**Chapter Administrator Program (CAP) FAQ**

1. Are chapters required to participate in the CAP program?
   * Yes, all chapters are required to participate in the program and adhere to the guidelines provided. This program is designed to support and protect chapters with their daily operations and standards and to ensure consistency across the MPI brand with our offerings and professional service.
2. Does this program cost anything to the chapter or our paid staff?
   * No, this program is currently provided by MPI to its chapters and their paid staff at no cost.
3. When does my chapter have to be compliant with all requirements by?
   * All chapters must by fully compliant with this program by January 30, 2019 and remain compliant each year.
4. What if my Chapter Administrator does not currently have a business license or insurance?
   * Each current paid staff will be given until January 30, 2019 to become compliant with the new requirements. In the event they’re are not able to comply, the chapter will be required to engage in the termination of the current contract and engage with a new Administrator/AMC that is able to comply for services. In the event that a chapter needs to engage with a new Administrator the RFP process would need to begin prior to January 30, 2019.
5. Does the chapter or MPI pay for the hours associated with our paid staff taking the required training?
   * MPI will not cover the cost for any paid staff to take the required training. CAP is a free program offered to chapters and its paid staff to ensure quality services and best practices are provided locally. This program provides significant value through professional content development and standards. CAE credit hours are also provided to support enhancing the paid staffs’ professional career path.
6. Is there a required form or format to submit the annual chapter review on?
   * Chapters may continue to perform their annual reviews as they have in the past; however, you will now be required to include the requirements from the CAP guideline areas within your annual review. We will provide you with a survey link for the Executive committee of each chapter to complete a Chapter Administrator review as part of this process.
7. If my Administrator is a paid vendor for services and not an employee, do we have to provide vacation, sick days or other benefits?
   * No, contract for services is just that, a contract. You are only obligated to provide what is agreed upon in the contract and you should follow any local, state, or federal laws regarding such items. Those terms typically refer to employment status and that can greatly change a chapter’s insurance and other legal requirements. All payments to a chapter Administrator should be made payable to the company you are hiring not the individual.
8. Is our chapter administrator required to take all training modules even if they are not contracted for those specific services?
   * Yes, Administrators will need to complete the full training course (all 10 modules) to ensure your chapter is receiving the clarity and understanding of industry and MPI best practices. The Administrator will not be held accountable for services they do not provide to the chapter (only the chapter board). However, your Administrator can offer great support and guidance in these areas with their enhanced knowledge.
9. If my chapter has no paid administrative services do our volunteer board members have to each take the full training?
   * No, the training will need to be completed but will be divided among the various board roles that support the corresponding training. For example, the VP of Membership will be required to take the Membership Management module and potentially the Volunteer Management module. VP of Education will be required to take the Meeting and Event Management and Education/Content Creation modules, etc.
10. Are there any requirements to the training such as passing scores, pre-requisites, etc.
    * Administrators or leaders taking the training will need to achieve a passing score of 80% or better for each module. The modules are provided in a specific order and you must complete the first to move to the second and so on.
11. Our chapter has multiple staff members supporting us through their contract for services. Can we require all the supporting staff to take the training?
    * Each chapter will be provided one log in for their main administrator or Executive Director. Additional support staff can be considered but it may be at an additional charge and will need to be reviewed by MPI Global.
    * Chapters without Administrators will receive log ins for all board members supporting the training.