



BLENDED

TRADE LAW

TRAINING FOR PLATFORM DISPUTE RESOLUTION SPECIALISTS AND COMPLIANCE OFFICERS UNDER THE DIGITAL SERVICES ACT (DSA)

OCTOBER 2026 (ONLINE)

4 – 6 NOVEMBER 2026 (FACE-TO-FACE)

Information Note



International
Labour
Organization



International Training Centre

INTRODUCTION TO THE COURSE

The growing digitalization of society, accelerated by the implementation of the EU Digital Services Act (DSA), has created a pressing need for qualified individuals to serve as independent decision-makers in out-of-court settings. Article 21 DSA introduces a new architecture of Out-of-court Online Dispute Settlement (ODS) bodies, which require robust, fair, and rights-based decision-making.

The training initiative responds to this need by preparing a new generation of dispute resolution specialists, compliance officers and legal professionals with the skills, knowledge, and ethical awareness necessary to serve in the ODS ecosystem. By equipping participants to understand both the normative and technical frameworks of the DSA, and by offering hands-on scenario-based skills training, the programme directly supports the growth of a new generation of digital adjudicators, dispute resolution specialists and compliance officers, who will provide high-quality and rights-compliant dispute resolution under the DSA across jurisdictions.

This activity is the result of a collaborative effort between ITCILO, the University of Turin and leading actors in the ODS ecosystem, such as User Rights and Adroit Legal. Together, we aim to foster a shared culture of principled digital adjudication.

LEARNING OBJECTIVES

The training course aims to:

- Provide participants with a comprehensive understanding of out-of-court dispute settlement within the broader context of the DSA and alternative and online dispute resolution;
- Introduce participants to the role and function of certified ODS bodies and their emerging practices and jurisprudence;
- Develop practical skills for handling ODS cases, including legal reasoning, drafting of decisions, and ethical conduct;
- Develop practical skills for complying with the DSA, with a particular focus on the ODS aspects;
- Promote awareness of platform governance, content moderation, and user rights;
- Foster a network of future DSA adjudicators and dispute resolution experts who may serve in DSA-certified institutions or similar global bodies.

TARGET AUDIENCE

The course is conceived for any of the following groups:

- Recent legal professionals, arbitrators, and civil society practitioners with a legal background;
- Professionals interested in joining certified ODS bodies as decision-makers under Article 21 of the DSA;
- Attorneys specializing in platform regulation, online freedom of speech and law enforcement in the digital sphere;
- Lawyers representing and advising platforms, platform users, ODS bodies and regulators on the DSA and particularly Art. 21;
- Early-career dispute resolution lawyers and regulatory professionals;
- Civil society advocates engaged in platform accountability, content moderation, and access to justice.

MAIN THEMES

- Introduction to the legal framework of the Digital Services Act and an overview of user redress mechanisms;
- Deep-dive on Art. 21 DSA: scope of application, certification, parties' obligations; procedural requirements and time-limits; legal status of outcomes; costs and funding; transparency and the current ODS landscape;
- Comparative perspectives on alternative and online adjudication models, EU digital fairness and procedural fairness and due process in online adjudication;
- Emerging challenges in content moderation, platform accountability, and access to online justice;
- Applicable law questions in ODS, relevance of fundamental rights and platforms terms of service;
- Practical tools, skills and techniques for case-handling and decision-making, from intake to resolution;
- Drafting reasoned decisions and applying checklists for quality control;
- Ethical challenges for decision-makers and independence and impartiality in practice.

STRUCTURE AND CONTENT

The course includes eight modules that cover the legal and procedural framework of Article 21 DSA, principles of fair online adjudication, content moderation and user rights, practical case-handling and decision-drafting techniques, and ethical standards for ODS practitioners.

COURSE STRUCTURE AND CALENDAR

The course consists of **8 modules: 4 online modules** and **4 in-person modules**.

The **4 online modules**, that will run in **October 2026**, comprise:

- An initial livestreamed interactive kick-off webinar with the course coordinators;
- A library of video-lectures;
- A repository of literature and electronic resources;
- Quizzes and self-assessment tools;
- A final livestreamed interactive Q&A session with the course coordinators.

CALENDAR

Thanks to this flexible structure, participants will be able to follow the **four online modules at their convenience** during the month of **October 2026**.

The **4 in-person modules** will be delivered at the ITCILO in Turin on **4, 5 and 6 November 2026**.

MODULE 1 (ONLINE) INTRODUCTION TO THE DIGITAL SERVICES ACT (DSA) AND ONLINE DISPUTE RESOLUTION

- Overview of the DSA: origins, goals and scope of application;
- Key definitions;
- Obligations and liability of hosting service providers and platforms;
- Institutional actors, governance and enforcement structures.

MODULE 2 (ONLINE) PLATFORM GOVERNANCE, CONTENT MODERATION AND USER REDRESS AVENUES (FUNDAMENTAL RIGHTS-CENTRED)

- The relevance of the platform's terms and conditions and of the law (including EU fundamental rights such as freedom of expression/information, non-discrimination, data protection and effective remedy) in the user-platform relationship;
- Overview of content moderation (automated vs. human; illegal vs. legal content; different measures), with proportionality and necessity tests, and safeguards against over- and under-removal to protect fundamental rights;
- Notice-and-action mechanisms, the right to be informed, the right to be heard and the right to timely remedy;
- Statements of reason and insights from the DSA Transparency Database as due process guarantees enabling effective, reviewable remedies;
- Internal complaint handling with minimum procedural safeguards (accessibility, impartiality, timeliness and transparency), relationship with Art. 47 CFR;
- Introduction to out-of-court dispute settlement under Art. 21 DSA, ensuring effectiveness, independence and affordability without undermining access to the courts;
- DSA complaints and court litigation, rights-based oversight, standards of review grounded in fundamental rights, interim measures and remedies.

MODULE 3 (ONLINE) DEEP-DIVE ON OUT-OF-COURT DISPUTE SETTLEMENT UNDER ART. 21 DSA

- Scope of application and basic features of Art. 21;
- Certification of ODS bodies;
- Platform and user obligations;
- ODS rules of procedure, statutory procedural requirements and time-limits;
- Scope of ODS review and applicable rules, with a focus on platform terms of service, applicable national law and fundamental and human rights;
- Legal status of outcomes;
- Costs and funding.

MODULE 4 (ONLINE) THE BROADER CONTEXT OF FAIR ALTERNATIVE AND ONLINE DISPUTE RESOLUTION IN EUROPE

- History and evolution of Alternative Dispute Resolution (ADR);
- From offline to online: advantages and challenges of Online Dispute Resolution (ODR);
- Due process and procedural safeguards;
- Principles of neutrality, independence and impartiality;
- Transparency, accessibility and non-discrimination in ODR;
- The European approach to ADR and ODR, including the ADR Directive, the P2B Regulation, the DSM Directive and the Data Act.

MODULE 5 (IN PERSON) THE PRACTICE OF DISPUTE SETTLEMENT UNDER THE DSA: DISPUTE LIFECYCLE AND INTRODUCTION TO ODS CASE-HANDLING TOOLS AND PROCEDURES

- Summary of procedural steps in content moderation disputes under the DSA;
- Step-by-step walkthrough of a case under the rules of a certified ODS body;
- Drafting clear, reasoned, and enforceable decisions;
- Use of checklists and templates to ensure quality and consistency.

MODULE 6 (IN PERSON) SIMULATION AND CASE-STUDIES: DISPUTES CONCERNING BALANCING OF FUNDAMENTAL RIGHTS

- Hands-on simulations of real-life ODS disputes involving fundamental rights, with particular attention to balancing;
- Participants rotate roles: claimant, platform, decision-maker;
- Peer evaluation and feedback;
- Use of actual case summaries (anonymised).

MODULE 7 (IN PERSON) SIMULATION AND CASE-STUDIES: DISPUTES CONCERNING ECONOMIC RIGHTS

- Hands-on simulations of real-life ODS disputes involving economic rights;
- Participants rotate roles: claimant, platform, decision-maker;
- Peer evaluation and feedback;
- Use of actual case summaries (anonymised).

MODULE 8 (IN PERSON) FINAL EXAM

- Each participant is presented with an anonymised real-life case and drafts a decision;
- The decision is reviewed and graded by members of the teaching team.

OPTIONAL MODULE

- Career orientation session (with Adroit Legal and User Rights);
- Webinar with existing ODS body representatives;
- Access to a digital resource hub with reading materials, templates, and tools.

METHODOLOGY

- Online interactive lectures and case studies (Modules 1-4)
- Face-to-face training (Modules 5-8) with practitioners from certified ODS bodies
- Simulations and role-playing in dispute resolution scenarios
- Peer review of drafted decisions
- Optional follow-up online coaching and placement support in ongoing initiatives (in coordination with User Rights and Adroit Legal)

EXPECTED OUTCOMES

- Participants will obtain an international certificate and qualification as *Platform Dispute Resolution Specialist & DSA Compliance Officer*
- Participants will be able to act as decision-makers at a certified ODS body under the DSA;
- Participants will be able to advise on compliance with the DSA, and in particular with Article 21;
- Participants will be able to work at platforms and other digital services providers, focusing particularly on ODS aspects;
- Creation of a reference training model that can be replicated across Europe and beyond;
- Strengthened cooperation between ITCILO, academia, and civil society actors in the ODS space;
- Identification of qualified candidates for further engagement by User Rights and Adroit Legal, as well as other ODS bodies.

SCIENTIFIC COMMITTEE

- Professor Pietro Ortolani (Director)
- Professor Elena D'Alessandro
- Professor Cristina Poncibo'

ORGANIZERS

- International Training Centre of the ILO (ITCILO)
- Turin School of Development
- University of Turin (Italy)
- User Rights (<https://www.user-rights.org/en>)
- Adroit Legal (www.adroit.legal)

OTHER INFORMATION

LANGUAGE

The training course will be held in English.

DEADLINE

4th October 2026

COURSE FEES

EUR 1,915

CERTIFICATE

An ITCILO Certificate of participation will be Awarded

CONTACT

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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

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