



Chapter Administrator Program (CAP) Overview & Guidelines

Program Overview

Chapter Administrators are advocates and partners of MPI Global and our chapters. They are a professional representation of the MPI brand and our operational standards. This program is designed to support our Chapter Administrators in their ability to provide a more consistent level of service for chapter operations and delivering member value which supports the chapter's overall success. This program additionally is designed to provide valuable professional development opportunities for career enhancement as well as CAE credit hours.

Why is MPI offering this program?

- To ensure that all Chapter Administrators are equipped to provide best-in-class service and support to our MPI Chapters and Chapter Leaders.
- To provide a baseline level of knowledge for all MPI Chapter Administrators.
- To strengthen our Chapter Administrator network in order to maximize growth potential, individually and for MPI overall.
- To support our Chapter Administrators in their professional development and provide clock hours to help them earn or renew their Certified Association Executive designation.

How is this accomplished?

MPI, in partnership with AMC Institute, has developed a customized program that supports our Chapter Leaders and Chapter Administrators. AMC Institute represents the association management company community in providing accreditation and education that supports their success in providing best-in-class management services so associations can focus on elevating their purpose and maximizing their member's value and experience.

The program incorporates the following:

- Chapter Administrator benchmark standards based on industry best practices.
- An online Chapter Administrator training program supporting MPI Administrators' professional development, operational requirements/standards and consistency.
- CAE credit hours for each module within the training
- Annual survey to measure the effectiveness of the program.



What does the training cover?

Full completion of self-paced online training is estimated at just under 4 hours (plus assessments) for the Required Modules and just over 2 hours (plus assessments) for the Optional Modules. The training includes:

Required Modules (3 hours 53 min + assessments):

- Operations Management
- Governance
- Financial
- Membership
- Volunteer Management
- Technology
- Strategic Planning

In addition, Chapter Administrators may improve competency in the following areas:

Optional Modules (2 hours 6 min + assessments):

- Meetings 101
- Marketing
- Canadian Chapter Governance

Program Guidelines

All Chapter Administrators and Chapters are required to adhere to the following guidelines as part of this program and their annual compliance.

Guidelines for Chapters with Paid Administrative Services

- All Chapter Administrators or paid staff support contracts for services must include the following language:
 - Chapter Administrators and their support staff will represent the chapter and MPI Global in a professional manner adhering to the Principles of Professionalism Guidelines provided by MPI Global.
 - Chapter Administrators and their support staff will follow all MPI Global and Chapter Bylaws, Policy & Procedures, Financial budgeting requirements and any other defined requirements set forth by Chapter or MPI Global.
 - Chapter Administrators are required to adhere to all Chapter Administrator Program (CAP) guidelines and policies.



- Chapter Administrators or paid support staff must be licensed and insured with a minimum of 1 million dollars in general liability and provide proof of said policy to Chapter and MPI Global annually by July 1st.
- Chapters must ensure that all required contracting language is added to Chapter Administrator or paid support staff contracts and that the Chapter Administrator is adhering to all requirements annually.
- Chapters must provide proof of paid support staff's valid, state issued, business license and insurance annually by July 1st.
- Chapters must complete an annual review of services provided by paid Chapter Administrators. Reviews should begin at least 90 days prior to the end of each fiscal term. The outcomes of the review as well as any updated contracts for service should be submitted to Global by July 1st annually. As part of the review of services a Chapter Administrator Performance Review form will be provided for the Executive Committee to use annually.
- Chapters must ensure that Chapter Administrators or paid support staff is contracted as a vendor for services and is not an employee of the chapter.
- Chapter Administrators or paid support staff cannot be family or an immediate relative of board members. Family or immediate relative is defined as, spouse, children, parents, siblings or grandchildren.
- Chapter Administrators will hold board accountable to defined MPI performance standards, policies and Principles in Professionalism. Chapter Board of Directors will support Administrators in this process.
- Chapter Administrators are required to take the Chapter Administrator Program online training and maintain a passing score of 80% bi-annually by September 30th. The training (Required Modules) is estimated at 4 hours (plus assessments) and is a self-paced on-line resource consisting of multiple modules. The modules are designed to ensure overall strong chapter operations and management and are listed under the Program Overview above.

Chapters without Paid Administrative Services

- Chapters without Chapter Administrators or paid support staff will not be required to take the CAP online training. However, up to three Chapter Leaders per chapter are welcome to take the training in addition to their board-specific role Chapter Leader Training provided by the MPI Academy to enhance their chapter and board operations knowledge. To access the AMCI training, please email Yvonne Moreno, Chapter Operations Coordinator, at ymoreno@mpiweb.org