

17. CONTENT MANAGEMENT

Scope

The section covers the various components of NIGP's Content and Events program to include course program development, evaluation, and review.

Governing References

These Governing Board-adopted policies are supported by the Content and Events program practices which provide greater details on processes. The practices shall be developed and modified by these teams in the Institute's best interest.

A. Program Philosophy

The philosophy and mission of the NIGP's Content and Events programs are to promote excellence in public procurement through the development and delivery of innovative training programs for the community of aspiring and current procurement professionals.

With a commitment to lifelong learning opportunities, the Institute will continually provide a variety of formats designed to meet the needs of adult learners which support their continuing education and professional development and affirm the value of professional certification. Content will be delivered in a variety of formats including the use of technology that fosters a participant's learning regardless of time and/or geographical location.

B. Development of NIGP Courses

NIGP staff shall utilize a variety of tools to ascertain course content development to include, but not be limited to, professional course developers, subject matter experts and reviewers who are selected by staff through a competitive process and governed through a contractual arrangement. If the course is developed by NIGP, the Institute retains ownership of its content.

NIGP may contract with an individual or corporation to develop and instruct a course through NIGP's delivery system. Such opportunities shall be provided through a competitive proposal process and operationalized under a co-sponsored arrangement where:

1. The provider has exclusive rights to instruct the class and retains ownership of its content; and
2. NIGP staff will negotiate the contractual terms and conditions with the provider in the best interests of the Institute.

NIGP staff shall schedule all the Institute's courses for review on a rolling maintenance schedule at least once every three (3) years to ensure relevancy and accuracy.

NIGP staff shall implement a Quality Assurance Program that annually reviews the quality of course content regardless of the delivery format by reviewing course and instructor evaluations.

C. Licensing and Copyright of Texts

In accordance with Section 6 of this Manual, all course materials and written materials provided by NIGP are copyrighted. All rights reserved. No part of any course material, which is the property of NIGP may be reproduced or transmitted in any form, by means of electronic photocopying, recording, or otherwise without prior written permission of NIGP.

Unless otherwise waived by the Chief Executive Officer on a case-by-case basis, the Institute shall not license the use of NIGP course materials outside of the context of a classroom training program or distance learning program.

D. Education Delivery Models

NIGP staff shall employ a variety of delivery models to maximize opportunities for students to access NIGP's professional development resources in a manner that is best suited to their learning needs.

All face-to-face, virtual instructor-led, and on demand (self-paced) education, training and professional development events shall be coordinated through NIGP staff. Events shall be hosted directly by the Institute, through sponsorship by NIGP's chapter affiliates, or through contractual agreements as defined below.

NIGP may provide face-to-face or online education, training, and professional development opportunities to governmental entities, not for profit organizations, and other parties via a contract agreement upon request; provided that such arrangements do not directly conflict with the scheduling of specific programs sponsored by NIGP or its chapter affiliates.

NIGP may also enter into non-exclusive partnerships, via a contractual agreement, with higher education institutions or other education, training, and professional development providers in mutual support of professional development opportunities offered by NIGP and the partner. Support may include, but not be limited to, cross-promotional activities that provide financial benefit to both NIGP and the provider.

E. Instructors as Independent Contract Trainers

Individuals selected by the Institute to instruct NIGP courses shall be classified as independent contract trainers for tax and legal purposes.

NIGP staff shall make every effort to ensure that the Institute hires the most qualified individuals as independent contract trainers. The process for recruiting independent contract trainers shall be open and accessible; and the selection process shall be fair, equitable, and based on merit.

The qualifications and credentials for serving as an independent contract trainer shall be outlined in the Content Management Practices Manual.

Each independent contract trainer shall execute an Independent Contractor Agreement prior to the commencement of engagements. NIGP may modify the terms and conditions of this Agreement from time to time in its best interest.

Independent contract trainers are selected and assigned to specific courses and courses by NIGP staff in its best interests; considering qualifications and the most economical means taking into consideration all costs.

Independent contract trainers are expected to maintain a high level of customer satisfaction based on evaluations and feedback from course participants. NIGP staff will review the evaluations for satisfaction levels and take corrective measures when warranted.

Independent contract trainers shall be compensated in a manner determined by NIGP's Content and Events Director during the budget process. Compensation is recommended by the Finance Council and approved by the Governing Board during the annual budget process.

F. Course Scheduling, Cancellation and Attendance Policies

NIGP reserves the right to establish a guaranteed number of attendees to be registered by a certain number of days prior to the scheduled start date

of the course. If the guarantee is not met and it adversely impacts the Institute's ability to achieve the financial break-even point, the NIGP staff has the authority to determine whether the course should be cancelled or rescheduled at a later date.

Providers who agree to co-sponsor educational programs through NIGP may specify the minimum number of participants required to produce the course. In these cases, the terms of the agreement will prevail in determining whether a course should be conducted or cancelled.

A NIGP Chapter Affiliate or a Contract Training Program agent may cancel a course at any time; with the understanding that the affiliate or agent shall be responsible for directly reimbursing any effected parties for any documented travel costs and penalties incurred prior to the date of cancellation.

If NIGP cancels a course or contract class after confirmation and authorization of travel arrangements, NIGP shall reimburse any effected parties for any penalties incurred as a result of the cancellation.

If a participant cancels his/her attendance after the registration process is completed, the penalties and/or fees defined in the Content Management Practices Manual shall apply.

Participants shall attend the entire class, complete an evaluation of the course, and successfully pass the course assessment in order to receive a Certificate of Participation, badge, and associated Continuing Education Hours and/or Continuing Educational Units for professional certification and re-certification.

G. Course Fee Schedule

The Content and Events Directors shall establish all offering pricing during the annual budget process with approval by the Finance Council and Governing Board.

H. Course Refunds and Remedies

Upon request from a course participant, a refund of the course fee may be considered if the evaluation forms conclude that the scores for either the course and/or the contract trainer fell below the standards established by NIGP.

Such requests must be documented in writing within thirty (30) calendar

days from the first day of the course.

NIGP staff shall review the evaluation forms and discuss the issues with that individual and make a final determination. If a refund is provided, it shall be in the form of a voucher, which is valued at the actual cost of course registration. The voucher shall entitle the holder to register for another NIGP course of equal or lesser value for the period of one (1) year from the date of the course.