



ONLINE

SOCIAL PROTECTION

# E-LEARNING ON INFORMATION AND COMMUNICATION TECHNOLOGY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

2 MAY – 10 JUNE 2022

 6 WEEKS, 60 HRS



# E-LEARNING ON INFORMATION AND COMMUNICATION TECHNOLOGY

ISSA GUIDELINES, KNOWLEDGE-SHARING, AND INNOVATION

---

## OVERVIEW

**ICT is an indispensable enabler of effective social security systems, but can also be a critical factor when things go wrong.** This course draws on international best-practice guidelines to explore approaches to strengthen implementation, reform and governance of the ICT aspects of social security systems. 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

**2 MAY – 10 JUNE 2022**



COLLABORATIVE LEARNING

**ONLINE TUTORS AND RESOURCES**



LANGUAGE

**ENGLISH**



APPLICATION DEADLINE

**22 APRIL 2022**

## WHAT

### WHAT WILL I LEARN?

This course uses the **updated ISSA Guidelines on Information and Communication Technology** as a framework for assessing challenges and identifying innovations.

- **ICT governance and management:** concepts; definition of value management for ICT-based activities
- **ICT service delivery:** types of ICT-related services; software development; application management; ICT operations and service desk
- **Data and information management:** data governance and data quality; mechanisms for information retrieval and analysis; implementation of master data systems
- **Interoperability:** advantages of integrated social programmes; different dimensions of an interoperability model; interoperability standards and technologies
- **Data security and privacy:** corporate frameworks and standards; key activities of implementation
- **Mobile technologies:** key mechanisms to implement ICT-based services.

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to improve social security administration through ICT based on international best practice
- **Identify roles and responsibilities** in the governance and management of ICT systems
- **Utilise the ISSA Guidelines** as a framework for planning and implementing effective ICT
- **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 **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 systems in the area of ICT and who are interested in applying ICT to improve the quality and performance of social security systems.

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 2 May to 10 June 2022, 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/A9714536/en> and apply before **22 April 2022**.

## PRICE

TBC

### INTEGRATED E-LEARNING

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

### CERTIFICATE OF ACHIEVEMENT

Successful participants will be awarded an ITCILO Certificate of Achievement

### PEER-TO-PEER ASSESSMENT

Critical insights from professionals of ISSA member organizations



SCAN THE QR CODE  
OR VISIT

[bit.ly/3bzCbe3](https://bit.ly/3bzCbe3)

## 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

#### **International Training Centre of the ILO**

Programme on Social Protection,  
Governance and Tripartism (SPGT)  
Viale Maestri del Lavoro, 10  
10127 Turin – Italy

Mr. Charles Crevier  
Programme Manager  
T +39 011 6936524  
sptg@itcilo.org  
www.itcilo.org

**COURSE CODE: A9714536**