

# ISSA Good Practice Award Guide for members



[www.issa.int/gpa](http://www.issa.int/gpa)





# Celebrating the best of social security

## The ISSA Good Practice Awards 2017–2019

The identification and sharing of good practices helps social security organizations to deliver on their mandate to protect populations and to realize their commitment to good governance, service quality and operational efficiency.

The ISSA defines a good practice as any type of experience (e.g. an action, a measure, a process, a programme, a project, or a technology) implemented within a social security organization that implements innovative solutions, fosters the improvement of its administrative and operational capacities, and/or the efficient and effective delivery of programmes.

### The ISSA Good Practice Award

The ISSA Good Practice Award recognizes good practices in the administration of social security carried out by ISSA member organizations, and provides a unique opportunity for institutions to present their significant administrative initiatives and innovative solutions to a global audience.

Since its launch in 2008, the Good Practice Award competitions have attracted more than 500 submissions and have showcased an impressive range of operational and administrative achievements by member organizations in all regions.

The Good Practice Awards are attributed on a regional basis over a three-year cycle and are announced at a ceremony at each ISSA Regional Social Security Forum.

The Award, and Certificates of Merit, are decided by an international Jury. The good practices received in each competition are translated and made available to other member organizations through the ISSA good practices in social security database.

### The regional Good Practice Award competitions 2017–2019

2017 – Africa

2017 – Americas

2018 – Asia and the Pacific

2019 – Europe

### Other good practice submissions

In addition to the regional Good Practice Awards competitions, good practices may be submitted on an on-going basis, through the work of the ISSA Technical Commissions, during the development of ISSA Guidelines, and during ISSA conferences, technical seminars and Academy workshops.

# Get involved!

## How to enter the Good Practice Award competition

The Good Practice Award for each region is presented at the Regional Social Security Forum. The competition opening and closing dates are communicated to all member organizations.

### Who can participate?

- ISSA member organizations in the region of the competition may submit proposals for good practices.
- ISSA Good Practice Awards are given to organizations and not to individuals.

### Good Practice Award topical priorities

The ISSA Good Practice Awards are attributed to projects that relate to one or more of the following topics related to the ISSA Guidelines:

- Good Governance
- Service Quality
- Contribution Collection and Compliance
- Information and Communication Technology
- Investment of Social Security Funds
- Promotion of Sustainable Employment
- Communication by Social Security Administrations
- Actuarial Work for Social Security
- Administrative Solutions for Coverage Extension
- Return to Work and Reintegration
- Prevention of Occupational Risks
- Workplace Health Promotion

### How to enter a good practice?

- Member organizations may submit one or more entries.
- All entries must be submitted using the online submission platform (access from [www.issa.int/gpa](http://www.issa.int/gpa)).
- The good practice entry must be submitted in one of the four ISSA working languages: English, French, German or Spanish.
- The entry must not exceed 1,500 words, including a summary of a maximum of 180 words.
- All entries must be endorsed by senior management in the applying organization.
- Submissions which are transnational must be joint submissions or be validated by all the institutions concerned.
- There is no fee to submit an entry.

Please use the ISSA Good Practice template (access from [www.issa.int/gpa](http://www.issa.int/gpa)) to prepare your entry. When ready, your good practice entry must be submitted through the online submission platform. Should you have any problems with the template or the platform, please contact [ISSA-GOODPRACTICEAWARD@ilo.org](mailto:ISSA-GOODPRACTICEAWARD@ilo.org).

Additional supporting documents to the good practice entry may be optionally submitted using the same submission platform. However, please note that only the information in the completed template, consisting of no more than 1,500 words, will be submitted to and considered by the Jury when making their decision on the Award.

## How is the winning good practice selected?

- The submissions will be reviewed for completeness by the ISSA General Secretariat according to the submission checklist.
- The ISSA will acknowledge receipt of all entries that qualify for the competition.
- All of the qualified submissions will be provided to the international Jury.
- The international Jury is composed of recognized social security experts with global and regional knowledge and experience.
- The Jury will identify a winner of the Good Practice Award, and will attribute the following certificates:
  - Certificates of Merit with Special Mention to recognize outstanding good practices.
  - Certificates of Merit.
  - Attestations for other submissions assessed as good practices.

## Good Practice Awards criteria

The Jury will apply the following criteria to attribute the Good Practice Award and the Certificates of Merit.

### 1. Achieved outcomes

The good practice shows that it has efficiently and effectively responded to the identified issue or challenge. There is evidence of its impact, achieved outcomes and quality of implementation e.g. targets vs actual performance, key performance indicators, before-and-after comparisons, cost-effectiveness metrics and other relevant statistics.

### 2. Innovativeness

The good practice demonstrates forward-looking approaches or solutions that are original, pioneering and ground-breaking for the organization, the country or the region as a whole. Innovation covers a wide spectrum of initiatives that ranges from continuous improvements and incremental changes, on one hand, and sweeping, far-reaching and cutting-edge transformations, on the other.

### 3. Robustness

The good practice has a track record to show that its effectiveness is not short-lived nor transitory. Its benefits and added value are well-established and are expected to last. The good practice can be depended upon to deliver predictable results time and again.

### 4. Replicability

The good practice shares insights on the factors that would be indispensable to its replicability as well as the risks that could stand in the way of its successful implementation. It has the potential to inspire other social security administrations that are faced with a similar issue or challenge.

## Contact information

For questions related to the Good Practice Award, please contact:

**ISSA General Secretariat**

T: +41 22 799 66 17

E: [ISSA-GOODPRACTICEAWARD@ilo.org](mailto:ISSA-GOODPRACTICEAWARD@ilo.org)

## How to apply

**Good Practice Award website:**

[www.issa.int/gpa](http://www.issa.int/gpa)

# Appendix 1: Instructions and checklist on the use of the ISSA Good Practice template

- A. Please use the ISSA Good Practice template to prepare your good practice entry. The template is in accordance with the format used by the ISSA General Secretariat to document the ISSA Good Practices.
- B. There are five questions in the ISSA Good Practice template. Please use the checklist below to ensure that you have provided the information required by the questions:

Questions	Checklist
<b><i>The issue or challenge</i></b> 1. What was the issue or challenge addressed by your good practice? Please provide a short description.	1. Is the issue or challenge clearly described? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b><i>Addressing the challenge</i></b> 2. What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.	2. Is there a list or description of the main objectives of the plan or strategy to resolve the issue? <input type="checkbox"/> Yes <input type="checkbox"/> No Is there a list of the main elements of the plan or strategy, describing especially the innovative feature(s) and expected or intended effects? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b><i>Targets to be achieved</i></b> 3. What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.	3. Is there data or information on the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b><i>Evaluating the results</i></b> 4. Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.	4. Has there been an evaluation of the good practice? <input type="checkbox"/> Yes <input type="checkbox"/> No Is there data on the impact and outcomes of the good practice? Please check applicable: <input type="checkbox"/> targets vs actual performance <input type="checkbox"/> before-and-after indicators <input type="checkbox"/> other statistics or measurements
<b><i>Lessons learned</i></b> 5. Based on the organization's experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.	6. Is there information on the following: Factors indispensable to replicating the good practice: <input type="checkbox"/> Yes <input type="checkbox"/> No Possible risks in implementing the good practice: <input type="checkbox"/> Yes <input type="checkbox"/> No

- C. Before you submit the entry through the online submission platform, please make sure that the entry:
- does not exceed 1500 words including a summary of no more than 180 words;
  - is prepared in accordance with the ISSA Good Practice template;
  - spells out acronyms and currencies when used for the first time, followed by the relevant abbreviations in parentheses; and
  - spells out the cardinal numbers from one to ten; otherwise use figures to refer to quantities in excess of ten (eg "11" instead of "eleven"; 10 million instead of ten million, etc) as well as for dates, percentages (use "per cent" instead of "%"), units of money or measurement, ages, even those from one to ten.

# Appendix 2: ISSA Good Practice template



INTERNATIONAL SOCIAL SECURITY ASSOCIATION  
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE  
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL  
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

## Good Practices in Social Security

Good practice in operation since: (Year)

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### Title of the good practice

Additional text

Name of organization  
Country

Published (Year)

[www.issa.int](http://www.issa.int)

2

### Summary

#### The issue or challenge

*What was the issue or challenge addressed by your good practice? Please provide a short description.*

3

#### Addressing the challenge

*What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.*

#### Targets to be achieved

*What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.*

4

#### Evaluating the results

*Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.*

#### Lessons learned

*Based on the organization's experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.*

Promoting excellence in social security  
Promouvoir l'excellence dans la sécurité sociale  
Promoviendo la excelencia en la seguridad social  
Förderung von Exzellenz in der sozialen Sicherheit  
За повышение стандартов в социальном обеспечении  
促进卓越的社会保障  
دعم التميّز في الضمان الاجتماعي

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The International Social Security Association (ISSA) 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. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 150 countries.