

Procedure for a Professional Development Program (webinar)

1. Enquiry is sent through to *Paul*
2. *Paul* contacts facilitator to determine dates/fees/contract
3. *Ryan* uploads the wPDP onto the Web/Store
4. *Ryan* sends out the wPDP via Mailchimp
5. *Dale* sends out details of the wPDP to Facebook
6. Registrations
 - a. *Robyn* creates and updates a spreadsheet of all registrations for the wPDP and confirms that all attendees have registered correctly (Member/Non Member) If the wPDP is for New Zealand customers, *Petrina* from IoQNZ confirms that all attendees have registered correctly as a member/non member
 - b. Once a registration has come through, *Robyn* will email the attendee confirming their registration to the wPDP
 - 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
7. 1 week out from the wPDP a decision is made whether to proceed with the wPDP or not based on current registration numbers
8. wPDP is not going ahead:
 - a. *Paul* advises facilitator of cancellation
 - b. *Ryan* advises any registrations of the cancellation and organise refunds through *Gemma* & *Robyn*
9. wPDP is to go ahead:
 - a. *Ryan* registers to Go Training and emails details through to registrations
10. After wPDP has been held:
 - a. *Ryan* keeps a record of attendance during the wPDP and forwards through to *Robyn*, *Gemma* & *Paul* after webinar has been held.
 - b. *Robyn* creates & emails Certificates to the attendees after checking the registration & attendance list. If the Webinar is for New Zealand *Petrina* creates & emails Certificates to the attendees.
 - c. *Gemma* checks the attendance list against payments received to ensure all attendees have paid.
11. 3 months after webinar *Paul* surveys 5 delegates via phone