

SOCIAL PROTECTION

ADMINISTRATIVE SOLUTIONS FOR EXTENDING COVERAGE

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

17 – 21 MAY 2027
TURIN, ITALY

Diploma for Social Protection Managers

issa

ITC ILO
International Training Centre

ADMINISTRATIVE SOLUTIONS FOR EXTENDING COVERAGE

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OVERVIEW

SNAPSHOT OF THE COURSE

Extending coverage of social protection 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 identify administrative solutions to improve access to contributory social security programmes for populations that are difficult to cover. 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
17 – 21 MAY 2027

COLLABORATIVE LEARNING
ONLINE RESOURCES

LANGUAGES
ENGLISH

APPLICATION DEADLINE
16 APRIL 2027

WHAT

WHAT WILL I LEARN?

This course uses **the updated ISSA Guidelines on Administrative Solutions for Extending Coverage** as a framework for assessing challenges and identifying innovations.

- **Creating an enabling environment:** understanding the role of the authorities; how to extend coverage and identify gaps
- **Institutional readiness:** formulating a social security extension plan and understanding the needs of difficult-to cover groups
- **Cost-effective registration systems** to reach out to difficult-to-cover groups
- **Increasing awareness and reaching out:** main components of a communication strategy; how to build trust with the target population
- **Contribution collection and compliance:** establishing contribution rates and frequency; building a compliance strategy
- **Delivering services and benefits:** formulating a citizen-centred service delivery plan; electronic payment and service delivery; coordination and portability.

WHAT WILL I BE ABLE TO DO?

- **Understand core administrative approaches** to extend coverage of social security programmes based on international best practice
- **Identify roles and responsibilities** of social security professionals in the field of extending the coverage of social security
- **Utilise the ISSA Guidelines** as a framework for implementing administrative solutions to extend of coverage
- **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. Participants should hold positions directly related to the design and implementation of administrative solutions for extending the coverage of social security systems. 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/A9019705/en and apply before **16 April 2027**.

PRICE

Tuition €1,900
Subsistence €865
Total €2,765

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/3wbt8YA

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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