



SOCIAL PROTECTION

CONTRIBUTION COLLECTION AND COMPLIANCE

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

18 – 22 MAY 2026
TURIN, ITALY



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OVERVIEW

SNAPSHOT OF THE COURSE

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 explore approaches to strengthen implementation, reform and governance of the ICT aspects of social security systems. This is one of eight 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

18 – 22 MAY 2026



COLLABORATIVE LEARNING

ONLINE RESOURCES



LANGUAGES

ENGLISH



APPLICATION DEADLINE

10 APRIL 2026

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 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?

This course is designed for social security professionals from ISSA member institutions. Participants should hold positions directly related to the design, implementation or reform of a social security system in the area of contribution collection and compliance. Course learning materials and tuition will be offered online in English. The following requirements are therefore essential for participation in this course: the ability to use and access a computer with internet connectivity; 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/A9018784/en> and apply before **10 April 2026**.

PRICE

TBD

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

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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