



## **Association of Retirement Benefits Schemes (ARBS) and College of Insurance (Col) Operating Procedures for TDPK Course**

### **Introduction and Effective Date**

These procedures are intended to ensure optimal service to TDPK participants as well as proper and accurate record-keeping and financial / operational management.

These procedures come into effect on **01 January 2019**

### **TDPK Course Bookings**

- All bookings are to be made through the TDPK Registrations Portal in the ARBS website which is managed by ARBS Secretariat. Any booking enquiries made to Col and / or ARBS Secretariat will be redirected to the Registrations Portal.

If a person needs assistance in making an online registration, he is to be referred to the Secretariat, either by telephone or by email, who will provide the required assistance.

- Applicants, or other persons making bookings, should complete the course registration forms in the registration portal and submit with scanned copy of ID/Passport and two passport size photos. The applicant should submit hard copies of the course registration form, copy of ID/Passport, two passport size photos and copy of receipt for payment of fees on the first day of the training.

The registration portal will issue a booking reference number which is to be quoted on all communications and on the payment.

- Payment for course bookings is to be made direct to the Col Pensions Programme bank account at Kenya Commercial Bank, Kipande Branch , Account name College of Insurance Pensions Program Account no 1129813223.
- A booking will be confirmed only after evidence of payment has been submitted through the portal. Confirmations will be given through the registration portal and by email to the participant before the course begins.
- All participants / administrators are encouraged register at least one week before the date of commencement of the training as this will allow time for payment and proper registrations. Any booking made later will not be accepted.
- ARBS Secretariat, will follow up on the bookings made and the respective fee payments, prepare all the necessary records pertaining to the bookings and furnish copy to the Col, if possible at least 3 working days before commencement of the respective classes so as to give Col ample time to prepare for the classes.
- Payments to Col in respect of accommodation and related services are to be made separately.

## **TDPK Fee Payments**

- Once a TDPK participant has made an online booking to attend a training, payment is to be made by the participant, or the person making the booking, directly into the TDPK bank account maintained by Col. The bank deposit receipt should be scanned legibly and sent via the registration portal.

If a payment is made by an administrator or another person other than the participant or if a “bulk payment” is made in respect of more than one participant the names of each participant and each booking reference should be clearly quoted on the payment.

The accountant at Col should be able to confirm the payment they have received by cob on a daily basis.

- Upon request the ARBS Secretariat will invoice the applicant for the fees. Where an ETR Number for the invoice is required, Col shall issue the invoice quoting the reference no generated by the portal.
- If any payment is made by cheque (payable to College of Insurance Pensions Programme), then the cheque should be sent to the ARBS Secretariat which will photocopy the cheque, deposit it to the TDPK Bank account and scan and send a copy of the deposit receipt to Col via the registration portal.
- A booking made via the registration portal will only be confirmed after receipt of evidence of payment. Confirmation will be sent via the registration portal to participant and the person who made the booking.
- ARBS Secretariat will prepare a weekly record of registrations and payments received and send to Col.
- The applicants will be encouraged to make payments at least a week before the date of the commencement of the training.
- A participant will not be permitted to attend classes if payment of fees has not been made and confirmed before commencement.

## **Issuance of TDPK Certificates**

- Each successful TDPK participant who has attended all classes, passed all exams and paid the relevant fees will receive a Certificate.
- Certificates in respect of participants whose payments have not been confirmed will be withheld by Col and may be issued only after confirmation of payment has been received (Note: this should not occur after the commencement of these procedures)

## **TDPK Attendance and Reconciliations**

- Col and ARBS Secretariat will perform reconciliations of class attendance / non-attendance within one week of the conclusion of each course.
- ARBS Secretariat will maintain a record of all “no-shows” i.e. confirmed bookings where the participant did not attend the trainings. Such no-show bookings may be rescheduled via the registration portal and ARBS Secretariat will inform Col of details of the rescheduling.

## **Enquiries from participants or other interested parties**

- All enquiries pertaining to course bookings etc should be directed to ARBS Executive Secretariat – Tracy Kariuki (0733 748954).
- All enquiries **pertaining to accommodation** should be directed to Col- Celestine Musanya (0722509759)