



# E-LEARNING ON GOOD GOVERNANCE

ISSA GUIDELINES, KNOWLEDGE-SHARING, AND INNOVATION

## OVERVIEW

**Every social security programme is imbued with public interest that demands exemplary governance in its administration.** This course draws on international best-practice guidelines to assess the main principles, structures and mechanisms that promote and support good governance practices in key areas of social security administration. 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 Good Governance** as a framework for assessing challenges and identifying innovations.

- **Principles for the board and management:** principles, frameworks, structures, challenges and response
- **Strategic planning and operational risk management:** definitions and understanding of risk management activities; monitoring of internal and external events affecting social security institutions
- **Actuarial soundness and internal audit:** understanding actuarial measures and valuations; actuarial sustainability and investment benchmarks
- **Investment management:** key principles; main concepts of liquidity, risks, necessary diligence and aligning incentives; valuation of investment portfolio and measures for asset safekeeping
- **Corruption and fraud in contributions and benefits:** prevention and control; effectively governing rights and obligations of members and beneficiaries
- **Service standards for members and beneficiaries:** why service standards are relevant; how to improve service quality and key parameters
- **Human resources policies:** development, retention and succession; improving HR policies, defining a performance appraisal system; key components and limitations
- **Investment in ICT infrastructure:** evaluation of new investment proposals; ex-post evaluation and infrastructure maintenance.

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to promoting and supporting good governance practices based on international best practice
- **Identify roles and responsibilities** of social security professionals in ensuring good governance
- **Utilise the ISSA Guidelines** as a framework for improved governance within national social security institutions
- **Develop country-tailored innovations** drawing on experience from other countries.

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## 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 that are involved in decision-making directly or in an advisory capacity and are interested in applying the ISSA Guidelines on Good Governance.

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/A9714540/en> and apply before **22 April 2022**.

## PRICE

TBC

### INTEGRATED E-LEARNING

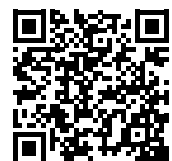
An innovative e-learning experience bringing high-quality tuition on the ISSA Guidelines directly to you

### 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/3tW0sPZ](https://bit.ly/3tW0sPZ)

## 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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