

Title: <b>Administration Procedures for open programmes.</b>	Identifier: <b>SOP 009 (a)</b>
Date of last revision: 16.01.2021	

Document Distribution to:	To the Board of Directors and the Board of Studies
Additional reference elsewhere	Forming an integral part of the MFHE 11 Standards

## **1. Introduction**

The Managing Director shall be responsible for the administration of the organization and its training programmes.

## **2. Administration of the Institutes' training programmes**

- 2.1 All enquiries for the provision of training services shall be managed by the Managing Director. Usually enquiries are received from employers and in that case SOP 009 applies. However when a request is made to the Institute, from an accredited training agency, to deliver one of the Institute's accredited training programmes, SOP 009 (a) applies.
- 2.2 In this case a contract is signed delineating the terms and conditions which as a minimum meet the licensing conditions set by MFHEA for the New Horizon Institute. Reference SOP nr 8, 9, 9(a), 10, 11, 12
- 2.3 The Institute shall ensure that an Information / Marketing Flier is published that shall include; the name of training programme, course content, course objective, learning outcomes, no of sessions and logistics for the determined course – dates, times, venue and complaints procedure and other information relevant to the participant to have a positive experience from the programme. The flier also informs, where appropriate, that training is eligible for funding schemes, how reservations can be done and by when.
- 2.4 Programmes accredited by MFHEA to the New Horizon Institute shall only be delivered on premises covered by licenses issued by MFHEA to the respective accredited training centres.
- 2.5 Reservations for open programmes are to be made not later than two weeks before commencement of the training programme.
- 2.6 Open programmes will be marketed in good time to allow participants the opportunity to apply for Funds to the relevant authorities.
- 2.7 Reservations for open programmes are to be made by filling in a Registration Form provided by the Institute (Ref 01). When booking for a programme of the Institute, the registration must be accompanied by a Curriculum Vitae.
- 2.8 The Board of Studies of the Institute shall be responsible to oversee the vetting process of the participants' registrations to the training programme. It will ensure the suitability of all participants.
- 2.9 Once the registration is received, participants' contact details are inputted in an appropriate spreadsheet. This same file is used to create other documents, like attendance sheets and assessment records.
- 2.10 The Institute draws up a participant list for the training programme and communicates it to its trainer accordingly.

- 2.11 All booked participants will be informed accordingly.
- 2.12 Participants on the programme are provided with a Student Handbook.
- 2.13 Also once a registration is received an invoice is issued to the participant. An excel template shall be prepared for the issuing of invoices depicting the unit cost, the total cost and where applicable, the discounts granted and VAT.

### **3. DURING TRAINING**

- 3.1 The Institute must ensure that all equipment needed by the trainer is running smoothly one day before the start date of the course and before each training session.
- 3.2 The Institute will ensure that all participants present for the training sign the attendance sheet.
- 3.3 During the duration of the course, the Institute ensures adequate time for break and offers light refreshments depending on the number of hours the course is running.

### **4. EVALUATION SHEETS**

- 4.1 The Institute will distribute Evaluation Sheets at the end of the programme for the participants to fill out anonymously and these will be collected by a member of staff of the Institute. (Ref 04): Evaluation Sheet.
- 4.2 The Institute is to inform the Trainer of overall feedback provided.

### **5 COURSE TRANSCRIPTS AND CERTIFICATES**

- 5.1 The Board of Studies shall have the responsibility to verify the overall conduct and academic performance of the participants upon completion of their studies and authorize the award of certificates.
- 5.2 The trainer will be asked to sign the Certificates of Attendance/Competence, alongside with the Managing Director of the Institute.
- 5.3 The certificates are distributed either on the last day of training or the closest day possible but in any case, the certificate shall be distributed not later than 2 months from the end of the programme. This save those who have either not paid the fees due or have not entered into credit arrangement with the Managing Director of the Institute.
- 5.4 The participants may be provided with a course transcript upon demand at the end of course. Normally there is no charge for this service.

## **6 INVOICING**

In case that the Institute is commissioned to deliver one of its accredited programme by an accredited training agency, the method of invoicing the participants shall be governed by the contract for service between the Institute and the accredited training agency. Nonetheless, the following procedure shall inter alia apply;

- 6.1 Delegates wanting to attend a programme of the Institute must submit a registration form (online or by fax) and are asked to effect payment for the said programme soon after registration.
- 6.2 An invoice is issued to the payer as indicated on the registration form. Invoices issued to companies are to be addressed to the delegate or the person making the reservation.
- 6.3 Each invoice includes the Institute's VAT number, description of service rendered and the payment terms.
- 6.4 A list of invoices issued will be kept up-to-date in number order and marked PAID if and when payments are received. The list includes the invoice numbers, the debtor, date and amount of invoice, VAT charged and the bank details.

## **7 RECEIPTS**

On receipt of every payment, a VAT receipt is issued. Not all events are Vat able so when no VAT is applicable, the word 'exempt' is written on the VAT receipt to indicate that no VAT has been charged.

## **8 E-STATEMENTS**

After 30 days that an invoice is issued an e-statement of pending payments is issued to debtors.

## **9 CREDIT NOTES**

A Credit Note is issued when an invoice needs to be refunded. A Credit Note needs to be numbered and the number given shall run independently from the invoice number.

## **10 ACCOUNTABILITY**

The accountant or in his or her absence the Managing Director is responsible for the management of the books of accounts and to liaise with the auditors.

## **11 PAYMENT OF TRAINERS**

- 11.1 Upon completion of the training programme the trainer submits to the Institute, the invoice for the training services rendered.

- 11.2 The invoice must state: number of hours of training delivered and any other service contracted for the said training. The VAT figure should be clearly shown on the invoice.
- 11.3 The Institute shall settle the invoice in a period of 30 days.

## **12 ORGANISATION OF DOCUMENTS**

- 12.1 A file is to be organised with all documentation pertaining to a particular training programme - marketing fliers, training material and trainers' slides, attendance sheets, evaluation sheets etc.
- 12.2 A file is to be kept with all Trainers' curriculum vitae, copy of the signed Trainers' contract, template of each course delivered, and copies of documents in case the particular participation was funded through a scheme, and any other relevant correspondence.
- 12.3 If and when necessary, a personal file per participant on programmes is opened which contains registration form and curriculum vitae, copy of relevant payment, copy of correspondence including requests for special assessment arrangements, request for appeals, request for temporary or permanent withdrawal from the programme, assignments and other course material produced by the participant, copy of result sheet, copy of disciplinary action reports, etc. The file is returned to the participant after the programme is finished, all payments due are effected and a certificate is handed out. In case that a person has effected all payments due but did not finish the programme and therefore did not obtain a certificate, the person shall still have the right to have his or her file returned.
- 12.4 In case that a participant has a claim of any sort with the Institute, the file shall only be returned if and when the dispute is settled or resolved.
- 12.5 In any case, the employer and the participants shall be informed prior to registration that the Institute reserves the right to copy any documentation required solely for auditing purposes by MFHEA. In any case, these documents shall not be used for any other purpose and in any case destroyed after 10 years on coming into possession of the Institute.

## **13 INTERNAL AUDIT**

- 13.1 An internal audit will be conducted every year by the Institute to verify that all procedures are being adhered to.
- 13.2 The results will be reviewed by the Managing Director and the Board of Studies who will make their recommendations for improvements. The audit report and recommendations will be presented to the Board of Directors within 2 months for any decision that the Directors may wish to take.
- 13.3 An action plan is then drafted and implemented by the Managing Director.
- 13.4 The Audit File with the recommendations should be kept at the office to show as

evidence if and when MFHEA requests it.

## **14 CANCELLATIONS OR POSTPONEMENT OF THE TRAINING PROGRAMME**

- 14.1 In the case that the training programme is cancelled, the course can be rescheduled in consultation with the participants with regards to the new dates of the course. Anyone of the participants who is unable to commit for the new dates shall have his or her deposit, refunded. Should the programme not run at all the participant will be given a full refund of course fees paid.
- 14.2 The Institute reserves the right to reschedule a training programme in the case of urgent matters such as weather conditions, security alerts, etc. The Institute will reschedule the programme in line with the trainer's availability and the needs of the participants who shall be informed immediately of the new dates.
- 14.3 In the event that the Trainer is unable to deliver the programme, the Institute reserves the right to run the programme with a substitute trainer. Otherwise the training programme will be rescheduled in line with the trainers' availability and the needs of the participants who shall be informed immediately of the new dates.
- 14.4 In the event that a trainer does not show up for one or more days of the training without a justifiable reason, the Institute may no longer seek the services of the particular trainer and may not be liable to pay any fees to the said trainer even for the part of the training already delivered.
- 14.5 If the Institute cancels the programme less than two week before commencement of the course, without the agreement of the trainer, then the Institute shall be liable to pay trainers' fees due.