



unitar

United Nations Institute for Training and Research

COURSE SYLLABUS

United Nations Protocol

e-Learning | 29 April – 26 May 2019



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Disclaimer and Acknowledgements

Please carefully read the Disclaimer and Acknowledgements documents located on this course's home page before beginning the course for more information about the terms and conditions of use of UNITAR's virtual learning environment and acknowledgement of those organizations for their authorization to use audio transcripts, webcasts and photographic imagery.

Course Presentation

The United Nations and its related bodies, agencies and programmes convene thousands of formal and informal, official and unofficial, meetings and conferences each year. Representatives of governments and from other bodies such as international and non-governmental organizations must be able to professionally operate in a multilateral environment, whether for a work-related social or conference event setting. Understanding and studying the informal and formal rules of this community enables the diplomat and professional to more effectively do his or her job. In this context, diplomatic protocol remains a basic necessity of a diplomatic representative or professional.

The United Nations Institute for Training and Research (UNITAR) has developed the e-Learning course United Nations Protocol to increase awareness and understanding of the mechanics and practice of diplomatic relations at United Nations Headquarters and regional offices, by extension facilitating peaceful relations among Member States.

Course Outline

Module 1: Protocol at the United Nations (2 weeks)

- Lesson 1: Introduction – Protocol in a Multilateral World
- Lesson 2: The United Nations, the Funds and Programs and the Agencies
- Lesson 3: The role of protocol at the Headquarters in New York and in the three Offices Away from Headquarters, Geneva, Vienna and Nairobi
- Lesson 4: The Tenure of the Permanent Representative
- Lesson 5: Protocol and International Treaties on Privileges and Immunities
- Lesson 6: Order of Precedence

Module 2: Official Visits and Ceremonial Events (1 week)

- Lesson 1: Visit of a high-ranking official to Headquarters
- Lesson 2: Planning an overseas visit of the Secretary-General
- Lesson 3: Gifts and ethics
- Lesson 4: Protocol for Mourning

Module 3: Protocol in Social Occasions (1 week)

- Lesson 1: Introduction
- Lesson 2: Social events at the UN Headquarters
- Lesson 3: Organizing a Social Event
- Lesson 4: Host Functions
- Lesson 5: Seating Arrangements at Social and Ceremonial Functions
- Lesson 6: Forms of Address

Contents and Learning Objectives

Module	Content	Learning objectives At the end of the module, you will be able to:
Module 1 (2 weeks) Protocol at the United Nations	<ul style="list-style-type: none"> • Protocol in International Organizations • The tenure of the Permanent Representative, including arrival and protocol in welcoming PRs • Rank and precedence among different parts of the UN System • Rank and order of precedence of the senior staff of International Organizations • Precedence when involving Non-governmental Organizations • Visits of senior government officials to the UN • Official Visits to New York, Geneva or Vienna • The United Nations, its relationship with Host Countries and Cities: Protocol specifics in New York, Geneva and Vienna • Protocol in the Field 	<ul style="list-style-type: none"> • Identify the origins of the word “protocol” and the history of the concept; • Explain the significance of diplomatic protocol in the international context; • Arrange the order of precedence between various international and local representatives of the diplomatic communities in New York, Geneva and Vienna; • Explain how to welcome Heads of State and other high-ranking personalities to UNOG, UNOV and on Field Missions; • Plan and organize the visit of High-Government officials in the field.
Module 2 (1 week) Official Visits and Ceremonial Events	<ul style="list-style-type: none"> • Seating arrangements at social and ceremonial functions • Social occasions, including the steps going into: sending invitations, arranging seating plans, and playing role of guest and host. • Ceremonial Occasions at UNOG and UNOV • Social events in Geneva diplomatic life • The United Nations flag code for mourning and its applicability across the UN system • Presentation of Gifts • Forms of Address 	<ul style="list-style-type: none"> • Discuss the basic principles of seating arrangements at social and ceremonial functions; • Organize a social occasion, including sending invitations, outlining a menu and arranging a seating plan; • Explain the protocol practices for mourning; • Review the practices and rules surrounding the exchange of gifts; • Describe the forms of address and the titles used in diplomacy.
Module 3 (1 week) Protocol in Social Occasions	<ul style="list-style-type: none"> • Provision of various case studies on protocol • Analysis of the feasibility of various solutions to different protocol issues 	<ul style="list-style-type: none"> • Identify solutions to a variety of protocol-related situations • Discuss challenges in the work of protocol officers • Enhance awareness for a variety of potential protocol challenges

Methodology

The course will be delivered via the e-Learning platform Moodle (please see the course *User's Guide* for instructions on using this platform). This pedagogical tool will help the student meet the course's learning objectives through a self-paced study routine supported by multimedia, optional and required readings, discussion forums, assessment quizzes, and a wealth of other information. Adapted specifically to full-time professionals, students will learn by: absorbing (reading), doing (activities), interacting (socializing), and reflecting (relating to personal experience).

Materials will be posted online on a weekly basis (see Complete Course Schedule under Study Planning section for more details). Your course is divided into three modules.

Module 1 (duration of 2 weeks), Module 2 (duration 1 week) and Module 3 (duration of 1 week) contain the same structural elements:

- Contents
- Objectives
- Lesson Material (text, video, interactive exercises and documents)
- Assessment
- Discussion Board

Grading Policy and Course Completion

Students are eligible for a course certificate upon successful course completion. Successful completion requires:

- **an 80% passing grade on EACH of the three weekly assessments on Module 1 and Module 2** (8 out of 10 questions correct); you may take each assessment up to 3 times (questions are randomized from a larger pool of questions and therefore will change upon assessment attempts);
- participation in the 5 Discussion Board forums; your posts will be evaluated according to both **quantity and quality** (e.g., content relevance and contribution to overall discussion).

Before moving to the next module, you should: **(a)** read all the core module texts, **(b)** take the module-based assessments, and **(c)** participate in the weekly Discussion Board forums. You are encouraged to consult the optional external links to enhance your knowledge of the given lesson's topic (e.g., links to websites and additional documents).

All assessments, once made available, will remain accessible until the end of the course and you can be taken anytime during the duration of the course, however assessments should be taken before moving to the next module.

UNITAR's e-Learning Committee will make the final decision regarding certificates in consultation with the moderator. UNITAR reserves the right to award certificates only to those considered as “eligible” participants. We urge you to take a clear note of the above requirements. If you need any clarification, please do not hesitate to contact the Multilateral Diplomacy Programme Team.

Study Planning

The following study grid indicates which course activities are mandatory.

Activity	Mandatory
Interactive Course	Yes
External Links and Readings	No, recommended
Cybrary ¹	No
Module Assessments	Yes
Discussion Forums	Yes
Course Evaluation	Yes

What is distinct about this learning experience is that it is an **online** learning experience. Online training, by its very nature, entails delivery of educational content over the internet. As you will proceed in this course, training materials will be made available to you through UNITAR's e-Learning portal. This course will also provide links to other web resources such as references and documents. Additionally, it will require you to use simple collaborative tools such as email exchanges among the group/participants who have registered for this course as well as participate in a discussion forum.

The UNITAR team is available to provide guidance and user information to help you participate and **contribute actively** to the discussion forums, which are an important requirement for completing this course. You will also have access to a course moderator (or instructor) who will animate the discussion board as well as answer substantive and course related questions (either using the Discussion Board or through a traditional e-mail method). There will thus be no face-to-face interaction. All interaction will take place through the internet using UNITAR's e-Learning portal!

The **advantages** of online training are many. You are able to:

- schedule and pace your learning according to your specific needs
- make use of additional resources using the internet
- work from office or home as long as you have a computer with an internet connection
- connect with your fellow participants and instructors through the learning portal

¹ The Cybrary contains important course information; please see the next section on the course's Learning Content.

The lack of face-to-face interaction will require more discipline and pro-active planning on your end in order to successfully meet the course’s learning objectives. In this regard, it is thus different and distinct from a traditional face-to-face training course.

The following **Complete Course Schedule** indicates when materials will be posted online and taken offline. Note that following the fourth week, material will remain available online for the wrap-up session in which participants can take the Course Evaluation, as well as finish all assessments until the specified date.

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday Sunday
29 April 2019	First Day Module 1 online	DB 1.1 online Assessment 1.1 online COVERS MODULE 1 LESSONS 1-4 LESSONS 5-6		Online chat (30 minutes) at 3pm (Geneva time) with Ms. Philippa Lawrence		
6 May 2019		DB 1.2 online			Module 2 online	
13 May 2019		DB 2.1 online DB 2.2 online Assessment 2 online COVERS MODULE 2			Module 3 online	
20 May 2019		DB 3.1 and 3.2 Online Evaluation Online				
27 May 2019		All DBs close		All assessments close Assessment answers online		Evaluation closed Course closed

Discussion Boards (DBs)

DB 1.1. *Protocol as a Tool of Diplomacy*

DB 1.2. *The Order of Precedence and the Vienna Convention on Diplomatic Relations*

DB 2.1. *Mourning*

DB 2.2. *Fictional Visit of the SG*

DB 3.1. *Incident at State Diner*

DB 3.2. *Ethics and Protocol*

Although this online course is asynchronous – meaning that the interaction between you and the trainers or fellow participants will take place intermittently with a time delay – it will be important to establish a course study routine that best adapts to your work

schedule, family commitments, Internet connection speed, etc. This will allow you to complete your assignments and tasks in time (on a week-by-week basis) and thus maintain similar pace as other course participants. *Please note that the MDP e-Learning Team will send a reminder if your module-based assessments have not been completed.*

Learning Content²

The complete set of course materials **will NOT be available all at once on the UNITAR portal. Materials will be posted on a weekly basis.** Learning materials are organized as follows:

1. Interactive Course

The interactive course is the core mandatory learning activity. The various module lessons contain links to external documents and websites, videos, questions and suggested responses, and basic text. The lessons are relevant to a wide demographic of participants, both those with basic knowledge on the topic as well as those with more advanced knowledge who wish to focus on the more specialized points of the course.

2. Resources

The Resources section contains both optional and mandatory materials to enhance your understanding of a given lesson's subject matter. For example:

- a) **Cybrary (Cyber Library)** contains many additional resources, including:
 - Printable PDF version of each module (with the Documents to Download cited in each module)
 - Optional Readings
 - Assessment Answers (posted at the end of the course)

- b) **Transcript of the Videos** can be accessed by clicking on "Transcript of videos"

3. Key Icons

² See Disclaimer for more information regarding the terms and conditions of use of the course material.



Quotes, technical jargon, etc.



Warning: mistakes to avoid, particular point of interest, etc.



Video clip or webcast



Question / Interactive exercise



Document to download / Website link

Course Moderator

Ms. Phillipa LawrenceE-mail: phillipa.lawrence@gmail.com

Office location: Kingston, Jamaica



Ms. Phillipa Lawrence is the former Chief of Protocol at the United Nations Office at Vienna where she coordinated visits of Royalty, Heads of State and Government, and liaised with Ministries of Foreign Affairs and Permanent Missions to the UN Office at Vienna. She also arranged diplomatic and protocol ceremonies and was a key interlocutor for protocol arrangements for High Level Meetings, Congresses and Conferences. She worked previously at the Ministry of Foreign Affairs of Jamaica between 1987-1997 where she served as First Secretary at the Embassy of Jamaica to the USA (1991-1992), Alternate Permanent Representative of Jamaica to the Organisation of American States (1992-1994) and Deputy Chief of Mission at the Embassy of Jamaica to Mexico and Central America (1994-1997). Following this, she went to work at the Caribbean Community (CARICOM) Secretariat in Guyana, between 1998-2004, and served as Deputy Programme Manager for Foreign Policy and Community Relations and then Research and Protocol Officer to the CARICOM Secretary-General. She has lectured on protocol and etiquette in Kosovo, Austria, Eritrea, Jordan and Jamaica, as well as at the United Nations in Vienna. She has a Bachelor of Arts in Political Science and Spanish and pursued her diplomatic training in Australia through a Fellowship awarded by the Government of Australia.

Technical Support

For any technical issue or coordination matter, you may contact the Multilateral Diplomacy Programme Unit e-Learning Team (MDP e-Learning Team) by sending a message through the UNITAR Virtual Learning Environment.

You may also contact us by email at mdp-elearning@unitar.org. Email support is available 24/7, and we will respond within 24 hours.

MDPU e-Learning TeamE-mail: mdp-elearning@unitar.org

Phone: +41 22 917 78 716

Office location: Geneva, Switzerland

Phone support hours: 8am to 5pm UTC/GMT