2.3</b> Policy and Legislative Frameworks and Government Innovation Needs</p>	<ul style="list-style-type: none"> <li>• Introduce some policy and legislative approaches to vulnerability and global, regional, national and local levels</li> </ul>	

				<ul style="list-style-type: none"> <li>Facilitate understanding on the limitations of the current approaches and frameworks and why innovation is needed</li> </ul>
<p align="center"><b>Live Session 1: Discussion of Course Introduction, Units 1 &amp; 2</b>  (Tuesday, 11 March 2025, 14:00 - 15:00 Bangkok Time, 16:00 - 17:00 Seoul Time)</p>				
<b>Week 3</b> 17 - 21 Mar 2025	<b>Unit 3</b> Addressing Root Causes of Vulnerability: Actions, Perspectives, and Governance	<b>Module 3.1</b> Identifying Vulnerability and People in Vulnerable Situations	<ul style="list-style-type: none"> <li>Understand how to analyze vulnerability, identify people in vulnerable situations and actors that influence vulnerability; and link this action to perspectives addressed to influence vulnerability the most</li> <li>Gain an overview of the people in vulnerable situations and other relevant actors who need to be involved for innovative approaches for social inclusion of people in vulnerable situations</li> </ul>	<b>Quiz</b>



			<b>Module 3.2</b> Governance Innovation - Towards Inclusive and Participatory Governance	<ul style="list-style-type: none"> <li>• Explain governance innovation in the context of social inclusion</li> <li>• Familiarize with key principle types and elements of government innovation for social inclusion of people in vulnerable situations</li> <li>• Introduce diverse governance innovation practices</li> </ul>
<b>Week 5</b> 24 - 28 Mar 2025	<b>Unit 4</b> Innovating Public Services and Enabling Ecosystems for Social Inclusion	<b>Module 4.1</b> Innovating Public Service Delivery and Access for People in Vulnerable Situations	<ul style="list-style-type: none"> <li>• Understand what kind of public service innovation is needed in order to improve the benefits of public services for people in vulnerable situations and increase social inclusion</li> </ul>	<b>Quiz</b>  <b>Forum discussion:</b> What does building effective, inclusive, and accountable public services mean?  <b>Reference document:</b> Committee of Experts on Public Administration - Principles of Effective Governance

		<b>Module 4.2</b> Digital Government and Frontier Technologies for Promoting Social Inclusion of People in Vulnerable Situations: Potentials and Challenges	<ul style="list-style-type: none"> <li>• Enhance understanding on how to use digital government tools to address the specific needs of people in vulnerable situations</li> <li>• Provide understanding on obstacles and solutions of digital government tools and frontier technologies for social inclusion of people in vulnerable situations</li> </ul>	
		<b>Module 4.3</b> Ensuring Inclusion of People in Vulnerable Situations during Public Health Emergencies	<ul style="list-style-type: none"> <li>• Explain the special vulnerabilities confronted by people in vulnerable situations during public health emergencies, and impacts on their well-being and socio-economic status</li> </ul>	

### Live Session 2: Deep dive into Units 3 & 4

(Tuesday, 1 April 2025, 14:00 - 15:00 Bangkok Time, 16:00 - 17:00 Seoul Time)

<p><b>Week 6</b> 31 Mar - 4 Apr 2025</p>	<p><b>Unit 5</b> Capacity Development: Enabling Engagement and Enhancing Social Inclusion</p>	<p><b>Module 5.1</b> How to Create an Enabling Ecosystem to Empower People in Vulnerable Situations</p>	<ul style="list-style-type: none"> <li>• Enhance understanding on the importance of creating an enabling ecosystem for the empowerment of people in vulnerable situations.</li> <li>• Provide policy solutions on measures and approaches for creating an enabling ecosystem</li> </ul>	<p><b>Quiz</b></p> <p><b>Forum discussion:</b> What mindsets, capacities, and skills are essential for public servants to effectively serve in today's evolving governance landscape?</p>
		<p><b>Module 5.2</b> Developing Public Sector Capacity for Innovation and Inclusion of People in Vulnerable Situations</p>	<ul style="list-style-type: none"> <li>• Understand the need to establish the right capacities within the government for governmental innovation to improve the social inclusion of people in vulnerable situations</li> <li>• Provide policy suggestions on how to create the capacity to innovate and how to remove factors that hinder that capacity</li> </ul>	

<p><b>Week 7</b> 7 - 11 Apr 2025</p>	<p><b>Unit 6</b> Implementing Government Innovation, Tracking and Monitoring Its Impact</p>	<p><b>Module 6.1</b> Financing and Partnerships for Social Inclusion</p>	<ul style="list-style-type: none"> <li>• Understand why financing is critical for social inclusion</li> <li>• Introduce strategies and innovative approaches to addressing financing constraints of government for social inclusion</li> <li>• Introduce new approaches to strategic social innovation, budgeting, and financial partnerships</li> </ul>	<p><b>Quiz</b></p>
		<p><b>Module 6.2</b> Measuring Progress: Monitoring and Evaluation of Implementation Efforts</p>	<ul style="list-style-type: none"> <li>• Identify the challenges of monitoring and evaluation tools</li> <li>• Learn to adapt data collection to the specific case</li> <li>• Ensure stakeholder engagement and accountability</li> <li>• Explain how to improve the development of future projects</li> </ul>	

**Live Session 3: Discussion on Units 5 & 6**  
(Tuesday, 8 April 2025, 14:00 - 15:00 Bangkok Time, 16:00 - 17:00 Seoul Time)  
**Submission of Action Plan**

## Methodology

This 8-week course combines self-paced learning with interactive live sessions, equipping participants with key concepts and practical strategies for Government Innovation for Social Inclusion of People in Vulnerable Situations.

The course materials are presented in various formats, including text, graphs, images, and videos, to enhance engagement and knowledge retention. Participants will complete knowledge checks, contribute to forum discussions, and attend live webinars with experts. Additionally, practical activities will encourage interaction, experience sharing, and the real-world application of concepts learned.

## Course Structure

Each unit is structured with the following elements:

**eLearning Course:** Core, mandatory lessons, delivering the essential content for each module. This includes printable versions, resources, and additional materials such as videos.

**Knowledge Checks:** Multiple-choice quizzes to assess your understanding of the key concepts.

**Discussion Forums:** Platform to discuss course topics, seek clarifications, and exchange ideas with peers and instructors.

**Live Sessions:** Interactive sessions led by course expert, providing deeper insights into the course material and an opportunity to have your questions answered in real-time.

**Feedback Survey:** Your input is invaluable. This survey allows you to share your thoughts on the learning experience, helping DPIDG/UNPOG continuously improve the course quality.

## Learning Resources

The learning resources are the core components of the course, designed to guide you toward achieving the course's learning outcomes. Additional support materials are provided to enhance your learning experience.

### **eLearning Course**

Through the [UN DESA Digital Learning Platform](#), the Government Innovation for Social Inclusion of People in Vulnerable Situation eLearning Course are the lessons, it introduce the foundational concepts of each unit through modules in an interactive format.

All modules feature interactive tasks, reflections that allow you to stay engaged and self-assess your knowledge.

- Each lesson typically consists of 25 slides, including interactive activities.
- You can pause a lesson at any time, and the system will automatically save your progress so you can resume where you left off.
- A printable version of the lessons is available for offline review.

### **Forums Discussions**

A user-friendly, informal forum where you can post questions related to the course material and share your insights. There is no right or wrong questions. Everyone is encouraged to collaborate in the forum, add topics of interest, and respond to the questions based on their knowledge and experience. You are encouraged to initiate new discussion threads and actively participate in ongoing conversations. All forums are moderated by an expert to support meaningful dialogue.

### **Assessment Tasks**

The following activities contribute to your final certificate:

- Knowledge checks: Mandatory quizzes for each module to evaluate comprehension.
- Forum participation: Active involvement in discussion forums enhances learning and contributes to certification.
- Action plan: Final assessment requiring participants to develop an action plan based on course knowledge.

## Study Framework

The course runs from 24 February to 17 April, with an estimated workload of 3-4 hours per week. The flexible structure allows you to plan your learning at your own pace, with all lessons, tasks, and supplementary materials are accessible throughout the e-learning course. You are required to complete all mandatory activities before the course ends.

**Language:** English.

## Organizers

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