

CAPITA

Integrated business solutions

Professional Membership Solution

The Membership Solution from Capita Integrated business solutions (Capita) is a comprehensive, easy to use membership software system, designed to meet the requirements of professional associations that need to maintain a membership database and track member activity.



Integrated business solutions

Managing your members can be problematic and demanding, so some organisations look to simplify it by utilising a comprehensive membership management software solution.

Implementing these systems can help you build, examine, inform and communicate with your members more effectively.

Membership managers need to be sure that the investment they make is future-proof.

This means the software you select must be able to develop and adapt as your organisation grows, the members evolve and technology expands.

The Capita Membership Solution is a comprehensive, easy-to-use membership software solution, designed to meet the requirements of professional associations that need to maintain a membership database and track member activity.

Registration of Applicants and Membership Details

The Registration Module is designed to capture and retain all the pertinent information regarding an applicant, including contact information, education and qualifications, previous registrations and professional experience.

It also provides an on-line portal whereby an initial application, and the relevant certification and other required documentation, can be submitted.

An on-line payments facility allows the appropriate Documentation Examination Fee and a range of other pertinent fees to be paid. This facility can also be used by members to request changes (i.e. new contacts details), or to add a new specialism or professional experience.

Certification Assessment

During the application process, the applicant is provided with on-line guidance, rules and checklists to assist them, based on the class or nature of their application and their stage in the application process.

Embedded checks within the system ensure that only properly completed forms can be submitted to the accreditation authority for assessment.

Depending on set-up definition, the qualifications and the category of the application, the solution will generate a workflow for both preliminary and detailed assessment of the application.

This process requires an exchange of documentation, and the embedded attachment module will manage all inbound and outbound correspondence, linking it with the application.

The embedded workflow will escalate requests that have been unanswered.

This system provides clear segregation of duties and approval controls for various stages in the process based on Tables of Authority.

“ The powerful and very easy-to-use solution provides you with the tools to demonstrate to your members the true value of their membership. ”

Features

- Registration of applicants and membership details
- Certification assessment and examination module
- Continuous professional development
- Management of complaints and professional standards

Business benefits

- Improved operational efficiencies
- Increased member retention and acquisition
- Reduced ongoing costs
- Management information and business intelligence

Examination Module

The Examination Module allows the accrediting authority to define and schedule examinations and enables applicants to apply to participate. The system manages applicant eligibility, allocation of places, initial notifications and collection of examination fees. From an administrative point of view the system will generate an admissions card (with a photo ID) for the candidates, timetables and attendance sheets for the invigilators.

Results are compiled on the system and are routed through an approval process before result letters and certification are produced by the system. This system is fully integrated to the finance, registration and on-line membership portal.

Continuous Professional Development

The CPD Module is based on a user-defined cycle (1, 3, 5 years) during which nominated registered members are expected to attain a given number of Credit Points. The system has been designed to accumulate points under various headings, which might include attendance at conferences, workshops or seminars, research and post-graduate training or supervision, or personal learning.

The on-line portal allows registered members to inquire on their standing, and provides a means whereby the accreditation authority can ensure that members maintain the necessary knowledge and skills to function effectively throughout their working lives.

Annual Retention Process

Members need to reregister annually and the Membership Solution issues renewal notifications, and supports both a paper-based and an on-line renewal process.

Management of Complaints and Professional Standards

A comprehensive Case Management Solution is used to support the management of a complaint made against any member of the professional body. The system provides an easy-to-use interface, and allows the deployment of standardised templates for initiating and handling complaints, as well as the introduction of summary views and reports on decisions reached.

About Capita Integrated business solutions

Capita Integrated business solutions provides world-class financial management software, e-procurement and bespoke solutions to service-centric organisations helping them to realize strategic cost savings and modernisation objectives. Today, over 400 clients use our innovative solutions to increase their operational performance.



Business strategy

Our consultants can work with you to ensure your business strategy is supported by coherent and business-aligned systems.



Technical support

We offer a full range of technical consultancy and support services to ensure the effective delivery of your Integra solution.



Healthchecks

Our regular healthchecks review the solution architecture and recommend changes or enhancements.



Implementation & Design

We assist clients during all phases of the development life cycle, with teams encouraged to acquire the knowledge to maintain and support the systems.