



Academic Year 2024



Academic Year

2024

Directory

Inter-American Conference on Social Security

President of the Inter-American Conference on Social Security

Zoe Alejandro Robledo

Secretary General of the Inter-American Conference on Social Security

Alvaro Velarca

Director of the Inter-American Center for Social Security Studies

Emilio Alfredo Carrasco

Director's Message

In compliance with the objectives of the Inter-American Center for Social Security Studies (CIESS), we are pleased to introduce you to the academic programming for the Academic Year 2024.

Its development is the result of the identification of topics of interest through interviews and the application of a survey to member institutions.

The academic year will be divided into quarterly periods, in which both training options in all branches of Social Security, and courses and diploma courses on cross-cutting topics will be incorporated due to their impact on Social Security and the present time.

The proposal contains permanent programmes of diploma courses that, due to their duration and academic level, will provide participants with both basic and specialised knowledge and skills in each branch of Social Security.

Permanent diploma courses will comprise a closing on-site activity in CIESS facilities in Mexico City. Their purpose is to promote the exchange of knowledge, experiences and good practices among participants in the region, with the guidance of high-level specialists to build improvement options for their institutions and their countries.

In terms of academic matters, the academic offering will be strengthened with basic components that provide students with knowledge and skills that promote better performance in their institutions.

Likewise, the programming includes training programmes that will be developed in partnership with higher education institutions and international organisations.

Participating in any of the CIESS academic options will be an investment for the institutions in the Americas interested in joining efforts since

their officials will receive top-tier training to promote the right to Social Security as a tool to foster a decent life in the populations.

Dr. Emilio Alfredo Carrasco
CIESS Director





CIESS Mission

Contribute to the development of Social Security in the Americas, through specialised training and education of human resource dedicated to social security, research and assistance.

Objectives

Develop specialised training programmes of high quality that are pertinent, innovative, and adaptable. These activities will meet specific needs of member institutions and answer the requirements of the countries.

Collect and disseminate research and studies that contribute to the progress and development of social security in the continent.

Promote, strength and deepen cooperation and exchange relationships among member institutions and bodies of the Conference, international agencies, Government authorities, academic institutions, research centres and non-governmental authorities.



CIESS Training

The CIESS provides effective learning adapted to individual and institutional needs.

The challenges of Social Security institutions demand constant transformation in their way of working, which requires human capital capable of facing their challenges to meet the protection needs of their population.

The CIESS provides effective learning adapted to individual and institutional needs through a proven methodology.

These programmes promote spaces of interaction, co-creation of knowledge and the exchange of good practices between participants, which facilitates to build relationships. The multidisciplinary, practical and results-oriented approach is immediately applied in the organisations with tangible impact.

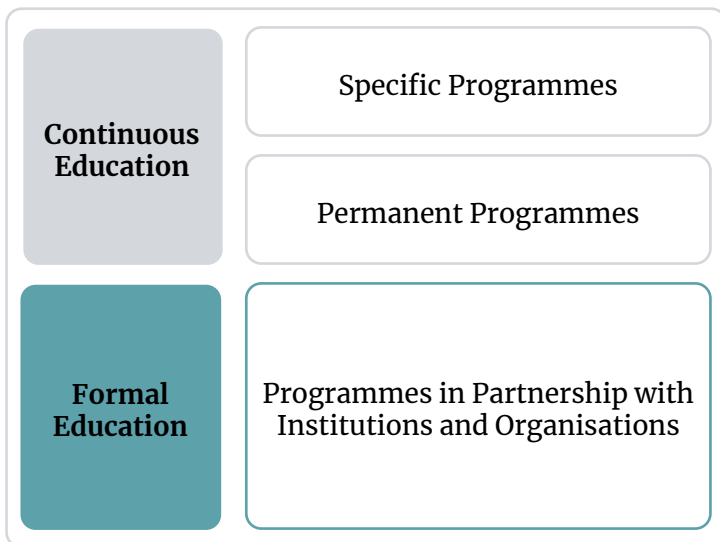
Training programmes

The CIESS offers two types of training:

Continuous education: educational activities outside the official education system framework directly or in partnership with other institutions.

Formal education: post-graduate programmes in partnership with and by means of higher education institutions providing official recognition.

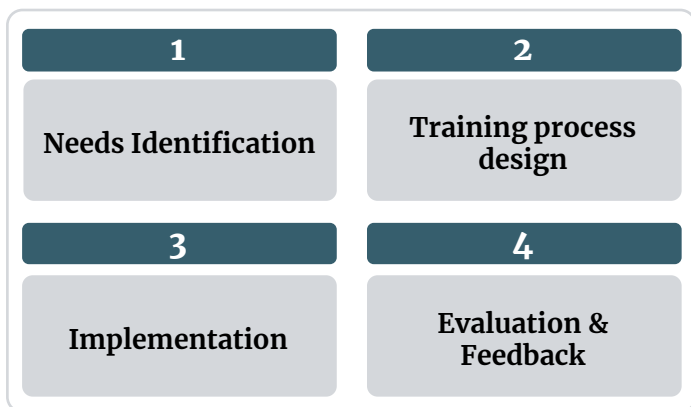
The types of academic programming beforementioned are designed and developed according to course demand, and are divided as follows:



Tailor-made Training for Organisations

The CIESS offers tailor-made training programmes for institutions by understanding that social security issues involve each organisation to meet specific needs of the institutions, and the current situation of the countries.

For the preparation of the programmes and in response to the requirements of the institutions, four stages are implemented:



Needs identification. Main tool for the CIESS, since the objective is to adapt the academic programmes completely to the requirements of the organisations.

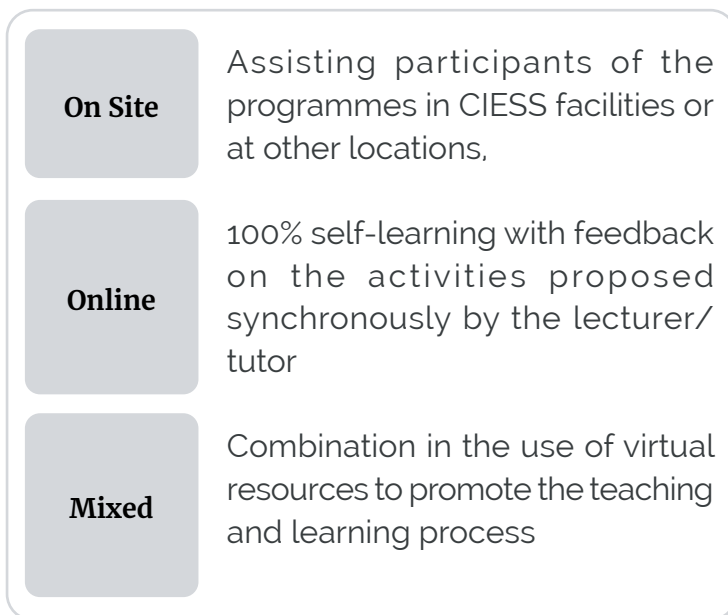
Training process design. The necessary human team is integrated and then the training course is prepared considering the methodology and pedagogy that best suit to the needs.

Implementation. According to the learning methods aligned to the organisations' needs, the academic activities are planned to provide proposed practices and promote workplace knowledge.

Evaluation and feedback. Evaluation of the programme by the students and lecturers, along with the organisations' feedback for continuous improvement.

Training methods

The academic activities may be developed in different learning methodologies:



Components of the academic programmes

For more than 60 years, the CIESS has been dedicated to training of personnel of Social Security institutions. During 2024 it has been proposed to strengthen the contents through the inclusion of components that will provide an academic offering of highly specialised programmes. This will allow the participant to both understand the basic concepts and acquire more complex tools; from the understanding of the institutional structure, the financing mechanisms, the fundamental elements for administration and management, as well as the development of skills for the assessment of future actions. All of this with a multidisciplinary perspective and practical tools that will contribute effectively to the institutions.

Conceptual - Theoretical Content

Legal Framework

Institutional Structure

Financing Mechanisms

Population and Coverage

Management and Administration

Benefits and Allowances

Assesment and Future Actions

Training Activities

The CIESS offers training and education options with different approaches and durations to meet the specific needs of the organisation or the participant. These may range from upgrading offering to post- graduate studies.

The academic programmes comprise different types of activities that include various objectives:

Courses

Learn about conceptual frameworks, relevant data, specialised techniques, and research tools on Social Security.

Diploma Courses

Update and deepen on Social Security topics. It includes a theoretical framework, its implementation, specialised techniques and research tools on specific topics.

Master's Degree

Update and deepen around specific topics, as well as train the student to be able to build knowledge from a critical position. It is a postgraduate level specialization that develops the understanding of theoretical frameworks, the use of specialised techniques and research tools.

Duration

In line with the needs of institutions, programmes with different durations and levels of understanding will be offered.

All our programmes lead participants to a critical thinking about different topics and applicable tools.

Courses	12 to 60 hours
Diploma Courses	120 to 160 hours
Master's Degree	Up to 2 years

Training Cycles

During 2024, the CIESS will develop 3 quarterly training cycles:

First Quarter:

From January to April 2024

Second Quarter:

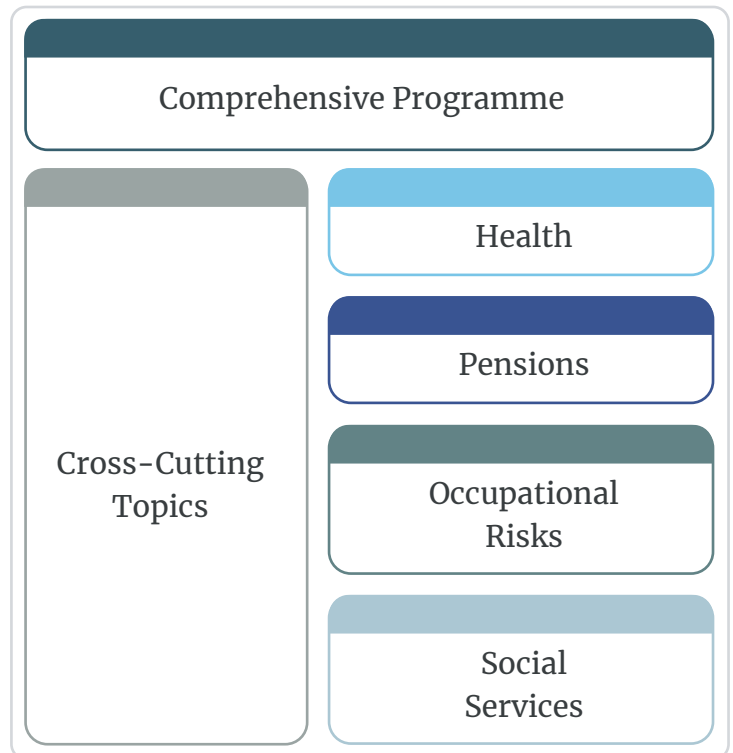
From May to August 2024

Third Quarter:

From September to December de 2024

Programmes per Social Security branches

This set of programmes will allow participants to get comprehensive training that may be complemented with the Courses and Diploma Courses that will be developed during the school year. The programmes will be developed on topics related to some of the branches of Social Security and cross-cutting topics. The latter, due to their importance and relevance, require incorporation into the training offering, since their purpose is the upgrading and specialization of the participants.



Academic Offering

First Quarter



COURSE

Comprehensive

In partnership with ISSSA

Guideline on Service Quality

General Objective

Improve the skills and competencies for the development of institutional capacities for social security programmes administration, through continuous improvement of the quality of their services.

Start Date:

February 20th, 2024

Registration Deadline:

February 9th, 2024Duration: **50 hours**

COURSE

Comprehensive

The Right to Social Security, and Legal Administrative Actions to Assert its Claim

General Objective

Understand the international regulations that set out the basis of the right to social security in the Americas, as well as the rights and duties deriving from it. Including the analysis of the new Latin American social Constitutionalism to know and apply the main actions, mechanisms and procedures of justiciability in the different social security systems.

Start Date:

March 5th, 2024

Registration Deadline:

February 5th, 2024Duration: **40 hours**

COURSE

Cross-Cutting

Artificial Intelligence in Social Security

Objetivo General

Understand the basic concepts and elements of Artificial Intelligence and its incorporation in the processes and operations of Social Security institutions in order to optimise the resources and streamline services.

Start Date:

March 12th, 2024

Registration Deadline:

February 12th, 2024Duration: **30 hours**



Actuary and Insurance on Social Security

DIPLOMA COURSE

Cross-Cutting

Closing On-Site

In partnership with Universidad EL Externado de Colombia

General Objective

Provide the participants with a comprehensive and specialised training on the principles, techniques and applications of Actuary in different fields of Social Security, focusing on data-based decision making and financial sustainability.

Start Date:

March 14th, 2024

Registration Deadline:

February 16th, 2024

Duration: **140 hours**



Introduction to Social Security / Basic concepts of Social Security

COURSE

Comprehensive

General Objective

Understand social security as a human right, system and service from its historical development to the construction of Social Security systems to protect people from social contingencies.

Start Date:

April 1st, 2024

Duration: **3 hours**

(Self-Training)



Social Security in Health and its Public Management

DIPLOMA COURSE

Health

Closing On-Site

General Objective

Improve the capabilities of social security health professionals to contribute to leadership aimed at facing the changes and transformation that health systems require, emphasizing reflective, critical and group capacity. Provide a solid update of the international and regional context to understand the influence of socioeconomic and political factors and new public policy trends.

Start Date:

April 15th, 2024

Registration Deadline:

March 15th, 2024

Duration: **127 hours**



Pension Systems: Models and Challenges in the Americas

DIPLOMA COURSE

Pensions

Closing On-Site

General Objective

Examine the mechanisms and models of economic, financial and benefit insurance related to social contingencies, notably regarding income replacement in old age. The demographic, financial, labour, technological and environmental variables of the countries are considered to participate effectively in the review, evaluation, improvement and consolidation of pension systems in the Americas.

Start Date:

April 23rd, 2024

Registration Deadline:

March 22nd, 2024

Duration: **120 hours**



Occupational Safety and Health

COURSE

Occupational Risks

General Objective

Learn about the principles and practices of occupational safety and health, by identifying potential risks and the legal framework governing the design and implementation of effective programmes.

Start Date:

May 8th, 2024

Registration Deadline:

April 8th, 2024

Duration: **60 hours**

Second Quarter



Protection Policies and Programmes for unemployed people

COURSE

Social Services

General Objective

Analyse and develop proposals to improve the effectiveness and efficiency of instruments intended for comprehensive protection against unemployment, through active and passive policies in an integrated framework.

Start Date:

May 13th, 2024

Registration Deadline:

April 12th, 2024

Duration: **58 hours**



Customer Service in Social Security institutions

COURSE

Cross-Cutting

General Objective

Build effective customer service policies within the institutions to contribute to the strengthening of services and user satisfaction to Social Security.

Start Date:

May 20th, 2024

Registration Deadline:

April 19th, 2024

Duration: **40 hours**



Comprehensive Social Security. A holistic Understanding of People's Protection

DIPLOMA COURSE

Comprehensive

General Objective

Identify social security as a human right, system, and service. Based on the study of its historical background, principles that govern it, international regulations, the comparative study of various systems in the region and the institutions constituting it, it will be used as a tool to evaluate and propose the strengthening of Social Security institutions.

Start Date:

May 27th, 2024

Registration Deadline:

April 26th, 2024

Duration: **120 hours**



Introduction to Benefit Financing Systems in Social Security

COURSE

Comprehensive

General Objective

Analyse the basic financing systems for social security in the different branches and their practical usefulness according to the financing benefits, through the understanding and application of various tools for efficient decision-making.

Start Date:

June 3rd, 2024

Registration Deadline:

May 3rd, 2024

Duration: **30 hours**



Senior Management in Social Security

DIPLOMA COURSE

Cross-Cutting

General Objective

Build a work plan that guides the objectives and strategies of Social Security institutions through modern management principles that respond to a global environment.

Start Date:

June 10th, 2024

Registration Deadline:

May 10th, 2024

Duration: **120 hours**



Risk Administration and its Management in Social Security institutions

COURSE

Comprehensive

General Objective

Apply tools to identify, analyse, evaluate and propose actions to face risks in the administration of Social Security institutions, through a Comprehensive Risk Management Plan.

Start Date:

June 19th, 2024

Registration Deadline:

May 17th, 2024Duration: **40 hours**

Ageing and its Management in Social Security

DIPLOMA COURSE

Cross-Cutting

General Objective

Understand the demographic transition process in the Americas, as well as the challenges and opportunities it poses to social insurance systems and Social Security institutions.

Start Date:

July 2nd, 2024

Registration Deadline:

June 3rd, 2024Duration: **120 hours**

Guideline on Communication of Social Security Administrations

COURSE

Comprehensive

In Partnership with ISSA

General Objective

Train the senior staff of Social Security institutions on the communication needs of the institution and the initiatives to meet them.

Start Date:

July 8th, 2024

Registration Deadline:

June 7th, 2024Duration: **50 hours**

Occupational Risks and Occupational Safety and Health Management Systems

DIPLOMADO

Occupational Risks

Closing On-Site

General Objective

Understand the origin, regulation, scope, subjects, mechanisms, benefits and allowances for protection against occupational risks and provide tools for the implementation of occupational safety and health practices.

Start Date:

July 30th, 2024

Registration Deadline:

June 28th, 2024Duration: **120 hours**

Third Quarter



Elderly Care Approach from Social Security

COURSE

Social Services

General Objective

Understand the scope of old age protection mechanisms based on care or social services allowing the search for the best possible autonomy for the elderly person.

Start Date:

August 26th, 2024

Registration Deadline:

July 26th, 2024Duration: **24 hours**

Artificial Intelligence in Social Security

Second Issuance

COURSE

Cross-Cutting

General Objective

Understand the basic concepts and elements of Artificial Intelligence and the importance of its incorporation into the processes and operations of Social Security institutions, to optimize their resources and services.

Start Date:

August 27th, 2024

Registration Deadline:

August 23rd, 2024Duration: **30 hours**

Cambios epidemiológicos y su impacto en la seguridad social

COURSE

Health

General Objective

Identify the principles and methods of epidemiology, the resources of Social Security systems and the decisive points of the health-disease process for the design of health promotion and prevention programmes.

Start Date:

September 9th, 2024

Registration Deadline:

August 9th, 2024Duration: **40 hours**

Actuarial Language in Social Security

COURSE

Cross-Cutting

General Objective

Understand the usefulness of the types of actuarial studies, the international standards and guidelines on social security actuarial matters, through the development of skills for risks estimation.

Start Date:

September 24th, 2024

Registration Deadline:

August 23rd, 2024Duration: **40 hours**



Customer Service in Social Security institutions

Second Issuance • On-site, Mexico City

COURSE

Cross-Cutting

On-Site

General Objective

Build effective customer service policies within the institutions to contribute to the strengthening of services and user satisfaction to Social Security.

Start Date:

November 11th, 2024

Registration Deadline:

October 11th, 2024

Duration: **40 hours**



Senior Management in Emergency Services

MASTER'S DEGREE

Health

In Partnership with ICAP

General Objective

Promote a new vision of a public hospital that adequately interprets the needs of users and the demands for efficiency, effectiveness, and quality in the system's organisation and that context. Likewise, emergency services that respond to this new reality and the needs of the population as the ultimate goal. Thus, adequately reconciling said goal with the ethical responsibility of efficiently managing public resources, as well as having a strategic vision of the healthcare system and social security.

Start Date:

2024

Registration Deadline:

2024

Duration: **2 years**



Pension Investment

COURSE

Pensions

Start Date:

2024

Registration Deadline:

2024

Duration: **40 hours**



Statistics and Data Analytics in Social Security

COURSE

Cross-Cutting

Start Date:

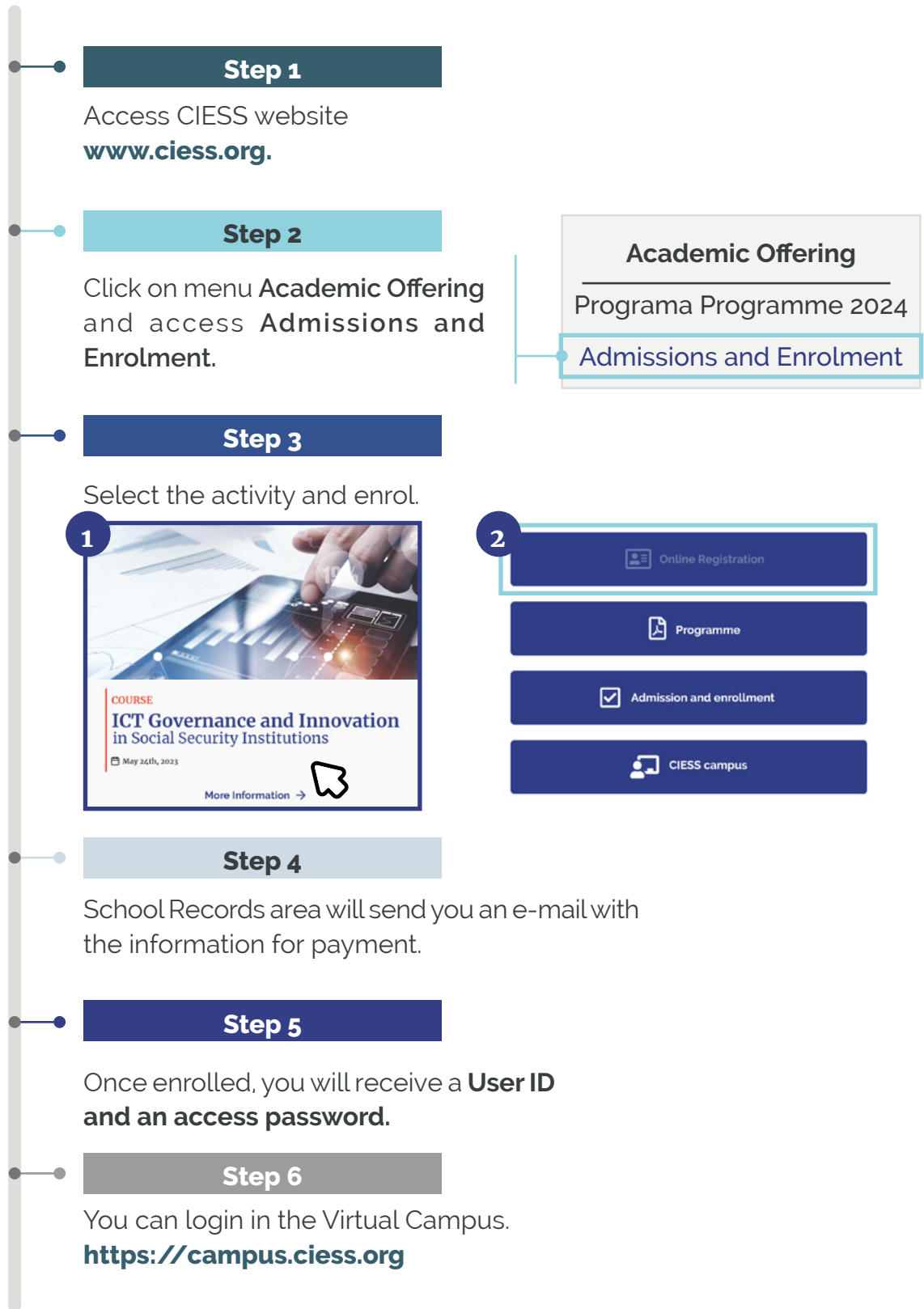
2024

Registration Deadline:

2024

Duration: **40 hours**

Registration process to academic activities



■ CIESS Contact

Directorate

direccion.ciess@ciss-bienestar.org
(+52) 55 5377-4700 | ext. 4705.

Academic Coordination

(+52) 55 5377-4700 | ext. 4732.

Specialists Coordination

(+52) 55 5377-4700 | ext. 4748.

Relationship and Cooperation Coordination


(+52) 55 5377-4700 | ext. 4733.

Library and Documentation Centre

(+52) 55 5377-4700 | ext. 4753.



Calle San Ramon S/N
Col. San Jeronimo Lidice
Alcaldia Magdalena Contreras
C.P. 10200 – Mexico City

 +52 55 53 77.4740

 inscripciones@ciess.org

 www.ciess.org

© 2023 CIESS. All rights reserved.