



ONLINE

SOCIAL PROTECTION

E-LEARNING ON COMPLIANCE AND CONTRIBUTION COLLECTION

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

1 JUNE – 10 JULY 2020
DISTANCE LEARNING



E-LEARNING ON COMPLIANCE AND CONTRIBUTION COLLECTION

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OVERVIEW

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 assess approaches to improve governance and management of contribution collection and enforcing compliance, with particular focus on institutional business processes and the role of ICT. This is one of seven courses run in partnership with the International Social Security Association (ISSA) offered in an innovative e-learning format from 2020.

This highly specialized course enables you to join a virtual global network of social security practitioners flexibly and without the need to travel.



ONLINE

ITCILO E-CAMPUS



DATES

1 JUNE – 10 JULY 2020



COLLABORATIVE LEARNING

ONLINE TUTORS AND RESOURCES



LANGUAGE

ENGLISH



APPLICATION DEADLINE

11 MAY 2020

WHAT

WHAT WILL I LEARN?

This course uses **the recently 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 online with a **global network of professionals** from other ISSA member organizations to share learning and best practices
- This **new e-learning** course consists of a blend of online resources on good practices and case studies, “real time” interactive sessions led by highly experienced trainers, individual and collaborative group exercises using our E-Campus platform
- Successful candidates receive an **ITCILO Certificate of Achievement**

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 area of contribution collection and compliance.

Course learning materials and tuition will be offered online in English. The following requirements are therefore essential to participate in this course:

- the ability to use and access a computer with internet
- working knowledge of written English

HOW

The course consists of a number of online modules offered through the E-Campus online platform to be completed over a period of six weeks from 1 June to 10 July 2020, for an estimated total of 60 learning hours. The course is broken down into three phases.

- **Pre-course learning:** Flexible (asynchronous) self-guided online learning on E-Campus and an end of phase assessment
- **“Real time” learning:** Live interactive sessions and engaging video presentations by highly experienced trainers, blended with individual and collaborative group exercises, peer-to-peer assessment and online technical forums on E-Campus
- **End of course assignment:** Individual assignment applying ISSA Guidelines to the participants organization. Participants who successfully complete all assessments and the final assignment will receive a Certificate of Achievement

HOW TO APPLY

Find the application form at bit.ly/3ah4BXA and apply before **11 May 2020**

PRICE

Tuition €900

Total €900

INTEGRATED E-LEARNING

An innovative e-learning experience bringing high-quality tuition on the ISSA Guidelines directly to you

THREE PHASES

Learning begins at own pace, continues through high-quality, engaging “real time” sessions and ends with an individual assignment

PEER-TO-PEER ASSESSMENT

Critical insights from professionals of ISSA member organizations



SCAN THE QR CODE
OR VISIT

bit.ly/2Usn50A

INFO

**FOR FURTHER INFORMATION
PLEASE CONTACT**

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COURSE CODE: A9713263