



ONLINE

SOCIAL PROTECTION

DIGITAL TRANSFORMATION IN SOCIAL PROTECTION

27 APRIL – 5 JUNE 2026
🕒 6 WEEKS, 60 HOURS

This e-learning course is organized by the International Training Centre of the International Labour Organization (ITC/ILLO), in cooperation with the International Labour Organization (ILO) and the International Social Security Association (ISSA).



E-LEARNING ON DIGITAL TRANSFORMATION IN SOCIAL PROTECTION

OVERVIEW

SNAPSHOT OF THE COURSE

A solid and efficient use of data and technological innovation are crucial to improve the efficiency of social security institutions, especially nowadays, in an always increasingly digitalized world. In such context, this course is designed to develop and improve the skills of social protection experts and practitioners in the implementation, reform and governance of digital transformation of their institutions. The principal aim will be to impart the skills required to analyse the current system of their institutions and find practical solutions to improve it through the creation and application of digital solutions and mechanisms.



ONLINE

ITCILO E-CAMPUS



DATES

27 APRIL – 5 JUNE 2026



COLLABORATIVE LEARNING

ONLINE RESOURCES



LANGUAGES

ENGLISH



APPLICATION DEADLINE

2 APRIL 2026

WHAT

WHAT WILL I LEARN?

- Foundations of digital transformations, benefits and challenges
- Digital transformation and social security
- Business models and the schemes to adapt them to a digital world
- Big data and how they can be used as a strategic asset
- Digital transformation strategies, recent technological trends and developments
- Digital transformation, management and governance of social security institutions
- Your way to digital: how to transform your social security institution

WHAT WILL I BE ABLE TO DO?

- **Define** digital transformation, its core principles and elements
- **Outline** the importance of digital transformation and the use of digital technologies for social security institutions, their core principles and processes
- **Illustrate** processes and ways in which digital technologies and tools can improve the functioning of social security institutions
- **Frame your digital transformation work** based on robust contextual evidence and problem analyses
- **Analyse** the system and organisation of social security institutions, assess their shortcomings and select ways in which digital transformation can improve them
- **Apply** the key steps of the digital transformation strategy to develop impactful strategies to consolidate existing digital transformation processes and build new ones

WHY

WHY SHOULD I JOIN?

- **Renowned experts** with decades of international experience in management, business strategy, innovation and social security
- Join and interact online with a **network of professionals** from different backgrounds and organizations to share learning and best practices
- This **e-learning course** consists of a blend of online resources 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 an eligible course for the **Diploma for Social Protection Managers**. To achieve the Diploma, successful candidates must complete four courses within a five-year period and undertake a capstone assessment.

WHO

WHO TAKES THIS COURSE?

This course is targeted at social protection experts, practitioners, managers and executives from social protection institutions, ministries, international organizations, social partners and civil society who are tasked with the digitalisation and in the management of the information system of the institutions they are working for.

Participants from ISSA member institutions will benefit from a special course fee.

HOW

Each week, participants will

- **Join live sessions** focusing on specific topics)
- Consult engaging **learning materials** on the course platform (self-paced)
- Share **knowledge and experiences** through **dedicated technical forums** (self-paced)
- **Build their own proposal** on digital transformation and social security institutions

Participants should expect to dedicate a maximum of 10 hours to engaging in course activities each week.

HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/DST/A9718851/en> and apply before **2 April 2026**.

PRICE

TBD

LEARN ONLINE

Connect with a global network of practitioners in an immersive digital learning environment

HAVE YOUR LEARNING CERTIFIED

Successful candidates will obtain an ITCILO Certificate of Achievement

THREE TRAINING PHASES

Each participant completes preliminary and post-training assignments

MOVE CLOSER TO OBTAINING A DIPLOMA

Course eligible for the Diploma for Social Protection Managers, allowing you to move one step closer to obtaining your recognition

HIGH-LEVEL RESOURCES

Learn from ILO specialists, ITCILO trainers, and external lecturers



SCAN THE QR CODE
OR VISIT

bit.ly/3EXI9pz

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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