**CPD SERVICE PROVIDER COMPREHENSIVE QUALITY MANAGEMENT SYSTEM**

Date: 2023 01 01

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# Purpose

The purpose of the CPD Service Provider Quality Management System (QMS) is to provide for the administration and offering of CPD Activities.

# Broad Outline for 2023

Our program for the forthcoming year is as follows (broad outline):

# Document and Data Control

## Participant Registration process

* The participant registers for the event on our website (Individual)
* A participant can also register through his or her employer in which case the employer will forward us a list of the attendees.
* We will issue the applicant / company with an invoice.
* After payment is received, the participant is registered for the event.

## A copy of the proposed attendance register.

* Please find attached a copy of the proposed attendance register.

## Intended mechanism for monitoring attendance (per hour or per session) for the duration of the activity.

* Attendees sign the register when they attend.
* After each break, the list is checked to ensure that all the registered attendees are present.

## Attendance certificate that will be provided on completion of the activity.

* Please find attached an example certificate that attendees receive after completion of the event.

## Method to be used for obtaining feedback or evaluation of the CPD event.

* We issue a feedback questionnaire after the completion of the event which is then collected by the presenter and filed.
* A copy is sent to the SAIMC.

## Database containing information of CPD Activities.

* We keep a record of all CPD activities.

## Scope of CPD Developmental Activities (registration category, discipline, area of specialisation and type of programme) – see ECPD 7 Attachment [delete all that does not apply]

### Registration categories

Professional Engineers Professional Engineering Technologists

Professional Engineering Technicians

### Discipline

Mechatronics

### Areas of Specialization

Process Automation Factory Automation

Mechatronic Devices Enterprise Integration Practitioner (MES)

### Type of Programme

Workshops Lectures

Conferences Refresher Courses

Seminars Large Group Workshops

E-learning

# Company Information

## Valid certified company registration certificate

* See attached.

## Company profile

* See attached.

## Valid tax clearance certificate (good standing with SARS or equivalent)

* See attached.

## Refund policy

* If the event is cancelled, we refund the attendees the full amount.
* If the registered person cancels a week before the course, a full refund is provided.
* If the registered person cancels less than a week before the event, a 50% refund is applicable.
* If the registered person cancels a day before the event or does not attend, no refund is applicable.

# Outsourced Activities

## Contingency Plans

Contingency plans in place if certain services are outsourced to ensure that registered persons receive the purchased CPD Activities.

* Our company does not outsource services. Events are held at our premises with our own employers as the presenters.
* If an external venue has to be used, we will sign a contract with the event before advertising our event.

## Refund policy

* Should an unforeseen event occur and the venue is no longer available, we will move the event to another venue. In the case where this is not possible, the registered persons will receive a full refund.