

# ECASSA INSTITUTE OF SOCIAL PROTECTION (EISP)



## Capacity Building Short Course Training Calendar – 2021

**Location: ECASSA - Arusha – Tanzania & Online**

### I. SOCIAL PROTECTION COURSES

#### (1) CPSP1\_Principles of Social Protection Administration

The course offers participants a unique opportunity to understand social protection as a social risk management instrument by exploring fundamental principles enshrined in the basic concepts, practices and social security international standards. Furthermore, the course exposes participants to the trending issues of social protection in Africa and globally such as social protection and *gender equality/empowerment; climate change; HIV/AIDS* and *SDGs*, needless to mention. The modules covered in this course are as follows;

1. SPA 01\_Introduction to Social Protection – *concepts, history, components & coverage, Institutional arrangements & Role of the ILO*
2. SPA 02\_Social Protection Financing
3. SPA 03\_Social Budgeting
4. SPA 04\_Actuarial Practices in Social Protection
5. SPA 05\_Cross Cutting Issues in Social Protection

#### TARGET AUDIENCE

- Senior Management, Board of Directors/Trustees and Directors,
- First-line and middle level managers and technical and non-technical staff of both public and private organizations and professional bodies.
- NGOs and Community Organizers.
- private individuals,

#### (2) CPSP2\_Administration of Pension Schemes

The pension schemes administration course equips participants with knowledge and skills on the functioning and governance of different types of pension systems, including their *legal, legislative and regulatory frameworks* as well as *financing systems and reforms*. The modules of this course are;

1. SPA 06\_Typology of Pension Schemes
2. SPA 07\_Design Options for Pension benefits
3. SPA 08\_Financing Systems of Pension Benefits
4. SPA 09\_Pension Delivery mechanisms – *including issues of recruitment, compliance & benefit processing.*

5. SPA 10\_Evolution of Pension Reforms: Case study of recent pension reforms in East Africa & Eastern Europe.

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### (3) CPSP3\_Administration of Health Insurance Schemes

Health Insurance (HI) is one of the possible organizational mechanisms for raising and pooling funds to finance health services along with tax financing and others. This course equips participants with fundamental understanding of how health insurance operates towards extending health care coverage in the context of both social and private insurance. In particular, greater emphasis is directed to the design and financing mechanisms as well as governance of health insurance schemes towards extending health benefits to the population, in particular to those who cannot afford the cost of illness and or those who incur catastrophic health expenditures due to lack of access to health insurance. The modules covered in this course are;

1. SPA 11\_Introduction to Health Insurance Systems
2. SPA 12\_Design Elements of Health Insurance Schemes
3. SPA 13\_Financing Health Insurance Schemes
4. SPA 14\_Administration & Management of Health Insurance
5. SPA15\_Health Insurance & Universal Health Coverage – *including issues of Social Health Protection.*

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### (4) CPSP4\_Administration of Social Assistance

Social assistance is increasingly becoming a leading social protection initiative in tackling poverty and vulnerability in many developing countries. Increasingly, evidences suggest that social cash transfers can contribute to pro-poor growth by providing an effective risk management tool, by supporting human capital development and by empowering poor households to lift themselves out of poverty. The aim of this course is to impart participants with the understanding of various *categories* of social assistance programmes, *their design and financing mechanisms, their administration and management* as well as *their impact* in tackling vulnerabilities and poverty. The course exposes you in learning and appreciating various non-contributory social assistance programmes existing in Africa and globally. Participants will be familiarized with some of the world's most successful social assistance best practice programmes such as the Bolsa familia of Brazil, Oportunidades of Mexico, NREGA of India, the Expanded Public Works Programme of South Africa, the Productive Social Safety Net Programme (PSSN) of Tanzania and the Productive Safety Net Programme (PSNP) of Ethiopia, to mention a few. The modules of this course are as follows;

1. SPA 16\_Introduction to Social Safety Nets
2. SPA 17\_Design Elements of Social Safety Nets
3. SPA 18\_Financing Social Safety Nets

#### 4. SPA 19\_Management of Social Safety Nets

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##### **(5) CPSP5\_Governance of Social Protection Systems: Roles & Responsibilities of Board of Trustees/Directors**

Social Security Boards (SSBs) have important responsibilities to ensure that the member's contributions are properly managed and that the schemes are transparent in their operations and assuring that their policies and practices comply with the law. This course is intended to increase the capacity of SSBs on a range of *legal, regulatory, managerial* and *financial* governance issues required at the level of a scheme and national system at large towards effective and efficient governance of social security schemes. The course aims to systematize the capacity of SSBs in their roles and responsibilities as vital bodies for strengthening democratic governance and representing the interests of workers, employers, pensioners and other constituents in the national social protection system. The Modules covered in this course are;

1. SPA 20\_Principal Methods, Policies & International Standards (in the Provision of SP)
2. SPA 21\_Role of Stakeholder Relations in Governance of Social Security Schemes
3. SPA 22\_Key Issues in the Managerial and Financial Governance of Social Security Schemes
4. SPA 23\_Key Elements of Social Budgeting, Actuarial Reports & Risk Management (for informed Decision Making).
5. SPA 24\_ Key Elements of Public Procurement for Decision Makers

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## **II. ORGANIZATIONA SKILLS & MANAGEMENT COURSES**

### **(1) CCSE1\_Customer Services Delivery & Organizational Ethics**

Modern organizational culture emphasizes on the importance of quality customer services delivery as a cutting-edge strategy for an organisation to strive. Customers and clients need to feel valued, cared for and treated with respect and dignity. The “Customer Care and Organizational Ethics” training is designed for ALL employees of Social Security Schemes (from top management to operational staff) to ensure that all employees at all levels have same understanding on Customer Care Values and Ethical Principles and Practices as standard code of practice and civility in their organization towards total organizational performance. The modules of this course are;

1. CSE 01\_Exploring the Organization's Environment
2. CSE 02\_Understanding the customer, Customer Expectations & Projecting a Professional Image
3. CSE 03\_Effective Interpersonal & Communication Skills
4. CSE 04\_Understanding Organizational Ethics & Values

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## **(2) COSE1\_Organizational Skills & Ethics**

Organizational Skills and Ethics course is a multi – disciplinary training programme leading into a broad range of useful cognitive skills required by the learner for his/her daily duties and responsibilities as well as for the learner's further studies and life in general. The modules of this course are;

1. MSE 19\_Organizational Management & Ethics
2. MSE 20\_Performance Management & Appraisal For Social Security Schemes
3. MSE 21\_Records Management & Data Integrity For Social Security Schemes
4. MSE 22\_Communication Skills
6. MSE 23\_Fundamentals of Financial Management
5. MSE 24\_Fundamentals of Risk Management

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## **DELIVERY METHODS**

Various pedagogical methods are employed in teaching the above courses with the ultimate aim to enable participants comprehend the basic concepts and acquire the necessary competencies in the specialized areas. In general, the methods combine tutor-facilitated interactive discussion and self-directed learning through such activities as *lecture discussions; role-play; case study problem solving; quizzes; group assignments and presentations; take home assignments; general discussions;* etc. Each course covers a duration of one week to completion. At the beginning of the course, participants are provided with handouts and other learning materials in both hard and soft copies for their reviews and continuous learning.

## **ASSESSMENT METHODS**

The assessment will be guided by determining the level of participation in the learning activities which shall include; (1) participation in classroom discussions and by doing the assignments; (2) self-study of the lecture materials, (3) reading necessary assigned literature, and (4) the final exam/test. Participants will be awarded a certificate of successful completion of the course upon meeting the above criteria while failure to do so will lead to a non-completion grade.

## COURSE CALENDAR FOR THE YEAR – 2021

**Table 1: The Course Calendar for the 2021-Year Cycle**

Date	Course
04 – 08 January 2021	CPSP2_Administration of Pension Schemes
18 – 22 January 2021	CCSE1_Customer Services Delivery & Organizational Ethics
01 – 05 February 2021	COSE1_Organizational Skills & Ethics
01 – 05 March 2021	CPSP3_Administration of Health Insurance Schemes
15– 19 March 2021	CCSE1_Customer Services Delivery & Organizational Ethics
22 – 26 March 2021	COSE1_Organizational Skills & Ethics
12– 16 April 2021	CPSP4_Administration of Social Assistance
19 – 23 April 2021	CPSP2_Administration of Pension Schemes
03 – 07 May 2021	CCSE1_Customer Services Delivery & Organizational Ethics
17 – 21 May 2021	COSE1_Organizational Skills & Ethics
24 - 28 May 2021	CPSP1_Principles of Social Protection Administration
07 – 11 June 2021	CPSP3_Administration of Health Insurance Schemes
12 – 16 July 2021	CPSP4_Administration of Social Assistance
26 – 30 July 2021	CCSE1_Customer Services Delivery & Organizational Ethics
02 – 06 August 2021	COSE1_Organizational Skills & Ethics
23 - 26 August 2021	CPSP1_Principles of Social Protection Administration
06 – 10 September 2021	CPSP2_Administration of Pension Schemes
20 – 24 September 2021	CCSE1_Customer Services Delivery & Organizational Ethics
04 – 08 October 2021	COSE1_Organizational Skills & Ethics
25 - 29 October 2021	CPSP3_Administration of Health Insurance Schemes
01 – 05 November 2021	CPSP4_Administration of Social Assistance
15 – 19 November 2021	CPSP5_Governance of Social Protection Systems: Roles & Responsibilities of Board of Trustees/Directors
06 – 10 December 2021	CCSE1_Customer Services Delivery & Organizational Ethics
13 – 17 December 2021	COSE1_Organizational Skills & Ethics
17 – 21 January 2022	CPSP5_Governance of Social Protection Systems: Roles & Responsibilities of Board of Trustees/Directors
07 – 11 February 2022	CPSP1_Principles of Social Protection Administration

## 8. COST ESTIMATES PER COURSE – 2021

**Table 2: Cost Estimates per Participant per Course (USD)**

S/N	Name of Course	Cost Per Course at Venue	Cost Per Course On-line
1.	CPSP1_Principles of Social Protection	1,500,000	700

	Administration		
2.	CPSP2_Administration of Pension Schemes	1,500,000	700
3.	CPSP3_Administration of Health Insurance Schemes	1,500,000	700
4.	CPSP4_Administration of Social Assistance	1,500,000	700
5.	CPSP5_Governance of Social Protection Systems: Roles & Responsibilities of Board of Trustees/Directors	2,000,000	700
6.	CCSE1_Customer Services Delivery & Organizational Ethics	1,500,000	700
7.	COSE1_Organizational Skills & Ethics	1,500,000	700

**Table 3: Cost Estimates per Participant for the Entire Four Thematic Social Protection Course Package**

S/N	Name of Course	Cost Per Course at Venue	Cost Per Course Online
1.	CPSP1_Principles of Social Protection Administration	1,500,000	700
2.	CPSP2_Administration of Pension Schemes	1,500,000	700
3.	CPSP3_Administration of Health Insurance Schemes	1,500,000	700
4.	CPSP4_Administration of Social Assistance	1,500,000	700
<b>TOTAL COST OF FOUR COURSES PER PARTICIPANT</b>		<b>6,000,000</b>	<b>2,800</b>

**Please, note the following;**

- (1) The cost of studying a single course is indicated on table 2 above.
- (2) The cost of studying the entire four course package (covering all four thematic areas) is indicated on table 3 above. Note, however, that the four course package (full social protection proficiency course) will take one quarter of a year ( four months cycle) since a single course is conducted at least once in a month's time.
- (3) New cost arrangements will be made for a candidate/organization preferring to study only a selected number of modules in the course package at any time of the year. This criterion will also apply on individuals/groups who seek a few days' training (i.e., one day, two days, etc) for whom a certain range of amount will be charged.
- (4) Registration for capacity building course on the “**Administration of Health Insurance Schemes**” slated for 1<sup>st</sup> – 5<sup>th</sup> March 2021 is currently open and will continue until the first day at the start of the course. Participants are required to complete registration at ECASSA website or through formal contacts in the below address. Payments have to be made at ECASSA Bank Account No **3390119124 KCB Bank**.

## **CONTACT PERSONS**

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**ENDS**