



SOCIAL PROTECTION

# CONTRIBUTION COLLECTION AND COMPLIANCE

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

6 JUNE – 10 JUNE 2022

 XX WEEKS, XX HRS



# CONTRIBUTION COLLECTION AND COMPLIANCE

ISSA GUIDELINES, KNOWLEDGE-SHARING, AND INNOVATION

---

## OVERVIEW

**Effective contribution collection and compliance is essential to ensure the financial sustainability, adequate coverage and social legitimacy of social security schemes.** This course draws on international best-practice guidelines to assess approaches to improve governance and management of contribution collection and enforcing compliance, with particular focus on institutional business processes and the role of ICT. This is one of seven courses run in partnership with the International Social Security Association (ISSA) offered in an innovative **e-learning** format from 2020.

This highly specialized course enables you to join a **virtual** global network of social security practitioners flexibly and without the need to travel.

---



PLACE

**TURIN, ITALY**



DATES

**6 JUNE – 10 JUNE 2022**



COLLABORATIVE LEARNING

**ONLINE RESOURCES**



LANGUAGE

**ENGLISH**



APPLICATION DEADLINE

**16 MAY 2022**

## WHAT

### WHAT WILL I LEARN?

This course uses **the updated ISSA Guidelines on Compliance and Contribution Collection** as a framework for assessing challenges and identifying innovations.

- **Governance and strategy:** principles, frameworks and organizational structures
- **Compliance risk management:** goals, improving voluntary compliance and extending coverage to difficult contribution groups
- **Operational Processes:** developing an operation process model; roles and responsibilities
- **ICT environment and tools:** introduction to ICT services, importance of E-services for voluntary compliance and benefits of data exchange with other organizations
- **Fraud, evasion and error:** role of ICT to detect fraud, evasion and error; benefits of data exchange; co-operation with external organizations
- **Continuous improvement and fostering system maturity:** importance of a culture of awareness; concepts of a maturity model and continuous improvement plan.

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to improving contribution collection and compliance based on international best practice
- **Identify roles and responsibilities** of social security professionals in the governance and management of collecting contributions and enforcing compliance
- **Utilise the ISSA Guidelines** as a framework for improved efficiency and effectiveness of contributions collection and compliance
- **Develop country-tailored innovations** drawing on experience from other countries.

---

## WHY

### WHY SHOULD I JOIN?

- **ISSA-accredited experts** with decades of international experience in social security administration
- Join and interact online with a **global network of professionals** from other ISSA member organizations to share learning and best practices
- This **e-learning** course consists of a blend of online resources on good practices and case studies, “real time” interactive sessions led by highly experienced trainers, individual and collaborative group exercises using our E-Campus platform
- Successful participants receive an **ITCILO Certificate of Achievement**.



This course is one of ten eligible courses for the Diploma For **Social Protection Managers**. To achieve the Diploma, successful candidates must complete four out of ten courses within a five year period and undertake a capstone assessment.

## 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 area of contribution collection and compliance.

Course learning materials and tuition will be offered online in English. The following requirements are therefore essential to participate in this course:

- the ability to use and access a computer with internet
- working knowledge of written English.

## HOW

The course consists of a number of online modules offered through the E-Campus online platform to be completed over a period of six weeks from 6 to 10 June 2022, for an estimated total of 60 learning hours. The course is broken down into two phases.

- **“Real time” learning:** Live interactive sessions and engaging video presentations by highly experienced trainers, blended with individual and collaborative group exercises, peer-to-peer assessment and online technical forums on E-Campus.
- **End of course assignment:** Individual assignment applying ISSA Guidelines to the participants organization. Participants who successfully complete all assessments and the final assignment will receive a Certificate of Achievement.

## HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/STF/A9014689/en> and apply before **16 May 2022**.

## PRICE

TBC

### CAMPUS LIFE

Stay and study on the banks of the Po River

### LEARN DIFFERENTLY

The Centre’s training methods include videos and online demos

### HIGH-LEVEL RESOURCES

Learn from ILO specialists, ITCILO trainers, and external lecturers

### THREE PHASES

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

### PERSONALIZED TRAINING

Each participant completes a final assignment related to their organization

### CERTIFICATE OF ACHIEVEMENT

Successful participants will be awarded an ITCILO Certificate of Achievement



SCAN THE QR CODE  
OR VISIT

[bit.ly/3v9vZB2](https://bit.ly/3v9vZB2)

# 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.

## WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

# 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  
Activity Manager  
spgt@itcilo.org  
www.itcilo.org

COURSE CODE: A9014689