

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 37104 — Transforming Communities Practical Implementation

ISO Certification Programme



LAPT — London Academy of Professional Training

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AT A GLANCE

REFERENCE	MGT-SMC-37104
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Community Engagement Strategies

5 chapters · 30 classes 85 marks

• 1 Understanding Community Dynamics and Engagement Models — 6 classes

› 1.1 Identify Key Community Stakeholders

› 1.2 Analyze Community Needs and Assets

› 1.3 Explore Different Engagement Models

› 1.4 Assess the Impact of Community Dynamics

› 1.5 Develop Tailored Engagement Strategies

› 1.6 Implement and Evaluate Community Initiatives

• 2 Identifying Stakeholders and Their Roles in Smart Cities — 6 classes

› 2.1 Define Stakeholders in Smart Cities

› 2.2 Analyze the Roles of Government Entities

› 2.3 Identify Community Organizations and Their Contributions

› 2.4 Assess the Impact of Businesses in Urban Development

› 2.5 Map Stakeholder Relationships and Interactions

› 2.6 Develop Strategies for Engaging Stakeholders Effectively

• 3 Developing Tailored Engagement Strategies for Diverse Communities — 6 classes

› 3.1 Assess Community Needs and Values

› 3.2 Identify Key Stakeholders and Their Roles

› 3.3 Develop Inclusive Communication Strategies

› 3.4 Create Engagement Activities Tailored to Community Diversity

› 3.5 Evaluate Engagement Strategy Effectiveness

› 3.6 Adapt Strategies Based on Feedback and Outcomes

• 4 Leveraging Technology for Community Engagement — 6 classes

› 4.1 Identify Key Technologies for Community Engagement

› 4.2 Analyze the Impact of Social Media on Community Interaction

› 4.3 Explore Mobile Applications for Local Problem-Solving

› 4.4 Implement Virtual Meetings to Foster Community Dialogue

› 4.5 Evaluate Data Collection Tools for Community Feedback

› 4.6 Design a Digital Engagement Strategy for Community Projects

• 5 Evaluating Engagement Success and Continuous Improvement — 6 classes

› 5.1 Define Success Metrics for Community Engagement

› 5.2 Collect and Analyze Engagement Data Effectively

› 5.3 Identify Key Stakeholder Feedback Mechanisms

› 5.4 Assess the Impact of Community Initiatives on Engagement

› 5.5 Develop Strategies for Continuous Improvement in Engagement

› 5.6 Create an Action Plan for Future Engagement Success

• 1 Understanding Data in Smart City Contexts — 6 classes

- › 1.1 Identify Key Data Sources for Smart Cities
- › 1.2 Analyze Data Types and Their Applications in Urban Planning
- › 1.3 Evaluate Data Quality and Reliability in Community Projects
- › 1.4 Utilize Data Visualization Techniques for Stakeholder Engagement
- › 1.5 Develop Data-Driven Strategies for Community Development
- › 1.6 Implement Feedback Mechanisms to Adapt Data Usage in Smart Initiatives

• 2 Data Collection Methods and Tools — 6 classes

- › 2.1 Identify and Evaluate Various Data Collection Methods
- › 2.2 Understand the Role of Qualitative vs. Quantitative Data
- › 2.3 Explore Tools for Effective Data Gathering
- › 2.4 Assessing Data Quality: Ensuring Reliability and Validity
- › 2.5 Implementing Data Collection Strategies in Community Projects
- › 2.6 Analyze Collected Data to Inform Decision Making

• 3 Analyzing Data for Community Insights — 6 classes

- › 3.1 Identify Key Data Sources for Community Analysis
- › 3.2 Collect and Organize Data for Insight Development
- › 3.3 Analyze Data Trends and Patterns in Community Contexts
- › 3.4 Utilize Visualization Tools to Communicate Data Insights
- › 3.5 Interpret Data Results for Community Decision Making
- › 3.6 Develop Action Plans Based on Data-Driven Insights

• 4 Implementing Data-Driven Strategies for Community Development — 6 classes

- › 4.1 Identify Key Data Sources for Community Development
- › 4.2 Analyze Data Trends to Inform Community Needs
- › 4.3 Set Measurable Objectives Based on Data Insights
- › 4.4 Develop Data-Driven Strategies for Community Engagement
- › 4.5 Implement Monitoring Systems to Track Community Progress
- › 4.6 Evaluate and Adjust Strategies Based on Data Feedback

• 5 Evaluating the Impact of Data-Driven Policies — 6 classes

- › 5.1 Define and Identify Data-Driven Policies in Communities
- › 5.2 Understand Key Performance Indicators for Policy Evaluation
- › 5.3 Analyze Case Studies of Successful Data-Driven Policies
- › 5.4 Develop a Framework for Evaluating Policy Impact
- › 5.5 Use Data Analytics Tools to Measure Policy Outcomes
- › 5.6 Present Findings and Recommendations for Future Policies

• 1 Understanding Leadership Roles in Multidisciplinary Teams — 6 classes

- › 1.1 Identify Key Leadership Roles in Multidisciplinary Teams
- › 1.2 Explore Effective Communication Strategies for Leaders
- › 1.3 Analyze Team Dynamics and Leadership Styles
- › 1.4 Foster Collaboration Among Diverse Team Members
- › 1.5 Implement Conflict Resolution Techniques in Teams
- › 1.6 Evaluate Leadership Effectiveness in Multidisciplinary Contexts

• 2 Building Effective Communication Strategies — 6 classes

- › 2.1 Assessing Current Communication Practices in Teams
- › 2.2 Identifying Barriers to Effective Team Communication
- › 2.3 Developing Clear Objectives for Communication Strategies
- › 2.4 Utilizing Technology to Enhance Team Communication
- › 2.5 Implementing Feedback Mechanisms for Continuous Improvement
- › 2.6 Evaluating the Impact of Communication Strategies on Team Dynamics

• 3 Fostering Team Dynamics and Collaboration — 6 classes

- › 3.1 Identify Key Attributes of Effective Team Dynamics
- › 3.2 Analyze Roles and Responsibilities in Multidisciplinary Teams
- › 3.3 Develop Communication Strategies to Enhance Collaboration
- › 3.4 Implement Conflict Resolution Techniques within Teams
- › 3.5 Facilitate Trust-Building Activities for Cohesion
- › 3.6 Evaluate Team Performance and Strategy Adjustments

• 4 Conflict Resolution in Multidisciplinary Settings — 6 classes

- › 4.1 Identify Common Sources of Conflict in Multidisciplinary Teams
- › 4.2 Analyze Conflict Styles and Their Impact on Team Dynamics
- › 4.3 Develop Active Listening Techniques for Effective Conflict Resolution
- › 4.4 Explore Collaborative Problem-Solving Strategies
- › 4.5 Practice Mediation Skills in Role-Playing Scenarios
- › 4.6 Create an Action Plan for Sustaining Positive Relationships Post-Conflict

• 5 Sustaining Leadership Effectiveness in Adaptive Teams — 6 classes

- › 5.1 Identify Key Characteristics of Adaptive Leadership
- › 5.2 Explore Strategies for Fostering Team Resilience
- › 5.3 Assess Communication Styles in Multidisciplinary Teams
- › 5.4 Implement Decision-Making Frameworks for Diverse Teams
- › 5.5 Evaluate the Role of Feedback in Sustaining Team Effectiveness
- › 5.6 Design an Action Plan for Continuous Leadership Development

• 1 Understanding Policy Frameworks in Smart Cities — 6 classes

- › 1.1 Define Smart City Policy Frameworks
- › 1.2 Identify Key Components of Policy Design
- › 1.3 Analyze Case Studies of Successful Smart City Policies
- › 1.4 Evaluate Stakeholder Roles in Policy Implementation
- › 1.5 Formulate Policy Evaluation Criteria for Smart Cities
- › 1.6 Design a Local Smart City Policy Proposal

• 2 Stakeholder Engagement and Consultation Strategies — 6 classes

- › 2.1 Identify Key Stakeholders in Community Projects
- › 2.2 Analyze the Influence and Interest of Stakeholders
- › 2.3 Develop Effective Consultation Techniques for Stakeholder Engagement
- › 2.4 Create a Stakeholder Engagement Plan for Implementation
- › 2.5 Evaluate the Effectiveness of Stakeholder Consultations
- › 2.6 Apply Best Practices for Continuous Stakeholder Engagement

• 3 Data-Driven Decision Making for Policy Development — 6 classes

- › 3.1 Identify Key Data Sources for Policy Development
- › 3.2 Analyze Data for Effective Policy Evaluation
- › 3.3 Utilize Data Visualization Techniques in Policymaking
- › 3.4 Integrate Stakeholder Feedback into Data Analysis
- › 3.5 Develop Evidence-Based Recommendations from Data Insights
- › 3.6 Create an Action Plan for Implementing Data-Driven Policies

• 4 Evaluating Policy Outcomes and Impact — 6 classes

- › 4.1 Define Key Performance Indicators for Policy Evaluation
- › 4.2 Analyze Data Collection Methods for Impact Assessment
- › 4.3 Apply Qualitative and Quantitative Techniques in Evaluating Policies
- › 4.4 Examine Case Studies of Successful Policy Evaluations
- › 4.5 Develop a Framework for Reporting Policy Outcomes
- › 4.6 Identify Strategies for Continuous Improvement in Policy Implementation

• 5 Innovating Policy for Future Smart City Challenges — 6 classes

- › 5.1 Analyze Current Challenges Facing Smart Cities
- › 5.2 Explore Innovative Policy Frameworks for Urban Development
- › 5.3 Design Data-Driven Solutions for Community Engagement
- › 5.4 Develop Strategies for Sustainable Infrastructure Investments
- › 5.5 Evaluate the Impact of Pilot Projects on Local Communities
- › 5.6 Formulate Action Plans for Scaling Successful Policies

• 1 Understanding the Foundations of Smart City Frameworks — 6 classes

- › 1.1 Define Smart City Concepts and Terminology
- › 1.2 Explore Key Components of Smart City Frameworks
- › 1.3 Identify Stakeholders and Their Roles in Smart Cities
- › 1.4 Assess the Importance of Data in Smart City Frameworks
- › 1.5 Examine Case Studies of Successful Smart City Implementations
- › 1.6 Develop a Strategic Plan for Implementing a Smart City Framework

• 2 Stakeholder Engagement and Collaboration in Smart Cities — 6 classes

- › 2.1 Identify Key Stakeholders in Smart City Initiatives
- › 2.2 Analyze the Role of Collaboration in Urban Development
- › 2.3 Explore Effective Communication Strategies for Stakeholder Engagement
- › 2.4 Evaluate Tools for Collaboration Among Stakeholders
- › 2.5 Design a Stakeholder Engagement Plan for a Smart City Project
- › 2.6 Assess the Impact of Stakeholder Collaboration on Smart City Outcomes

• 3 Data-Driven Decision Making for Smart City Development — 6 classes

- › 3.1 Understand the Role of Data in Smart City Development
- › 3.2 Identify Key Data Sources for Smart City Initiatives
- › 3.3 Analyze Data Collection Methods for Urban Applications
- › 3.4 Evaluate Data Quality and Reliability in Decision Making
- › 3.5 Apply Data Analytics Techniques to Urban Challenges
- › 3.6 Develop a Data-Driven Action Plan for Smart City Projects

• 4 Sustainability and Resilience in Smart City Strategies — 6 classes

- › 4.1 Define Sustainability in Smart City Contexts
- › 4.2 Identify Key Resilience Factors for Urban Environments
- › 4.3 Explore Strategic Frameworks for Sustainable Development
- › 4.4 Analyze Case Studies of Resilient Smart Cities
- › 4.5 Develop Action Plans for Integrating Sustainability and Resilience
- › 4.6 Assess the Impact of Sustainable Practices on Community Well-being

• 5 Leading Transformational Change in Smart Cities — 6 classes

- › 5.1 Identify Key Drivers of Change in Smart Cities
- › 5.2 Analyze Stakeholder Roles and Responsibilities
- › 5.3 Develop a Vision for Transformational Change
- › 5.4 Create a Strategic Action Plan for Implementation
- › 5.5 Assess Risks and Opportunities in Smart City Projects
- › 5.6 Evaluate Outcomes and Foster Continuous Improvement

• 1 Foundations of Sustainable Urban Development — 6 classes

- › 1.1 Define Sustainable Urban Development Principles
- › 1.2 Analyze Historical Contexts of Urban Development
- › 1.3 Identify Key Stakeholders in Urban Sustainability
- › 1.4 Evaluate Case Studies of Successful Sustainable Cities
- › 1.5 Explore Innovative Practices for Sustainable Urban Planning
- › 1.6 Design a Basic Framework for a Sustainable Urban Project

• 2 Understanding Smart Cities Frameworks — 6 classes

- › 2.1 Define Key Components of Smart Cities Frameworks
- › 2.2 Analyze Case Studies of Successful Smart City Implementations
- › 2.3 Identify Stakeholders in Smart City Development
- › 2.4 Explore Technological Innovations in Smart Urban Systems
- › 2.5 Assess the Role of Data and Analytics in Smart Cities
- › 2.6 Develop a Basic Smart City Strategy Proposal

• 3 Stakeholder Engagement in Urban Planning — 6 classes

- › 3.1 Identify Key Stakeholders in Urban Development
- › 3.2 Analyze Stakeholder Interests and Influences
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Facilitate Collaborative Workshops for Stakeholder Input
- › 3.5 Evaluate Engagement Outcomes and Gather Feedback
- › 3.6 Create an Action Plan for Continuous Stakeholder Involvement

• 4 Implementing Sustainable Infrastructure Solutions — 6 classes

- › 4.1 Assessing Current Infrastructure Needs for Sustainable Development
- › 4.2 Exploring Innovative Materials for Sustainable Infrastructure
- › 4.3 Integrating Green Technologies in Urban Planning
- › 4.4 Evaluating the Impact of Sustainable Infrastructure Solutions
- › 4.5 Engaging Communities in Infrastructure Development Processes
- › 4.6 Developing Action Plans for Sustainable Infrastructure Implementation

• 5 Measuring Success: Indicators and Metrics for Urban Sustainability — 6 classes

- › 5.1 Identify Key Indicators for Urban Sustainability
- › 5.2 Analyze Data Sources for Measuring Sustainability
- › 5.3 Develop Quantitative Metrics for Community Impact
- › 5.4 Create Qualitative Measures for Urban Well-being
- › 5.5 Compare Global Practices in Urban Sustainability Metrics
- › 5.6 Implement a Framework for Tracking Sustainability Progress