

Membership Outreach and Development Committee Policy and Procedure

November 2015.

I. Committee Function

- a. The Membership Outreach and Development Committee (MOD Committee) is a Standing Committee of BICSI South Pacific and oversees all aspects of BICSI South Pacific's membership outreach and development programs, including communication vehicles, and membership recruitment and retention campaigns as directed by the Board of Directors. The MOD Chair is directly responsible to the Chair of the Board of Directors. The MOD Committee can make recommendations to the Chair, Board of Directors, other committees or staff on items that involve the MOD Committee's chartered responsibility; and
- b. The Committee members and leadership will abide by the policy and procedure that is written in the BICSI South Pacific Board Policy and Procedure document.

II. Committee Goals

- a. Grow membership:
 - i. Increase member satisfaction (retention); and
 - ii. Attract new members (acquisition).
- b. Increase member awareness of existing BICSI South Pacific programs and services; and
- c. Provide strategic direction on new membership programs.

III. Committee Activities

- a. Oversees and contributes to the development and revision of the membership plans and programs as approved and directed by the Chair or Board of Directors;
- b. Responds to membership enquiries and concerns regarding membership issues;
- c. Provides information regarding BICSI South Pacific stakeholders;
- d. Assists in trade show outreach efforts as requested;
- e. Actively pursues opportunities and facilitates BICSI South Pacific speaker activities at industry conferences;
- f. Encourages youth and emerging professional engagement with the association;
- g. Develops outreach programs to grow membership by promoting BICSI/SP programs and services to educational organisations.
- h. Develops outreach programs to increase membership by promoting BICSI/SP programs and services to the installer/technician community; and
- i. Oversees the BICSI South Pacific Cabling Skills Challenge program.

IV. Committee Membership

- a. Abides by Board Policy and Procedure section on Committee Structure:
 - i. Each committee chair has the ability to establish eligibility and other membership requirements for their committee, but only if it is based on some functional or technical operating requirement; and
 - ii. With the exception of the Executive Committee and Finance and Audit Committee, no more than 3 members from the Board of Directors are permitted on any committee or subcommittee, and no more than 49% of any voting quorum consisting of board members is permitted.

- b. The committee size is established by the Chair and varies depending on projected work load;
- c. At a minimum, a candidate for committee membership has to be a BICSI South Pacific Member in good standing, must apply for committee membership and be approved by the Chair and Vice-Chair;
- d. Members become designated as an Active member after meeting BICSI/SP's Volunteer Recognition Program requirements;
- e. In order to retain Active Member status, the following minimum requirements must be met:
 - i. Members must attend a minimum of one conference per year;
 - ii. Members may be required to attend several telephone conference calls per year; and
 - iii. Members must provide a response to 75% of information or feedback requests.
- f. The Chair and Vice-Chair cannot be active members of BICSI South Pacific's Board of Directors; and
- g. The removal of an existing MOD Committee member can be mandated, at any time, on the Chair's authority.

V. Committee Structure and Responsibilities

a. Chair

- i. Abides by Board Policy and Procedure section on Committee Structure:
 - 1. Is appointed by the Chair of the Board of Directors and approved by the Board to serve a two-year term coincident to the term of the Chair and can serve up to 3 consecutive two year terms for up to a total of 6 years as Chair. The appointee need not be a member of the committee at the time of appointment. The Chair can be removed for cause, at any time, by the Chair or by a majority vote of the Board of Directors;
 - 2. Committee Chairs are required to provide to the Chair an annual business plan;
 - 3. Committee Chairs are required to participate in the annual budgeting process and provide financial requirements to the Treasurer and CFO as needed;
 - 4. Committee Chairs who wish to serve as Vice-Chair, Subcommittee Chair or Secretary of another committee must obtain prior approval from the BICSI South Pacific Chair;
 - 5. Committee Chairs are required to follow the Volunteer Leader Code of Ethics and at a minimum the following:
 - a. Attend the Annual General Meeting every year; and
 - b. Attend at least one (1) major Conference each year.
- ii. Prepares agendas, leads, and facilitates committee meetings, conference calls and other task related activities;
- iii. Keeps the committee focused on issues, tasks, and schedules;
- iv. Provides guidance, training, and other resources to committee members to assist in resolution of their tasks;
- v. Keeps the MOD Committee members informed of changes that can impact committee operations;
- vi. Requests resource allocation/acquisition to assist in implementation, administration, and maintenance of program;
- vii. Organises and monitors committee activities, creates task-oriented subcommittees, and appoints subcommittee chairs;
- viii. Accepts Board of Directors action items and focuses the committee on the resolution of assigned tasks. Informs the Board of Directors and the Board Chair on progress of action items, developing issues, and forwards recommendations on issues outside of the scope and/or mission of the MOD Committee;

- ix. Prepares yearly operating budget for the committee;
- x. Determines committee working size of authorised voting members for projected activities and initiates necessary action;
- xi. Coordinates with other committee chairs and staff to insure that communication is open, common issues are resolved, and committee assignments facilitated;
- xii. Attends Committee Chairs meetings and other committee meetings as necessary;
- xiii. Appoints liaisons (as needed) into other working committees to facilitate coordination;
- xiv. Prepares and updates the Committee's Organisational Chart, Mission Statement, and the Policy and Procedure document;
- xv. Negotiates for special presentations and/or training to clarify an issue or process;
- xvi. Responsible for the review of all subcommittee recommendations and the presentation of those recommendations that require action by the full MOD Committee to the Committee for approval; and
- xvii. Works with the Director of Membership and Marketing in the implementation, interpretation, maintenance, administration, security, and logistics of MOD Committee policy and the performance of all membership programs.

b. Vice-Chair

- i. Shares the Chair's responsibilities as negotiated by the Chair and the Vice-Chair;
- ii. Appointed by the Chair to serve a renewable two-year term harmonised with the Chair's term;
- iii. Assumes the duties of the Chair in their absence;
- iv. Reviews membership requests and inquiries with the Chair and the Staff Liaison; and
- v. Provides support to the Chair when committee focus is needed.

c. Committee Member

- i. Attends the meetings and conference calls called by the Chair and Vice-Chair;
- ii. Promotes BICSI South Pacific membership and its benefits;
- iii. Provides strategic direction on new membership programs;
- iv. Assesses member benefits as part of overall membership development plan;
- v. Commits to assist in growing BICSI South Pacific membership, by contributing to the development and revision of the membership programs as approved and directed by the Board of Directors;
- vi. Provides information regarding BICSI South Pacific stakeholders;
- vii. Makes serious commitment to participate actively in committee work;
- viii. Volunteers for and willingly accepts assignments and completes them thoroughly and on time;
- ix. Stays informed about committee matters, prepares themselves well for meetings, and reviews and comments on minutes and reports;
- x. Gets to know other committee members and builds a collegial working relationship that contributes to consensus;
- xi. The committee member has to be a BICSI South Pacific member in good standing;
- xii. Members are eligible to become designated as an Active member after meeting BICSI's Volunteer Recognition Program requirements;
- xiii. In order to retain Active Member status, the following minimum requirements must be met:
 - 1. Members must attend a minimum of one conference per year;
 - 2. Members may be required to attend several telephone conference calls per year; and
 - 3. Members must provide a response to 75% of information or feedback requests.



- xiv. The removal of an existing MOD Committee member can be mandated, at any time, on the Chair's authority.

VI. General Committee Operations

- a. Scheduled meetings are held at the BICSI South Pacific Annual Conference and at other BICSI South Pacific events as appropriate;
- b. Meetings are informal. Roberts Rules of Order are implemented at the discretion of the meeting chair;
- c. The MOD Committee meetings are open to the general public. However, the committee may go into executive session, if issues discussed are determined by the Chair to be confidential in nature;
- d. Reports and issues of concern from the subcommittee chairs, liaisons, executive staff, and other selected staff representatives will be presented at the conference meetings as approved by the Chair. Issues from walk-in members can be presented in the meeting, when meeting is open to guests, as approved by the Chair;
- e. Third-party guests may be invited to make a special presentation;
- f. Decisions of the committee involving ordinary business will be made with a simple vote of the quorum;
- g. The Chair may vote in the event of a tie;
- h. Decisions that affect BICSI South Pacific's policy, operations, or budget will be submitted through the Board appointed liaison for approval by the Board of Directors; and
- i. Conference calls are held, as needed, to address issues and operations that must be acted on prior to a conference meeting or as a follow-up to the previous meeting.

VII. General Subcommittee Operations

- a. All subcommittees must abide by committee operations policy as detailed in MOD Policy and Procedure;
- b. Subcommittee Chair must be a member of the MOD Committee;
- c. c. Subcommittees must provide an agenda to the Chair and Vice-Chair prior to their meetings and conference calls;
- d. Notes must be provided to the Chair and Vice-Chair post-meeting or call;
- e. **Subcommittee Member**
 - i. At a minimum, a candidate for subcommittee membership has to be a BICSI member in good standing;
 - ii. Subcommittee members are selected by the Subcommittee Chair or the MOD Committee Chair and Vice-Chair;
 - iii. All new subcommittee members must be approved by the MOD Committee Chair and Vice-Chair;
 - iv. Members are eligible to become designated as an Active member after meeting BICSI's Volunteer Recognition Program requirements;
 - v. In order to retain Active Member status, the following minimum requirements must be met:
 1. Members may be required to attend several telephone conference calls per year; and
 2. Members must provide a response to 75% of information or feedback requests.
 - vi. The Subcommittee Chair and Vice-Chair cannot be active members of BICSI's Board of Directors;
 - vii. Subcommittee members are not automatically members of the MOD Committee;
 - viii. The removal of an existing MOD Subcommittee member can be mandated, at any time, on the MOD Committee Chair's authority;



- ix. Makes serious commitment to participate actively in committee work;
- x. Volunteers for and willingly accepts assignments and completes them thoroughly and on time;
- xi. Stays informed about subcommittee matters, prepares themselves well for meetings, and reviews and comments on minutes and reports; and
- xii. Gets to know other committee members and builds a collegial working relationship that contributes to consensus.

VIII. Education Outreach Subcommittee

Note: This subcommittee will focus on outreach, not curriculum development.

a. Charter

- i. Grow membership by attracting new members from high schools, vocational schools and higher education;
- ii. Identify the existing BICSI South Pacific programs and services that fit that target audience;
- iii. Develop outreach programs to increase awareness of BICSI South Pacific and its benefits to students; and
- iv. Provide recommendations to MOD Committee on new membership programs focused on students.

IX. Technician Outreach Subcommittee

a. Charter

- i. Grow membership by attracting new members from high schools, vocational schools and higher education;
- ii. Identify the existing BICSI South Pacific programs and services that fit that target audience;
- iii. Develop outreach programs to increase awareness of BICSI South Pacific and its benefits to installers and technicians; and
- iv. Identify new ways to include the installers and technicians in the training, credentialing, conferences and other BICSI core services and activities.

X. Emerging Professionals Group Subcommittee

a. Charter

- i. Engage and develop current and future ICT professionals and leaders;
- ii. Bring youth into the BICSI South Pacific community through outreach programs tailored to their specific interests and needs; and
- iii. Create a foundation and pool of potential future leaders for BICSI South Pacific by increasing the active membership of emerging ICT professionals and keeping them engaged in the association.

XI. BICSI South Pacific Cabling Skills Challenge Subcommittee

a. Charter

- i. Collaborate with staff to execute a successful Cabling Skills Challenge event at the BICSI South Pacific Annual Conference;
- ii. **Program Goals:**
 - 1. Enhance the visibility of the installer and technician community within BICSI South Pacific;
 - 2. Promote the value of the BICSI Global Installer and Technician credentials within the industry;
 - 3. Provide an environment to promote installer and technician professional

- development opportunities; and
- 4. Provide increased brand recognition for sponsors, and organisations supporting participants.

XII. Action Items Policy

- a. Following the committee meeting, the MOD Staff Liaison will provide the Chair and Vice-Chair the action items recorded;
- b. **Committee Action Items:** The Committee Chair and Vice-Chair will send an outline of expectations, including the requested time of completion to the appropriate Committee member. The member will also be provided the necessary resources for completing the action item;
- c. **Staff Action Items:** The Staff Liaison will coordinate action items with staff. Depending on the action item, the task may require the Staff Liaison to request staff resources from BICSI South Pacific Executive Director and Chief Executive Officer (CEO). All requests will be evaluated based on staff availability and budgetary constraints;
- d. Reminder and status notices will be sent 60 days and 30 days prior to the committee meeting to remind committee members of their action items so that members have sufficient time and resources to complete their action items prior to a conference or other scheduled MOD Committee meeting; and
- e. All communications concerning action items must be sent to Chair, Vice-Chair and Staff Liaison for tracking purposes.

XIII. Action Request Form Process

- a. The Committee uses the ARF process to document the request, result and approval of requests between the Board of Directors, Committees and staff;
- b. The Chair and Vice-Chair will determine whether it is appropriate to use the ARF process;
- c. For requests to the Board of Directors, committee-to-committee and committee-to-staff, the ARF process will be used;
- d. All ARFs will be numbered in the following way:
(SOURCE)-(DESTINATION)-(YEAR)-(SEQ#). For example, MOD-BOD-2012-011;
- e. If an ARF is received from another Committee or the Board of Directors, the Chair will signify the acceptance of the ARF, by signing and dating the document; and
- f. The Staff Liaison will track the progress of the ARFs as well as keep the ARF Manager informed of changes.

XIV. Speakers Bureau Process

- a. Speaking events and speakers will be selected through recommendation or referral and vetted by the MOD Committee Chair and Vice-Chair;
- b. The MOD Committee Chair and Vice-Chair are responsible for the management of the Speakers Bureau travel budget;
- c. Speakers will be selected through a database of speakers from region meetings, conferences and other BICSI events;
- d. All travel arrangements for speakers are made through the BICSI South Pacific Corporate Travel Account and all BICSI South Pacific travel policies must be followed for reimbursement of travel expenses;
- e. The presentations: The source material for presentations and other content will be provided by the speaker. BICSI South Pacific staff will edit and format the presentation as necessary. All presentations and other speaker content will be kept at the highest level of professionalism, will abide by BICSI South Pacific's marketing and branding policies and guidelines, and will use the latest in presentation technology; and



- f. All presenters will sign a copyright form, granting BICSI South Pacific license to upload the presentation to the Speakers Bureau forum.

XV. Committee Liaisons

- a. In order to promote and maintain a collaborative working environment, the MOD Committee provides liaisons to the Education Advancement Committee (EAC) and International committees.