



SOCIAL PROTECTION

# SERVICE QUALITY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

20 – 24 MAY 2024  
TURIN, ITALY



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## OVERVIEW

**Service quality is 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.



PLACE

**TURIN, ITALY**



DATES

**20 – 24 MAY 2024**



COLLABORATIVE LEARNING

**ONLINE RESOURCES**



LANGUAGE

**ENGLISH**



APPLICATION DEADLINE

**19 APRIL 2024**

## WHAT

### WHAT WILL I LEARN?

This course uses **the updated 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.

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## WHY

### WHY SHOULD I JOIN?

- **ISSA-accredited experts** with decades of international experience in social security administration
- Join and interact with a **global network of professionals** from other ISSA member organizations to share learning and best practices
- **Mix of training methods:** lectures, plenary discussions, good practices, case studies, group work and individual exercises
- Successful participants receive an **ITCILO Certificate of Achievement**.



This course is an eligible course for the **Diploma for Social Protection Managers**. To achieve the Diploma, successful candidates must complete four 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 service quality as an aspect of the design and implementation of social security programmes and should be interested in applying the ISSA Guidelines. The following requirements are therefore essential for participation in this course: the ability to access and use a computer with an internet connection; a working knowledge of written English.

## 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 organization.

## HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/STF/A9017133/en> and apply before **19 April 2024**.

## PRICE

Tuition €1,775 Euros  
Subsistence €670 Euros  
Total €2,445 Euros

### 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/33Q3Sev](https://bit.ly/33Q3Sev)

# 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, 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

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