



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

The Centre for Excellence

Your gateway to good governance,
high performance and service quality
in social security administration

www.issa.int/excellence



The Centre for Excellence

The global community of excellence in social security

Every day, your social security institution makes a positive difference to people's lives, and contributes to social and economic development.

To manage social security in a world of rapid economic, social and technological change, you need new knowledge and innovative solutions.

Through its Centre for Excellence in Social Security Administration, the International Social Security Association (ISSA) provides access to knowledge and services that support good governance, high performance and service quality in social security.

The ISSA is committed to accompany and support your organization's journey to excellence, and to connect you to the global community of social security administrators.

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Guidelines



Academy



Technical Advice & Support



Recognition

KNOWLEDGE

At the heart of the Centre for Excellence, the ISSA Guidelines represent internationally-recognized professional standards in 12 core areas of social security administration. A comprehensive knowledge base provides support for managers to implement the Guidelines.

LEARNING

The Academy offers members access to problem-solving, learning and exchange platforms as well as capacity-building and human resource development opportunities.

SUPPORT

The ISSA technical advice and support team enables member institutions to access additional knowledge, guidance and expertise in support of their administrative improvements.

RECOGNITION

The ISSA recognition programme offers formal evaluation and recognition for institutions that are using the ISSA Guidelines. Following an assessment of the level of compliance with the Guidelines, an institution will be able to receive recognition of its administrative achievement.

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The ISSA Guidelines offer social security managers access to concise and practical knowledge of international best practice in key areas of social security administration.

Each set of Guidelines is complemented by additional resources, references and good practice examples, to provide supporting information and practical examples of application.

ISSA Guidelines for social security administration

1	Good Governance
2	Service Quality
3	Contribution Collection and Compliance
4	Information and Communication Technology
5	Investment of Social Security Funds
6	Promotion of Sustainable Employment
7	Communication by Social Security Administrations
8	Actuarial Work for Social Security (with the International Labour Organization)
9	Administrative Solutions for Coverage Extension
10	Return to Work and Reintegration
11	Prevention of Occupational Risks
12	Workplace Health Promotion

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Academy

Learning for excellence

The ISSA Academy offers members access to problem-solving, learning and exchange platforms as well as capacity-building and human resource development opportunities.

The Academy workshops provide social security professionals an opportunity to exchange with peers and identify solutions to specific organizational challenges and needs, based on the Guidelines.

High-level diploma training on international professional standards in social security assists managers to build professional capacities within their organizations, delivered through the ISSA Training Consortium, which is formed by a group of specialized training institutions accredited by the ISSA.

Technical advice and support

Practical services for excellence

Based on the Guidelines, the Centre for Excellence offers a range of practical tools and services that accompany your quest for good governance, high performance and service quality.

The ISSA technical advice and support team enables member institutions to access additional knowledge, guidance and expertise in support of their administrative improvements.

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Recognition programme

Assessment of excellence

The Centre for Excellence facilitates evaluation of the results of your progress towards excellence and offers recognition of your achievements.

The ISSA recognition scheme offers formal evaluation and recognition by the ISSA of the implementation of one or more of the ISSA Guidelines.

The process for obtaining ISSA recognition consists of an assessment of your institution's compliance with the Guidelines, carried out by independent experts.

ISSA recognition encourages and motivates your staff and helps to support the legitimacy of your institution among stakeholders.



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Get involved

Join the community
of excellence





Get started now, and join the growing community of social security professionals benefiting from the Centre's tools and services. The knowledge and services available in the ISSA Centre for Excellence are available to all managers and staff of ISSA member organizations.

Access the website
www.issa.int/excellence

Download the app
www.issa.int/app

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The International Social Security Association

The International Social Security Association is the world's leading international organization for social security institutions, government departments and agencies.

The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. The ISSA was founded in 1927 under the auspices of the International Labour Organization.



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