



ONLINE

SOCIAL PROTECTION

# E-LEARNING ON SERVICE QUALITY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

3 MAY – 11 JUNE 2021

 6 WEEKS, 60 HRS



# 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

**3 MAY – 11 JUNE 2021**



COLLABORATIVE LEARNING

**ONLINE TUTORS AND  
RESOURCES**



LANGUAGE

**ENGLISH**



APPLICATION DEADLINE

**23 APRIL 2021**

## WHAT

### WHAT WILL I LEARN?

This course uses **the 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 **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 participants receive an **ITCILO Certificate of Achievement**.



This course is one of ten eligible courses for the Diploma For **Social Protection Managers**. To achieve the Diploma, successful candidates must complete four out of ten 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 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 3 May to 11 June 2021, for an estimated total of 60 learning hours. The course is broken down into two phases.

- **“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 <https://oarf2.itcilo.org/DST/A9713691/en> and apply before **23 April 2021**.

## PRICE

Tuition: €900.00

Total: €900.00

### INTEGRATED E-LEARNING

Innovative training methodologies and integrated use of digital learning technology

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### CERTIFICATE OF ACHIEVEMENT

Successful participants will be awarded an ITCILO Certificate of Achievement

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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/32XMqoa](https://bit.ly/32XMqoa)

## 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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