**Chapter Administrator Program (CAP) Overview**

**Overview of Program**

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 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 through best in class content and CAE credit hours.

**How is this accomplished?**

MPI in partnership with AMC Institute has developed a customized program that supports our chapters and 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 Administrator professional development, operational requirements/standards and consistency.
* CAE credit hours for each module within the training
* An RFP Portal and scope of services preparation tool to source new chapter administrators when necessary
* A scorecard and annual survey to support measuring the program success and future updates.

**What does the training cover?**

Full completion of self-paced online training is estimated at 5-7 hours and includes modules supporting association management services related to:

* Operations Management
* Governance
* Financial Management and Budgeting
* Membership Management – Retention, Recruitment and Engagement
* Meeting and Event Management
* Education / Content Creation / Identification
* Marketing and Communications

**Why this program?**

* To support chapters in ensuring that all Chapter Administrators are operating within minimally accepted best practices as defined by MPI.
* To ensure the highest possible level of service and value to maximize growth potential, individually and for MPI overall.
* To support our Chapter Administrators in their professional development and resources to provide chapters contracted services.

**Requirements**

* Refer to the CAP guidelines document for all requirements and timelines for completion