



SOCIAL PROTECTION

# SERVICE QUALITY

8 – 12 JUNE 2020  
TURIN, ITALY



# SERVICE QUALITY

ISSA GUIDELINES, KNOWLEDGE-SHARING, AND INNOVATION

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## OVERVIEW

### SNAPSHOT OF THE COURSE

**Service quality is a fundamental to ensuring the effectiveness of social security, and its capacity to build trust between citizens and governments at a broader level.** This course draws on international best-practice guidelines to explore how to improve service performance in day-to-day actions and business processes. This is one of seven courses run in partnership with the International Social Security Association (ISSA) held simultaneously at the Turin Centre.

Join a network of social security practitioners in this highly specialized course.

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PLACE

**TURIN, ITALY**



DATES

**8 – 12 JUNE 2020**



COLLABORATIVE LEARNING

**ONLINE RESOURCES**



LANGUAGE

**ENGLISH**



APPLICATION DEADLINE

**8 MAY 2020**

## WHAT

### WHAT WILL I LEARN?

This course uses the ISSA Guidelines on Service Quality as a framework for assessing challenges and identifying innovations.

- **Service quality framework:** what is it, why is it important, and how can I develop one?
- **Engaging with participants:** aims, benefits, and modes of engagement
- **Product development lifecycle:** how should service design be organized and implemented?
- **Service fundamentals:** how to identify priority methods for service improvement
- **Measurement and feedback:** how to measure, benchmark, and analyze
- **Service culture:** creation and sustainability
- **Continuous improvement:** how to create a management philosophy

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to improvement in service quality based on international best practices
- **Identify roles and responsibilities** of social security professionals in the field of service quality
- **Utilize the ISSA Guidelines** as a framework for improvement in service quality within national social security institutions
- **Develop country-tailored innovations** drawing on experiences in other countries

## WHY

### WHY SHOULD I JOIN?

The course is designed specifically for social security professionals from ISSA member organizations.

- **ISSA-accredited experts** with decades of international experience in social security administration are the trainers
- Participants join and interact with a **network of professionals** from other ISSA member organizations, including those attending parallel courses
- The course uses a **mix of training methods**: lectures, plenary discussions, good practices, case studies, group work, and individual exercises
- Participants engage in **activities with their peers** from other ISSA Guidelines courses

## WHO

### WHO TAKES THIS COURSE?

The course is designed for social security professionals of ISSA member organizations. Participants should hold positions directly related to the design and implementation of social security programmes in the area of service quality who are interested in applying the ISSA Guidelines.

## HOW

The course consists of 60 total hours of learning, broken up into three phases.

- **Pre-course** (10 hours): Self-guided study through the online eCampus platform. Includes a pre-course assessment
- **Residential week** (45 hours): 5-day interactive sessions at the ITCILO in Turin, including developing an individual presentation
- **Post-course assignment** (5 hours): Individual assignment applying ISSA Guidelines to the participant's organisation

## HOW TO APPLY

Find the application form at [bit.ly/31XZ3gz](https://bit.ly/31XZ3gz) and apply before **8 May 2020**.

## PRICE

Tuition: €1,650  
Subsistence: €635  
Total: €2,285

### CAMPUS LIFE

The green campus with modern training facilities makes a unique space for learning

### LEARN DIFFERENTLY

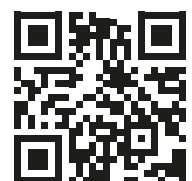
Innovative training methodologies and integrated use of digital learning technology

### THREE PHASES

Learning begins at home, continues in the classroom, and ends with an individual assignment

### PEER-TO-PEER ASSESSMENT

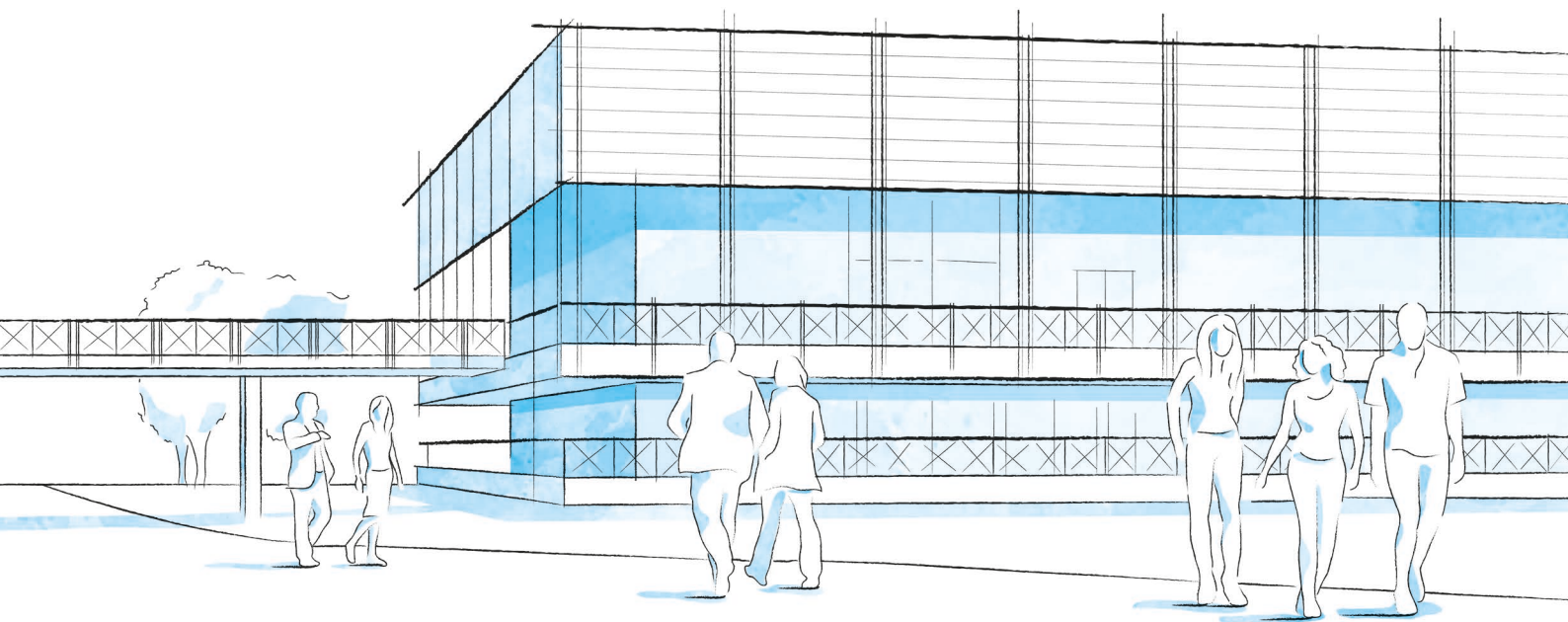
Critical insights from professionals of ISSA member organizations



SCAN THE QR CODE  
OR VISIT

[bit.ly/2XxeBG1](https://bit.ly/2XxeBG1)





## CAMPUS LIFE

### A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

### ENVIRONMENT AND SURROUNDINGS

#### **Grab a campus bicycle and explore the Turin Centre.**

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

### HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, bank, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

### COMMUNITY ENGAGEMENT AND DIVERSITY

**Participants can enjoy social events organized by the Turin Centre** as well as by their course facilitators.

Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

## INFO

### FOR FURTHER INFORMATION PLEASE CONTACT

#### **International Training Centre of the ILO**

Programme on Social Protection,  
Governance and Tripartism (SPGT)  
Viale Maestri del Lavoro, 10  
10127 Turin – Italy

Mr. Charles Crevier  
Programme Manager  
T +39 011 6936524  
spt@itcilo.org  
www.itcilo.org

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