



ONLINE

SOCIAL PROTECTION

# E-LEARNING ON SERVICE QUALITY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

1 JUNE – 10 JULY 2020  
DISTANCE LEARNING



# E-LEARNING ON SERVICE QUALITY

ISSA GUIDELINES, KNOWLEDGE-SHARING, AND INNOVATION

## OVERVIEW

**Service quality is fundamental to ensuring the effectiveness of social security, and its capacity to build trust between citizens and governments at a broader level.** This course draws on international best-practice guidelines to explore how to improve service performance in day-to-day actions and business processes. 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

**20 MAY 2020**

## WHAT

### WHAT WILL I LEARN?

This course uses **the recently updated ISSA Guidelines on Service Quality** as a framework for assessing challenges and identifying innovations.

- **Service quality framework:** what is it, why is it important, and how can I develop one?
- **Engaging with participants:** aims, benefits, and modes of engagement
- **Product development lifecycle:** how should service design be organized and implemented?
- **Service fundamentals:** how to identify priority methods for service improvement
- **Measurement and feedback:** how to measure, benchmark, and analyze
- **Service culture:** creation and sustainability
- **Continuous improvement:** how to create a management philosophy

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to improvement in service quality based on international best practices
- **Identify roles and responsibilities** of social security professionals in the field of service quality
- **Utilize the ISSA Guidelines** as a framework for improvement in service quality within national social security institutions
- **Develop country-tailored innovations** drawing on experiences in other countries

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# WHY

## WHY SHOULD I JOIN?

- **ISSA-accredited experts** with decades of international experience in social security administration are the trainers
- 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 design and implementation of social security programmes in the area of service quality who are interested in applying the ISSA Guidelines.

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/3a9OD0T](https://bit.ly/3a9OD0T) and apply before **20 May 2020**

# PRICE

Tuition: €900.00  
Total: €900.00

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## INTEGRATED E-LEARNING

Innovative training methodologies and integrated use of digital learning technology

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## THREE PHASES

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

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## PEER-TO-PEER ASSESSMENT

Critical insights from professionals of ISSA member organizations

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SCAN THE QR CODE  
OR VISIT

[bit.ly/2vFDZR2](https://bit.ly/2vFDZR2)

# INFO

FOR FURTHER INFORMATION  
PLEASE CONTACT

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**COURSE CODE: A9713268**