



SOCIAL PROTECTION

# HUMAN RESOURCE MANAGEMENT OF SOCIAL SECURITY INSTITUTIONS

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

18 – 22 MAY 2026  
TURIN, ITALY



# HUMAN RESOURCE MANAGEMENT OF SOCIAL SECURITY INSTITUTIONS

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## OVERVIEW

### SNAPSHOT OF THE COURSE

**Innovating human resources and human resources management is one of the greatest challenges facing social security institutions across the globe.** Participants of this course will draw on international best-practice guidelines to discuss the main opportunities and challenges related to the digital journey of the institution to be able to identify effective solutions and strategies. 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?

The course uses the ISSA Guidelines on Human Resource Management in Social Security Administration as a framework for assessing challenges and identifying innovations.

- **Human resources and human resource management in a digital world:** understanding the enabling policy environment that would allow HR to support the institution's digital journey.
- **Work in a digital environment:** anticipating the effects of the digital journey on staff work and applying new working methods to enhance staff skills and capacities.
- **Working in a hybrid workplace:** focusing on the opportunities and challenges of a hybrid workplace that allows on- and off-site staff to work together in real time.
- **Managing the workforce in a digital world:** looking at key HR competencies to enhance staff agility in supporting the institution's digital journey.

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to innovate social security administration through digital technologies based on international best practice
- **Identify roles and responsibilities** of social security professionals in the field of digitalization of human resources and human resource management.
- **Utilise the ISSA Guidelines** as a framework for implementing digital strategies in human resources and human resource management in social security institutions
- **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?

The course is designed for social security professionals of ISSA member organizations. Participant should hold positions directly related to the human resources or human resources management. 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/A9018789/en> and apply before **10 April 2026**.

## PRICE

Tuition €1,840  
Subsistence €755  
Total €2,595

### 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/3ZK6bNE](https://bit.ly/3ZK6bNE)

# 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

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

Ms. Irene Deorsola  
Activity Manager  
spgt@itcilo.org  
www.itcilo.org

**COURSE CODE: A9018789**