

## Procedures for a Professional Development Program (face-to-face)

1. Enquiry is sent through to *Paul*
2. *Paul* contacts facilitator to determine dates/fees/contract  
If a Corporate PDP has been requested *Paul* will work directly with the company's contact to determine dates, venue & catering
3. *Gemma* arranges venue & catering, and advises *Ryan*, *Paul* & facilitator once a venue has been confirmed.
4. *Ryan* uploads the PDP onto the Web/Store
5. *Ryan* sends out the PDP via Mailchimp to the local branch
6. *Dale* sends out details of the PDP to Facebook
7. Registrations
  - a. *Robyn* creates and updates a spreadsheet of all registrations for the PDP and confirms that all attendees have registered correctly (Member/Non Member)
  - b. Once a registration has come through, *Robyn* will email the attendee confirming their registration to the PDP
  - c. *Gemma* enters all online orders received into the IQA's accounting system
  - d. *Gemma* creates and sends an invoice for any manual registrations
  - e. *Ryan* provides weekly updates to *Paul* on registration numbers
8. 2 Weeks out from the PDP a decision is made whether to proceed with the PDP or not based on current registration numbers
9. PDP is not going ahead:
  - a. *Gemma* advises venue & catering of cancellation
  - b. *Paul* advises facilitator of cancellation
  - c. *Gemma* & *Robyn* advise any registrations of the cancellation and organise refunds
10. PDP is to go ahead:
  - a. *Ryan* prints out all courseware and forwards to facilitator/venue
  - b. *Gemma* updates venue & catering on final numbers
11. After PDP has been held:
  - a. *Paul* keeps a record of the Evaluations received from the facilitator
  - b. *Paul* forwards the attendance sheet from the facilitator onto *Robyn* & *Gemma*
  - c. *Robyn* creates & emails Certificates to the attendees after checking the registration & attendance list
  - d. *Gemma* checks the attendance list against payments received to ensure all attendees have paid.
12. 3 months after PDP *Paul* surveys 5 delegates via phone