



BLENDED

SOCIAL PROTECTION

SMART SOCIAL PROTECTION SYSTEMS FOR THE AGE OF ARTIFICIAL INTELLIGENCE

1 – 26 JUNE 2026

ONLINE (E-CAMPUS): 1 – 19 JUNE 2026

TURIN, ITALY: 22 – 26 JUNE 2026

Information Note



International
Labour
Organization



International Training Centre

OVERVIEW

SNAPSHOT OF THE COURSE

Digital transformation is reshaping the way social protection systems are governed, managed, and delivered. governments are adopting digital tools, automation, and artificial intelligence (AI) to enhance efficiency, improve transparency, and extend coverage. Yet, realizing this potential requires more than technology alone: it calls for strategic governance frameworks, inclusive design, and strong leadership for successful adoption.

This course introduces the fundamentals of digital governance for social protection and equips participants with the skills to responsibly harness AI and other emerging technologies. Participants will explore strategies to promote digital inclusion in low-connectivity environments, examine leadership approaches for driving institutional change, and engage with international practices on automation and algorithmic tools to streamline service delivery.

By the end of the course, participants will be able to critically assess both the opportunities and risks of digital innovation, apply governance and ethical safeguards, and lead the design of digital social protection systems that are not only smarter, but also more equitable, resilient, and ready to cope with the Digital Era.

WHAT

WHAT WILL I LEARN?

Throughout the expert-led presentations, practical case-studies, and group discussions, participants will cover a wide range of digital topics including:

- The **fundamentals of digital governance** and why strong data governance and cybersecurity matter for social protection
- **Digital inclusion strategies**, with a focus on solutions for low-connectivity environments and populations at risk of digital exclusion
- **Leadership skills** to successfully manage digital change, foster innovation, and overcome resistance within institutions.
- Use of international frameworks to conduct **digital maturity assessments** and design governance models that foster the digital adoption in social protection.
- Cutting-edge **applications of artificial intelligence** for enhanced transparency and a more efficient service delivery.
- **Automation, and other data-driven tools** in eligibility determination, payments, fraud detection, and real-time monitoring of social protection programmes.

KEY FEATURES

HAVE YOUR LEARNING CERTIFIED

Successful candidates will obtain an ITCILO Certificate of Achievement

SHARE YOUR KNOWLEDGE

Connect with a global network of practitioners in an engaging learning environment

MEET THE EXPERTS

Learn from ILO specialists, ITCILO trainers, and external lecturers

WHAT WILL I BE ABLE TO DO?

- **Establish** a step-by-step framework for making informed technological choices in key areas like digital service delivery, data protection, or AI adoption.
- **Understand** the principles of digital governance and its role in transforming social protection systems.
- **Identify** strategies for inclusive digital design, particularly for low-connectivity and digitally excluded populations.
- **Assess** the complexities and challenges associated with the adoption and management of new technologies.
- **Apply** best practices in data governance, cybersecurity, and interoperability to improve service delivery.
- **Leverage** international experiences to identify the use cases of emerging technologies such as AI, automation, and real-time monitoring in social protection.

WHO

WHO TAKES THIS COURSE?

The course welcomes professionals engaged in the design, governance, and delivery of social protection systems. It is particularly relevant for policymakers, programme managers, and technical experts working in government ministries, social security institutions, public agencies responsible for digital transformation initiatives, and representatives from international organizations and development agencies. The course is designed for those who have a strong interest in new the responsible adoption of new technologies to improve the delivery of social protection benefits.

HOW

Each course will consist of 60 learning hours spread across the following structure:

- **Online Phase (15 hours):** Online learning combining self-guided modules on the e-Campus platform with live sessions and expert presentations covering the foundational concepts behind digital governance.
- **Residential Phase (40 hours):** 5-day intensive training at the ITCILO in Turin providing a deep dive into the most pressing digital challenges, trends, and emerging technologies applied in social protection.
- **Post-Course Assignment (5 hours):** Individual work to develop an applied project combining the learning outcomes of the course.

WHY

WHY SHOULD I JOIN?

- **Gain a practical toolbox for digital maturity assessment**, learning about the main frameworks to determine concrete strategies moving forward.
- **Learn from global experts and real-world case studies**, benefitting from insights shared by leading practitioners and applying lessons from successful international experiences.
- Strengthen your ability to **responsibly apply new technologies** like artificial intelligence into the design and management of social protection schemes
- **Engage in hands-on learning**: policy labs, case studies and exercises that bridge theory and practice.

Successful participants will receive a **Certificate of Achievement**, eligible for the Diploma for Social Protection Managers.

HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/STF/A9718847/en> and apply before **18 May 2026**.

PRICE

TBD

CAMPUS LIFE

A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

ENVIRONMENT AND SURROUNDINGS

Grab a campus bicycle and explore the Turin Centre.

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

COMMUNITY ENGAGEMENT AND DIVERSITY

Participants can enjoy social events organized by the Turin Centre as well as by their course facilitators. Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

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

Irene Nori
i.nori@itcilo.org
www.itcilo.org



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