Requirements Specification

SAVC Professionals Registration System

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1 Terminology

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VC</td>
<td>Veterinary Council</td>
</tr>
<tr>
<td>IC</td>
<td>Investigation Committee</td>
</tr>
<tr>
<td>IB</td>
<td>Inquiry Body</td>
</tr>
<tr>
<td>EDUCOM</td>
<td>Education Committee</td>
</tr>
<tr>
<td>As Is</td>
<td>Current systems and process</td>
</tr>
<tr>
<td>To Be</td>
<td>Future system or processes</td>
</tr>
</tbody>
</table>

2 Scope

This document is a requirements specification for a system managing registration and associated information of SAVC members. A new system is required to replace the previous system used for this purpose, known as the VET2000 system, as well as replacing the financial system.

3 About the SAVC

The South African Veterinary Council is a statutory body responsible for registering professions and practices in Animal Health Care. Activities of the SAVC are governed by law, of which record keeping is one requirement.

4 Strategic Requirements

The system is to have a well established existing installation base and continued development drive.
The system is to include financial management as standard functionality.
The system is to be customizable for implementing requirements unique to the SAVC.
The system is to support open industry interfacing standards.

It is a strategic goal to simplify member payments via the Web interface, subject to feasibility.

Implementation is to be done in a phased approach. The preferred sequence is as follow.
Implementation

Systems shall be implemented and Interfaced in a phased approach. Interdependency of interfaces on underlying implementation phases is reflected in the table below. It is not the purpose to suggest that implementation of any interface is to be phased as such. It can be at any point afterwards, as may be required by business needs.

<table>
<thead>
<tr>
<th>System</th>
<th>Interfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial System</td>
<td>VIP Payroll, SMS, Send PDF format Invoices by Email.</td>
</tr>
<tr>
<td>Registration</td>
<td>Web – Members self management of contact detail.</td>
</tr>
<tr>
<td></td>
<td>Web – Members Payments Management.</td>
</tr>
<tr>
<td></td>
<td>Web-Election</td>
</tr>
</tbody>
</table>
| Complaints / Legal / Inspectorate | Web-Identified reporting  
Web-Anonymous reporting |
| Education          | Web-Examination results                                                     |
|                     | WEB – CPD Accreditations                                                   |
|                     | WEB – CPD Logging by members.                                               |

5 Systems Overview

The SAVC maintain several systems for managing information, i.e. VET2000 system for maintaining statutory record keeping of registration of members (consisting of 3 different applications), two Microsoft Access databases that extent capabilities of the VET2000 system, approximately 150 Microsoft Office mail merge letters and documents, Quickbooks for financial management and a Web Site that enhance interaction with users. More detail is provided on issues resulting from working with separate systems.

It is a strategic goal to modernize systems to improve interactions with registrants, to resolve issues of outdated technologies used and to reduce perpetual staff inefficiencies imposed by shortfalls in current systems. Consideration of requirements of external entities like the National Archives and SAQA are relevant as well.
6 System Interfaces

- Web Site
- SMS System
- MS Word Merged documents
- VIP Payroll

Support for common financial costing codes required in both systems for remuneration of appointees. Over and above VIP Payroll is to record an appointment number, as well as the number of the event e.g. Inspection No., Complaint No, Visitation No. etc, in connection with which expenses are claimed.

- Financial system (will be part of the system, not an interface).
- SAQA (To be considered)
- Document Scanning [current mail is scanned and a process to scan all files commenced with 915 facility files scanned]
- VET2000 (As Is, to be replaced)
- Microsoft Access Database (As Is, to be replaced)
- QuickBooks (As Is, to be replaced)
- Email cluster system

7 VET2000 System Description

VET2000 is a custom system developed for the SAVC that needs to be replaced as it is making use of the obsolete DOS platform. It uses separate files for database tables and hence is a flat file database system.

VET2000 is available in three different modules.

The Existing application was written in Clipper.

The existing database comprises 25 tables.

The table below lists the VET2000 tables and their essential functions. For the purpose of estimating migrations and design efforts, the number of records and fields per table is listed. The data structure does not have to be retained exactly, as improvement over VET2000 is an objective. Certain tables might be obsolete, as dependent on implementation design.

The No. of Records indicated is based on a snapshot of the database. More records may be relevant by go-live time.

Tables were implemented in VET2000 such that a unique identifying number is used per record, regardless of any other identifying codes that may exist in data. The approach to be implemented in the new system is to be established during design.
<table>
<thead>
<tr>
<th>Table</th>
<th>Type</th>
<th>Functions</th>
<th>No. of Records</th>
<th>No. of Fields</th>
<th>Tech. Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSON</td>
<td>Data Record</td>
<td>Registered Persons</td>
<td>7770</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>QTYPE</td>
<td></td>
<td>Identify the type of a registrant for persons.</td>
<td>14</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>FACILITY</td>
<td>Data Record</td>
<td>Registered Facilities (Last reg date Sept 2009)</td>
<td>909</td>
<td>34</td>
<td></td>
</tr>
<tr>
<td>FTYPE</td>
<td>Option</td>
<td>Facility Type</td>
<td>4</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Complain</td>
<td>Data Record</td>
<td>Complaints</td>
<td>1230</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>COUNCILS</td>
<td>Option</td>
<td>Other Councils and Veterinary Associations of the world</td>
<td>30</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>COURSE</td>
<td>Option</td>
<td>Courses Acknowledged by the SAVC</td>
<td>90</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>EMPLSECT</td>
<td>Selection</td>
<td>Employment Sector</td>
<td>28</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>FACULTY</td>
<td>Option</td>
<td>Faculties (Relevant to Subject Monitoring and Visitations)</td>
<td>1</td>
<td>11</td>
<td>Dormant due to staff rotation; records manually captured for purposes of statistics</td>
</tr>
<tr>
<td>fees</td>
<td>Source</td>
<td>List of fees for by year, by Fee Type and by Type of Person or Facility it is applicable to.</td>
<td>88 (For 2012 year)</td>
<td>4</td>
<td>May not be required to be by year.</td>
</tr>
<tr>
<td>Hardcopy</td>
<td>Temporary</td>
<td>Appears to be a temporary table for producing a report.</td>
<td>1</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>INSTITUT</td>
<td>Option</td>
<td>Academic Institutions</td>
<td>67</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>INVOICES</td>
<td>Output Data</td>
<td>Open Invoices shall be migrated.</td>
<td>1</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>PAYMENTS</td>
<td>Records</td>
<td>Partial and complete payments shall be migrated. Payment data indicate applicable invoice but no indication of whether the invoice is paid in full by said payment. All historical activity will be migrated.</td>
<td>22170</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>PAYNR</td>
<td>Source</td>
<td>Contain the Next transaction No. to be used for payments.</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>RECNR</td>
<td></td>
<td>All historical activity will be migrated.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REGNRS</td>
<td>Source</td>
<td>Identify the last registration no. used (or next No. to be used).</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Removals</td>
<td>Record?</td>
<td>Record persons removed from the register, date and reasons. (May be a temporary table). (Last Date 2009)</td>
<td>2865</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>SPECIALIST</td>
<td>Option</td>
<td>List of Specialties</td>
<td>31</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
### 8 Requirements for New System

While VET2000 is available in three different modules the new solution does not have to be modularized in the same fashion.

#### 8.1 Solution Technical Requirements

**Database**

The new solution shall contain all tables in a single database.

The new solution shall be based on a Relational Database (RDMS).

**Multiuser**

The system shall allow multi concurrent user access.

**Security**

The solution shall allow multi user access as well as configurable user security of data that the user may create, change, delete and read.

**Auditabe**

The System will, for any change to a record, record the user that made the last change and on the record and update the date and time thereof.

The system shall have a soft configurable Audit trail.

It shall be possible to specify fields (as may be deemed critical by a System Administrator) of which changes are to be maintained in an audit trail.

---

<table>
<thead>
<tr>
<th>STYPE</th>
<th>Option</th>
<th>List of Student Types <em>(The student types are inherently included in QTYPE table and hence constitute a duplication in data)</em>.</th>
<th>6</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBJECTS</td>
<td>Records / Options</td>
<td>Subjects, examination types, qualification related to and monitors. Potentially this table can split in a master table and history table.</td>
<td>36</td>
<td>29</td>
</tr>
<tr>
<td>BATCHNR</td>
<td>Source</td>
<td>Track next no to be used for 4 different sets of numbers. (NEXTBAT TRGNEWNR TRGCLSNR INSPECNR)</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>UNIQNR</td>
<td>Source</td>
<td>Identify the last or next Unique number to be used.</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>RECNR</td>
<td>Source</td>
<td>Next Record No. to be used.</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
The Audit trail shall reflect the user that changed the field, the date, the old value and the new value.

Financial transactions shall not be alterable and proper auditable separate entries shall exist for reversing finalized transactions.

**Register Hardcopy Date Time Stamp**

A printed hardcopy of the active member Register shall provide an option for printing only records that have changed within a defined period. The printed Register shall provide a visual printed time stamp of last change. Thereby it shall be possible to identify when looking at two similar hard copies, which reflect the most recent information.

It shall be possible to specify an option to only print changed records and to specify an optional date range within which changed records will be printed.

**Reports**

All preconfigured reports shall reflect on the front page

- title of the report,
- the User that printed the report,
- the date the report was printed,
- predominant filters that was selected when printing the report.

As a general principle, any custom Report that provides totals (outside of standard financial reports), will provide options that will allow displaying details that make up totals. It should be possible to validate reports, hence allowing for accuracy to be challenged and to detect potential conditions in data that could cause distortion of totals.

**Data Integrity**

**Option Fields**

As a general rule fields allowing for options to be selected, shall not contain a default value, i.e. the initial value shall be blank. This is required to ensure that no data value is an erroneous value as the result of a user failing to select a value.

Exceptions will be allowed where such a field indicates current state of a logical sequence of events and the initial stage is per definition not optional.
**Integrity of Information – Validation Control Fields**

For fields identifying the high level status of a record e.g. Type changes, Grading changes or Registration Status, the system shall when a user initiates a change to the status, execute programmatic Validation Rules. The Validation Rules shall ensure that information is sufficiently complete. This could include rules to prevent having conflicting or inappropriate values in fields. On condition of detecting invalid data conditions, the status value as before the attempt will be retained. Error message shall outline one or more conditions that could distort data.

Changes in such fields will insert detail history records associated with the master record.

The validation rules will be imbedded in the system programming.

**History Entries**

**Issue:** The current VET2000 system do not provide for detail entries reflecting when critical status changes occur for registration records. To be able to report a log of changes, a Microsoft Access database is utilized to detect changes for the purpose of providing a log.

**Solution:** It is required that the new system will keep track of changes so that periodic logs of changes to registrant statuses can be retrieved directly from the system.

**Mail Merging**

The system shall allow for creating documents that are mail merged with data in the system. Mail Merging shall be for Microsoft Office Word letters.

**Customizable**

The system shall be customizable to handle situations where business requirements change.

**Software Source Code**

Software Source code shall be open to the SAVC and right of change and ownership shall remain with the SAVC.

**Deployment scenarios of software change installations.**

Deployment of software changes to servers and user desktops shall be simple.
Responsiveness

The system shall be responsive when entering and submitting data in the administrative office environment, as to not constrain personnel efficiency.

Source Documents

It is required to be able to create links to externally stored electronic copies of source documents related to a registrant or event recorded in the database. It shall be possible to open a document from the link.

Emails sent out, contain the reference no. in the subject. The ability to automatically link relevant email messages based on reference number to data records will be highly advantageous, depending feasibility.

Ad Hoc Statistics

It is required to provide information on how ad hoc statistics can be retrieved from the system.

9 Web Front Interface

In line with current technology trends, interfaces between the registration system and Web Front shall preferably be based on Web Services and XML.

Registrant Self Management

Integrity of few fields of registrant data like Registration No, ID numbers, Full Names etc. is critical information. The interface shall structurally be designed that it is not possible to access or change such critical data from any Web front system. I.e. control will not merely exist at the Web Frontend system to decide which data can be changed. The registration system is to have structural control over data exchange commands, fit only for updating permissible data. (This is also known as a bubbled approach). Preferably data exchange will be by means of web services.

In secondary advantage of this approach is that popularity of Web Front systems proved to change over years. If it is later decided to change to different technology for the Web front, the Registration system will not be affected.

The current technology of the SAVC web site utilizing Joomla is considered to be in line with current Web Content Management trends and is recommended to remain the platform of choice. In the rare case that the Web Front end platform might change in the future, only the Web side of the interface will be affected.
The only information a Member can change on the Web, is his/her contact details and logging of CPD information. The information is to be transferred to the registration system to minimize user entry of information by administration staff. CPD information must be aligned with the three-year cycles and automated reports should be generated.

When Contact information is changed, the information should not simply be updated in the registration system. The event has to be flagged for users of the registration system, so that they can undertake additional actions as required by SAVC business rules.

**Crime Hotline**
A hotline is required on the Web for reporting Crime.
The Hotline should avoid disinformation.
Spam by automated systems should be prevented.
The suggested solution is to request a person to enter an email address and sending a web link by email that the user should select to activate the case submitted by him. The participant should be informed that his email address will not be used for any other purposes and will be discarded.

**CPD Accreditation**
When a new CPD Accreditation is successfully completed, the information should be updated to the website. (Accreditation number, title, supplier, Number of points)
The update can be batch mode and can be initiated either as a push action to Web, or pull action from web, as may be decided at implementation time. Logging of CPD points on the website will directly make use of CPD Accreditation information.

**CPD Point Logging**
CPD point logging for Structured CPD points on the Web Front should make use of the available Accredited CPD activities only at time of entry. This will ensure data integrity before passing CPD logs to the Registration system.

## 10 Phases
Implementation of the system is required in a sequential phased approach, as follow.

### 10.1 Registration

#### 10.1.1 Registration of Persons
Person Registration information is maintained in the Person Table. This table contains a list of persons that are registered with the SAVC.

Note that other processes related to Registration, also impose information requirements on the registrant’s record.
Registration of Individuals shall be provided for the following cases

1. Qualified Persons Registration – people having achieved prescribed qualifications.
2. Registering persons with qualifications other than prescribed qualifications, after having passed the Council Exam.
3. Registering persons with qualifications other than prescribed qualifications, through peer evaluation or interview etc.

Statutory
It is a statutory requirement that a list with detail should be produced of all registered members.

Record Numbering (Example: ART09/9939, CD08/1234)

A unique number for identifying a registrant is assigned and consist of the following parts:
- Prefix (1-3 Alphabetic characters), denoting the type of registration.
- Year (2 digits), denoting the last two digits of the year when the person’s registration was activated for the current type of registration.
- A sequential number that is unique and is retained for the lifetime of registration with the SAVC, regardless of changes to types of registration.

Registration Status
- The current system does not allow for prerecording of data before registration is active. The results in manual preparation of the standard template sent to the Council for approval of the registration. (Similar for Authorization).
- On application for registration the applications information is to be recorded in the system. The initial status shall be New. Hence the system can extract information into documentation prepared for council approval.
- Once council feedback is received on the registration application, the status will change accordingly. Status is to change to Registered / Authorised once approved. A sub status is required indicating the following: Normal / Approved on Condition. This will allow for simple filtering conditional registrations.
- On the list of registrants it shall be possible to enter a Conditions Expiry Date filter, which will filter the list for any active registrations that will expire before the date.

This will require transformation of data migrated from VET2000/
- If Approved on Condition, the Conditions should be entered as well. If the status changes to a status with conditions the system should ensure that conditions are entered, before accepting the status change. If any condition has an expiry date the system should carry the earliest date over to a “Conditions Expire Date” on the registration registrant record. Changes in Registration Status field(s) values shall
execute validations to ensure that all minimum information is provided or that other conditions are met.

- The system should handle statuses in such a way that accidental status changes are not possible, (e.g. checking a checkbox on a screen). A separate function is to be executed to affect change in registration status, which may have a shortcut key combination associated.

**Registration Conditions**
- It shall be possible to enter multiple conditions of registration. (Also printed on certificate).
- Conditions may sometime be valid for a limited period only. The system should allow for entering an expiry date of the condition.

**Registration History**
- The current system record the Begin Date and End Date of the Current Registration, as well as initial begin date and end date. The system also records the removal date and last re-registration date.
- A detailed history entry will be created to record the event of change in registration status. This will reflect the date the old status and new status.

**Automatic Re-registration**
Re-registration of registrants within a 3 year cycle, are done automatically without Council approval. Only once maintenance fees become overdue for a sufficient period is the registration terminated.

- The system is required to support creating batch invoicing for relevant registrants at the applicable maintenance fees for the specific profession.
- No registrant detail history entry is to be made for automatic re-registration.

**Demographics**
Along with demographic information, it is required to specifically record the following specific information for statistical purposes.

- Ethnic Origin (African, White, Colored, Indian)
- Gender
- Disabled

Statistical analysis will not however be limited to this information.
Termination of Registration
Under certain conditions registration can become Terminated.

- The Current End Date will be set to the date the Termination becomes effective.
- The Reason for the termination is to be assigned, from a standard list of reasons. The standard list of reasons must be soft maintainable.
- The system is to ensure that Termination cannot be affected without selecting a reason.
- A detailed history entry will be created to record the event of Termination and reason.
- (Termination, Deregistration) shall in the future not be contained in a separate table. A record shall contain a field for the purpose to indicate if a record is removed (archived) from the official register. Thereby complexity of generating statistic from separate tables will be avoided.

Reinstitution of Registration
Reinstitution occurs under allowable conditions, e.g. when termination was done as the result of nonpayment, but due to accounting activities the payment was not applied correctly.

- In such case the Current End Date must be cleared, the reason for the termination be cleared and the status restored to Registered.

Archiving
Archiving can occur after a period of a registrant’s registration is inactive.

- Archived records should not be visible on screens used from day to day.
- Only inactive registrations may become archived.
- Information in other related tables (e.g. detail history) should be marked as Archived.
- Archived records shall be viewable from a separate user interface (form), or by applying a suitable filter.
- The Date of Archiving shall be recorded as well as the User ID performing the archiving.
- It shall be possible to do batch archiving to simplify archiving, e.g. Registrations terminated after a certain date.
- In rare cases that an undesired archiving attempt is performed, it shall be possible to clear the Archived indicator, by user intervention (and Archive Date).
- It also shall be possible to clear the Archived Indicator if Reregistration occurs after a long period of inactivity by a member which resulted in Archiving the record.
**Relationship and Statistical information**

Various entities regularly request statistical information from the SAVC, which has to be compiled on an ad hoc basis. Some information is maintained separately and making statistics generation complex. Some standard statistical reports are generated but are not implemented as standard reports in a system.

Members used to fill out a remittance advice sent to registrants, which also is used to collect relationship related information as well as statistical data. This information is critical for general statistics. This will now be generated from the online database.

- It is required to store a separate date that the statistical data for a member was last updated, accordingly.

**Relationship related Information**

It is required to record against a registrant what the preferred method of communication is, according to the following questions:

- **News Letter/ Bulletins:**
  - Email Only
  - Email and Surface Mail
  - Surface Mail Only
  - Login to SAVC Website to only view newsletter
  - Have Regular Internet Access.
  - Email address

**Statistical Information**

The following additional statistical information is required to be recorded for a registrant.

- It should be possible to update the master list of disciplines (soft configurable).
- It should be possible to update disciplines for the member from the master list.

**Sector**

- Private Rural
- Private Urban
- Locum
  - Private
  - Public/State Services
Public – National Gov – Veterinary Service
   Other (specify)
Public – Provincial Gov –
   Veterinary Service
   Other (specify)
Public – Local authority / Service Boards –
   Veterinary Service
   Other (specify)

Industry
Academia
Research
For “Other (specified)” options, it should be selected from user definable list.
This will support consistency in information recording, while providing flexibility to add to the standard list.

Private Sector - Disciplines
For professional in the private sector it is required to record the % of time spent in the following disciplines.
   Bird Practice
   Equine Practice
   Specialist referral + Specify (Pop-up / drop down menu)
   Small Animal Practice
   Animal Welfare
   Wildlife + Specify (Pop-up / drop down menu)
   Production Animal
   Mixed animal practice
   Research + Specify
   Academic + Specify
   Industry + Specify
   Exotic Animals
   SANDF + Specify
   SAPS + Specify

Retired Status
Not Retired
Partially Retired (% active)
Fully Retired

Specialist
Fields to be specified
Percentage active in field of specialization
**Foreign Status**

The following statistical information is obtained from Application for Letter of Good Professional Standing form.

- Local Full Time
- Foreign Temporary to Study
- Foreign Temporary (Less than 3 years)
- Foreign Full Time
- Partially Local and Foreign
- % Local Time

**Notes**

It shall be possible to enter freehand notes (with relevant date) against registrant’s record.

**Debtors Balance**

It shall be possible to see the debtors balance on the registrant’s record.

**Duplicate Records**

Tests shall be built in to the system to avoid creating duplicate entries in the register.

**Change of Grading to Specialist**

Changing a Veterinarian’s grading is to be handled as follow. Two cases are possible:

- Specialist with prescribed qualification,
- Specialist with non-prescribed qualification.

Note that if a Veterinarian obtained a qualification acknowledge as a prescribed qualification to become a specialist, he/she may apply for an inscription without registering as a specialist (normal inscription process).

- The system should record which of the two types of specialist is relevant.
- Registration as a specialist is billable.
- It is a precondition that only a registered veterinarian’s status can change to specialist status.
- A detail history entry shall be made to reflect the fact of change to Specialist grading.
- The Prefix and year indicator part of the registration number will change. The system is to record the preexisting number as was before in a separate field. The date of first registration remains intact.
- A master list of Specialty Designations is to be maintained on the system. A field is required to indicate if a specialty designation is an officially reserved by the SAVC (Reserved Designation).
- It is required to select the Specialty Designation from the above list on the registrant record. Specialists with non-prescribed qualifications often have a field of specialty that is not reserved.
• The qualification is recorded on the system (not as in inscription).
• A new certificate is to be printed and mail merge letter produced as with other registrations. The qualification is not printed on the certificate. The Specialty Designation (field of specialty) is printed.

4. Students
• Updating general information.
• New Student (the date of First Registration will be retained a first registration once qualified or eventually becoming a specialist).
  A detail entry shall be made to reflect the fact.
• Offsite Registration of newly Qualified Members.
  Final year students should apply for registration as qualified before becoming qualified. Information is received from the academic institution, once the student is actually qualified. Based on this information a preliminary “Offsite Payment Receipt” is printed from the system, and the academic institution is visited. Money is received and the signed receipt is handed to the students. At the SAVC office the actual receipts and invoices are posted in the system and sent to the registrants. This preferably should change to an online system or bank deposits accepted only with relevant invoice number.
• Note that for authorized persons may also be registered as students. Authorisation Record and Student records are maintained separately. (Example student with foreign qualification specialising in South Africa and performing services).
• Years of Study. The system is required to record event and date when increment became effective.
  The system is to reflect academic years study completed. This information is important for statistical information.

Reports
• Certificate of Registration.
  Alignment with preprinted Certificate is required.
• Register for Public
• Register for Members (more detail than for public).

10.1.2 Change in Surname.
Note that a Change in surname is not billable.
• A change in surname is to create a detail history entry.
10.1.3 Inscription of Additional Qualifications

Indication of additional qualifications may only be used by a professional against his/her name, if the qualification is inscribed by the Council and recorded in the Register, of which information is collected on the Remittance advice form.

- It is required that Additional Qualifications will be maintained in a master list to enforce consistency in data.
- Recording of an unlimited number of Additional Qualifications should be possible.
- The date the qualification is awarded is to be recorded, as well as expiry date if applicable.
- Making an inscription is a billable matter. The fee is per each qualification, regardless if multiple inscriptions are requested in a single application.
- Payment is received with the application for making the inscription. Subsequently and invoice is made out for the inscription, the payment is entered and applied against the invoice.
- Adding an inscription is to create a history detail entry.

10.1.4 Letter of Good Professional Standing (Persons)

Professionals intending to practice in foreign countries, require letters of good standing from the SAVC to foreign professional bodies. In addition, the request for a Letter of Good Professional Standing is an indication that a registrant plans to leave the country and provide an opportunity to gather information for statistical purposes and/or requires a letter for financial/contract purposes.

The letter is created by the Registration department. All guilt findings against a registrant (as result of complaints) must be reflected in the Letter of Good Professional Standing.

Issuing of a Letter of Good Professional Standing, should be reflected as a history detail entry.

Mail Merged Letters
- Letter of Good Professional Standing

10.1.5 Authorisations (Persons)

Authorisations apply to people not having acquired prescribed qualifications but has similar qualifications (e.g. from another country) or a need was motivated and competence assessment confirmed. Authorisation is only valid for a given period, which is fixed per profession. (e.g. valid for 2 years for Veterinarians and 3 years for Animal Welfare Assistants), where after authorization has to be renewed). Authorisations are required for all Animal Welfare Assistants (AWA).
The authorisation is linked to employment at a specific employer. Recommendation is made by Administration to the council. The authorisation decision is made by the Council.

The outcome of the authorisation process is that an authorisation Letter is provided to the applicant together with a Certificate of Authorisation and stipulation of conditions of authorisation.

- The system should record the Request for Authorisation Receive Date, and link the Employer (from Juristic Persons).
- It is required to enter qualifications of an applicant for authorisation.
- The system is to Record the fact that the requirements were received (date).
- Submission date of recommendation to council is to be recorded in the system.
- It should be possible to prepare MS Word Mail merged summary on Authorisation Applicants. Separate formats exist per type of registrant. One file is created per registrant type, covering detail on each applicant. (SAVC staff may further edit the electronic information. Approval of Authorisations is done by designated persons, by editing and commenting the MSWord file).
- The system should provide for recording and outcome of Council Decision.
- The system should provide for activating the Authorisation.
- The system is to assist managing expiry of Authorisation when conducting an annual review.
- It shall be possible to enter multiple conditions of Authorisation. (Also printed on certificate).
- Authorisation is billable and is done against a generic cash customer.

**Reports**

- Certificate of Authorisation.
- Alignment with preprinted Certificate is required.
- Agreement contract between employee, employer and SAVC

**Mail Merged Letters**

- Employer letter
- Applicant letter

### 10.1.6 Competence Specific Registration (Persons)

CSRs apply to experts with non prescribed qualifications, as a result of shortages in qualified persons. CSR is restricted to narrow specified fields of expertise. A CSR is granted on a permanent basis as long as specific work is performed linked to the scope of work of a specific employer.
• The system should make provision for recording multiple competencies on which basis
  the CSR is granted.
• The system should record the employer, by linking to the Juristic Persons.
• It should be possible on the Juristic Person to see the number of active CSRs. The system
  should allow drilling down into a list of CSRs.
• The CSR record linking the Person and the Employer is to separate from the Person
  record, so that a history of Active and Non Active CSRs remain in place.
• It shall be simple to obtain an onscreen list of CSRs and to navigate to the detail of the
  CSR from the list.

10.1.7 Record of Non-Registered Persons
The system is required to record non-registered people for various different reasons, i.e.
members of council outside of the profession, Visitation Team members from foreign countries,
monitors, examiners, inquiry body members/ experts, inspectors, Council Exam Applicants
before becoming eligible for registration etc. It is recommended that information is retained in
the same data table, with the status Other Non-Registered. Thereby conversion to a registered
member (if later applicable) is facilitated. As information requirements are to a degree different
than from a registered person, the information shall be maintained on separate screen.

It is required that the system make effort to detect possible duplicate entries. The ID number/
Passport number is to play a predominant role in this regard. Though the decision on whether
the record is allowed or not is to remain with the user.

The date the record is first created is to be maintained on the system and updated once both
initials and surname is entered, having been blank beforehand. The user that created the record
is to be stored.

10.1.8 Registration of Persons - MS Word Mail Merged Documents
Samples available on request

1. Print Address Change Acknowledgement
2. Print Surname Change Acknowledgement
3. Print Certificates
4. Print Hard copies of Register
5. Print Letters of Professional Good Standing
6. Print Removal from Register Notice
7. Print Authorisation / CSR Letters and Conditions of Authorisation / CSR
8. Print Qualification Inscription Acknowledgement
9. Print Re Registration Acknowledgement
10. Print Specialist Registration Acknowledgement
11. Print RD cheque [bank did not honour payment] letters
10.1.9 Registration of Persons - System Reports

People Statistics
Print Statements
Print Register

10.1.10 Registration of Juristic Persons (Business Entities)

Registration of two types of Juristic Persons is done, i.e. Closed Corporations or Incorporated Companies / Entities, the type should be recorded.

In the As-Is system these were classified under registration of persons. In the To Be system these shall still fall under registration but as a separate group of activities.

Exception for the fact business types is differently the process is the same as for registration of persons.

- The system should allow registration of New Facility.
- The system should allow updating information on a Facility.
- Removals (Termination of registration) should be done if a practice is closed or the member (principal of facility) is removed from the register. The data should be maintained within system even if registration is terminated. The date of termination should be recorded.
- If any member is changed, the fact should be recorded as a history entry.
- It shall not be allowed to change the physical address of a facility other than recording exceptional changes to street names etc by authorities.
- Registration of a Juristic Person is billable.

Reports

Mail Merged Letters

Produce unspecified Letters [generic letter] to facilities, either one facility at a time or a selection of facilities.

Merged MS Word letter

10.1.11 Registration of Facilities

Registration is carried out on the basis of an Application Form, Declaration and a Check List.

- The system should allow registration of New Facility – see complaints. The same date and tracking and status update should apply with a cutoff date to expect this to be handled and done. At the moment it is “open-ended” and vets wait very long for feedback on this
• The system should allow updating information on a Facility
• A facility always belongs to a Registered Juristic Person. Termination of Registration of a Juristic Person should be flagged on all facilities that belong to the Juristic Person.
• Each Facility is managed by registered Veterinarian or Specialist. This should be linked from the registered person. The system shall only allow linking of active registered person on the level of Veterinarian or Specialist. If the linked Facility Manager registration is terminated, this should be flagged on the facility
• Types of Facilities are as follow:
  o Consulting Room
  o Hospital or Clinic
  o Mobile service [facility] (has to be an extension of the services of a fully equipped Hospital or Clinic based on an application)
  o Heard Health Facility [Herd health practice based on an application for exemption]
  o Specialist Practice for Complimentary Medicine [Centre- at least two registered specialist have to be resident and available]
• It shall not be allowed to change the physical address of a facility other than recording exceptional changes to street names etc by authorities.
• It is required to reflect a list of inspections carried out on a facility (which could be Voluntary Inspections or as result of a Complaint.) or routine inspections [6–year cycles]
• It is required to classify a facility by Urban Classification (e.g. Urban, Semi Urban, Rural) from Urban Classification.

10.1.12 Facilities Exemptions
When not meeting requirements, facilities can be exempted, for a limited period. Example of such Facilities are
• Herd Health Facility
• Specialist Practice for Complimentary Medicine
• Community Engagement (Veterinarian is accredited, not the venue)

Requirements:
• Record the period start and end.
• Record the type of facility
• Link to an accredited veterinarian
• Record staff
• Record fact of completion of checklist (Date and User ID).
• Record Inspections Committee
• The system should facilitate the ability to indicate a time period within which a deficiency should be rectified.
10.1.13 Inspections of Facilities

As Is, inspections can be Voluntary or as result or of a Complaint. Complaint Inspections are not billable (See Inspectorate). Voluntary inspections are billable. In the future cyclic inspections will become mandatory.

Inspection Records

List of Facilities

History of Inspections

Minimum Required Exemption List.

Enter list of exemptions for a particular facility or an accredited Veterinarian (community engagement), herd health practitioner, alternative vet. Pract. The expiry period for each should be entered.

If any condition is to expire, an automated (batch) alert should be created 3 months ahead of time.

Complied Facilities

Inspections in Process Report

The system shall provide indicators of the number of facilities falling in each of the following categories

- Compliant
  - No inspection yet
- Accredited
  - After Inspection
- Non-compliant
- Exempted.

It shall be possible to show a list of facilities directly from each above indicator.

To-Be

→ Requirement to know in which sector each person is involved. Private Rural and urban. Rural: Production and Companion Animal, Wildlife. State Veterinarian; Pharmaceutical or other Industry; Academic; Academic or Research; Active, Semi Retired, Fully Retired.

Other Specified. Field of Specialisation (for Specialists)

Facility Inspection Reports

Samples available on request
1. Notification of inspection Letter
2. Appointment of Inspector Letter
3. Inspector reports outstanding
4. Inspector report received
5. First Request for Comments
6. Principal comment outstanding
7. Inspections Committee Report
8. Preliminary Notice of De-Registration
10. Final Status Letters
11. Compliance/ accredited certificate
12. Intent Letters Outstanding
13. Compl Letters Outstanding
14. All current Inspections

10.2 Financials

- It is a problem that invoices made out in VET2000 sometimes just disappear. This should not be possible in the new system.
- The Financial aspects of the system should operate according to GAAP General Accepted Accounting Principle. Invoices shall meet statutory requirements for invoices.
- It is a problem that the cash book in Quickbooks is always 3 months behind. The situation should be significantly improved.
- It is a problem that a financial transaction in Quickbooks can be changed after having been entered. This should not be possible in the financial system. Proper additional entries are required for any reversed transactions.
- Income relevant to registration maintenance should be allocated separately in the financial statements for different professions.
- Income for authorisations for Veterinarians and nurses should be allocated separately in the financial statements.
- It should be simple to immediately see how outstanding balance on a member is made up, if an enquiry is received.
- Tracing financial information between two separate systems in the As Is scenario is highly time-consuming. It is required to handle all financial information in a single system.
- Payments shall be applied (allocated) on Customer, as well as invoice level. Where applicable invoice is not clear at time of entering payment receipt, but the customer is identifiable, application will be against the customer only. It shall be possible to reverse allocations of customer payments. Improvements to the As Is scenario where payments are entered twice in the debtors system and financial system shall be desirable.
- Reconciliation as result of utilizing as separate financial system debtors control accounts and debtors system shall not be required.
• A report or on screen facility shall be provided that list all unapplied entries (invoices and payments) to facilitate management thereof and to reduce time required.

• A performance indicator shall be provided that reflects the value as well as number of unapplied payments to facilitate high level management.

• All unknown payment shall be applied to a specific customer specifically created for this purpose. The value shall be represented in the financial statements in a separate control account and reconciled separately.

• It is a strategic goal to reduce the complexity of management unallocated payments due to customers not providing sufficient details when making payments. Possibilities of utilizing Web support for this purpose is required, as far as may be feasible.

• **Debtors Management** The system shall allow for seeing total customer debt as well as detail that contributes to the current debt.

• Debtors Account numbers shall be the same as registrants’ registration numbers, where applicable.

• **VAT** The system shall support simplicity for the process of VAT submissions to SARS.

• It is a premise that SARS requires reimbursed allowances are reflected on the IRP5. Since these are created electronically by VIP Payroll, reimbursements will be done via VIP Payroll and is to be imported from the envisaged interface with the financial system. The expenses are to be allocated to the correct expense accounts.

• Decisions shall be taken on implementation to what degree Journals based on the VIP interface are summarized or posted as detail entries.

• Persons appointed by the Council and remunerated in a minority of case may insist on issuing invoices. In such cases remuneration will be utilizing normal creditor processes.

### Periodic Financial Events

- **31 Mar** Financial Year End.
- **01 Apr** Invoices
- **30 Jun** Statements on overdue accounts
- **30 Sep** Statements on overdue accounts
- **01 Nov**
  - Statement, Letter of Termination of Registration sent, with attached Application for registration.
  - Write off invoices by means of creating Credit Memos. The original income account should be affected as well as VAT.

The scope of the financial process of the system is defined a follow. As these are standard financial system requirements, these are not elaborated on.

Tight integration with registration information is required.
**General Financial**

- Chart of Accounts Maintenance
- Bank Reconciliation
- Receipts (Bank) (Cash is not received by the SAVC)
- Cheques Receipts
- Bank Deposits (Cheques)
- Small Amounts Write Off
- Management Accounts and Reporting
- Capital Budgets
- Operational Budgets
- Fixed Assets acquisitions and Depreciation
- Report Actual vs. Budgets
- Cash Flow
- Expenses Recording
- VAT Submissions and Payment and Refunds
- Journalize Salary Expenses, Statutory Deductions, Statutory Payments.
- Other Deductions
- Salary payments
- General Journals and recurring journals
- G/L Budgeting
- Financial Controls

**Sales / Debtors**

- Customer Maintenance / Block unused accounts
- Sales Invoices
  - Sales for first time registration
  - Sales of annual Maintenance
  - Sales of Registers to the Public
  - Sales of Penalties in case of Convictions
  - Sales - Change of Surname
  - Sales of Authorization
  - Sales of Authorization Letters
  - Sales of Letters of Good Standing
  - Sales Updating of Additional Qualifications
  - Sales of Replacement Certificates
  - Sales of Re-Registration
  - Sales of Advertising Space
  - Sales of Fines
  - Accreditation of Facilities (To Be)
  - Sales of Council Examinations
  - Add hoc sales
10.3 Legal Department

The Legal Department handles two major standardized processes, i.e.

10.3.1 Complaints against Members

(Complaints and associated Investigations are handled by Legal Administrator up to before point where the Inquiry Body becomes involved. The process of the Inquiry Board onwards, is handled by the Legal Director who acts as pro forma prosecutor).

Information is maintained in Vet2000 system, As Is. While VET2000 makes provision for Tribunals (Inquiry Bodies), this is currently not utilized by the SAVC.
The screen below summarizes information requirements. The screen show standard statuses.

- Manual numbers are assigned as is assigned to complaints are to be used to identify the complaint. The system is to introduce automated numbers
- Register details on the complainant, which can be a member of public, a registered member, or Council itself. Enter a short description for the complaint.
- The complaint should be linked against the member.
- It should be possible to see the Complaints history against a member (from the member’s registration record).
- The system should provide for a short description of the complaint and classification of a complaint. The classification codes should be from a list which can be defined by users. Classification is for the purpose of supporting statistical analysis which is only possible if consistent classifications are used.
- It should be possible to see a list (screen, not a report) of active complaints, current status and critical dates. It should be possible to navigate to detail of any given complaint from the list.
- It should be possible to record a Last Activity Date and Activity Type and Next Review Date.
- The Activity Type is required to be selected from a standard list for complaints. The user should be able to freely add to the standard activity types.
- It should be possible to sort the list by any of the Dates and by Member Surname. It shall be possible to filter the list any field show on the list.
- It should be possible to link to electronically stored correspondence.
- **Notes.** It should be possible to type free text notes related to the complaint and enter a date for the note.
- Besides the status, a general ‘Open Status’ is required to indicate whether the complaint is Open or Closed.
- A Complaints Management screen is required that will show the following KPIs:
  - Number of open complaints
  - Number of complaints of which the Review Date is overdue
  - The age in no. of weeks of the oldest complaint over due for review
  - The age of the oldest complaint
  - No. of Open Complaints by Receive date in following categories
    - Current Month
    - -1 Month, -2 Months, -1 Quarter, -2 Quarter, -3 Quarter, -1 year, -2 years, Older.
  - No. of Closed Complaints by Closure Date in same categories as above.
  - Average number of weeks before a complaint is closed, taken over 24 months.
  - No. of Guilty Findings – Government Gazette Publication pending.
  - It shall be possible to drill down on any of the KPI to a list reflecting the records making up the count.
• It should be possible to obtain a list of all complaints with a Guilty Finding of which a Government Gazette Publication Date is not recorded, of which a period of more than a year has lapsed since the finding.
• Closing checks:
  o If a fine is relevant, it should be possible to link the invoice and outstanding amount on the on the complaint screen. As outstanding amount becomes part of the debtor’s process, outstanding payment will not uphold closure of the complaint.
  o A verdict and the date have to be entered before closure is carried out.
  o If a guilty finding is evident, the date of publication of the finding in the Government Gazette is to be recorded.
  o Closure is not possible without a closure number. This is used for tracing the paper file once closes.
  o A function is to be performed on closing, employing closure checks. The function will record the user and the date of performing the closure. This is to be reflected as non-editable information on the screen.
  o It is only possible to change the Open Status to Closed, for valid sub statuses.
  o Once a complaint is closed, it should not be possible to edit any of the complaint information. For some of these sub statuses, not all the closing checks are required.

Guilty Finding

A guilty finding Record is to be created for any Guilty finding

A guilty finding should be linked

to the relevant member

the complaint

to the inquiry

It shall be easy to navigate to any of the linked records

It shall be easy to see a count as well a list of guilty findings against a members

⇒ It is possible that more than one Veterinarian is involved, in which case the complaint split in multiple parts, per veterinarian. One hearing [inquiry] could be used to group similar complaints. Each complaint is fed back separately to each complainant.
More than one meeting can be held for enquiry meetings. Require to record date of each meeting and tribunal members.

Outcome of hearing is Guilty, or Not Guilty.

Possible Outcomes:
- Fine
- Registration Revoked for a period. Suspended sentence suspended for a period
- Deregistration [registration withdrawn]
- Have to do a CPD course.
- Write an article
- Sit the SAVC’s registration examination or part thereof

The registrant, guilt finds and the relevant Inquiry Bodies’ members should be information retrievable when new Inquiry Bodies are appointed for the particular registrant

Multiple complaints one VET.
Multiple VETS, one complaint.
Findings against a member must be reflected on Letter of Good Standing.
Record the fact that a copy of the publication is filed.

Mail Merged Documents

- Letter to Complainant
- President’s Letter (to Veterinarian)
- Letter to Veterinarian (Legal letter, 60 days to respond)
- Investigation Committee decision to both parties
- Appeal committee

Record of status changes that occurred, with date and user that carried out the status change.

Record of Tribunal Members and roles.
The VET2000 screen above reflects status changes through which a complaint can go. Note that CNL (Council Review) has been replaced with Appeal Committee Review.

Note that if IB stage was reached and concluded the case is closed. If member decides to appeal, the case is reopened for appeal and closed once Appeal has been concluded. Likewise, if there is a High Court review, the Complaint is reopened and finally closed when concluded.

If High Court or/and Appeal Committee overrule a guilty finding record, the guilty finding is to be removed from the registrant’s record. The administrator is to configure an audit trial to record such deletions.

The system is to record separate outcomes for IC, IB, Appeal Committee and High Court.

**Reports**

Reports are manually submitted to Council

Regular 3-monthly reports should be retrievable on:

- Number of complaints received by Investigation Committee [IC]
  - Specified what the complaints relate to
- Number of complaints with no grounds
- Number of complaints referred to Inquiry Body [IB]
- Number of guilt findings
- Number of non guilt findings
- Number of reviews referred to Appeals Committee [AC]
- Number of Reviews concurred with IC/ IB/ AC
- Number of Reviews not concurred with IC/ IB/ AC
Mail Merging

A standard “Tribunal Letter” should be created from the complaint screen.

Respondent

Complainant

10.3.2 Routine Inspections

Routine Inspections are handled by the Director Registrations. This process is expected to be introduced by beginning of 2014.

915 facilities will be inspected in a 6-year cycle

Inspectors will be appointed. 3 Facilities can be inspected in one day

The principal of the facility will comment on the inspection report and the Inspections committee will receive the report and comments and will make recommendations to Council

10.3.3 Criminal Complaints

Criminal complaints are handled by the Director Investigations. Associated inspections by the Inspectorate will be handled by the Director Legal.

VET2000 was not used for recording criminal complaints.

Criminal complaints are both complaints against veterinarians as well as members of the public, Typically a layperson providing veterinary services without being registered with Council or a non-registered professional [i.e. doctor, pharmacist, natural scientist etc.] who render services outside the scope of their practice. The nature of the process between registration of a complaint and finalization is \textit{ad hoc} in general. If a court case goes to higher courts, the court case number is retained.

- The system is to assign an automatic number for a complaint.
- The system should provide for a short description of the complaint and classification of a complaint. The classification codes should be from a list which can be defined by users. Classification is for the purpose of supporting statistical analysis, which is only possible if consistent classifications are used.
- The system is to allow recording details of complainant(s). There could be multiple complainants for a complaint.
- Record the details of layperson(s) details against which a complaint is laid. It should be possible to link more than one persons.
- Record date when the alleged transgression has occurred (or period thereof).
- Record the address where the alleged transgression has occurred.
- Record Complainant Details (if applicable).
• The system should provide for a short description of the complaint and classification of a complaint. The classification codes should be from a list which can be defined by users. Classification is for the purpose of supporting statistical analysis which is only possible if consistent classifications are used.

• It shall be possible to enter freehand notes (with relevant date) against registrant’s record.

• It shall be possible to enter a next follow up date and next follow up action for the complaint, to assist with planning.

• An affidavit is required from a complainant and a link is to be made to the electronic copy.

• Provide for recording date reported with SAPS, Case Number, and police station of registration.

• The system is to allow for linking a folder where electronic copies of documents are stored.

• Record and inspection date if an inspection was carried out. It shall be possible to create a link to the electronic inspection report.

• Record court case no. Record Outcome - Conviction / No Conviction, date of verdict.

• Once the complaint is closed, it shall not possible to change information on the record.

• It shall be possible to see a list of Criminal Complaints and important statuses or dates that reflect progress. It shall be possible to navigate to the details of any record from the list.

**Mail Merged Documents**

- Letter to Complainant
- Letter and affidavit to SAPS
- Letter to other professional boards

### 10.4 Education Department

#### 10.4.1 Visitations

Visitations are not currently handled in a system.

- The system will assign a Visitation No.
- Creation Date, Institution, Faculty, Qualification/s [programmes] (linked from master tables).
- Link a folder containing electronic information for the visitation.
- Record Planned Milestones, planned milestone dates and actual completion dates.
• Recording each meeting, short description and date.
• Date Self Evaluation Report [SER] is sent, Date SER is received.
• Recording of team members linking team members to Visitation. (Either from registrants or from Other Unregistered persons). Assign role and identify visitation Team Leader.
• Record Visitation Date.
• Assemble Visitation Evaluations Chapters for the specific Visitation from Visitation Chapters Master List.
• For each chapter enter achieved results as follow: Score, Number of deficiencies, Number of additional recommendations (not related to deficiencies).
• Manage Two-Year Post Visitation Checkpoint. For each chapter enter a conclusion: No. of Deficiencies Unresolved, No. of Recommendations not fully implemented.
• Enter Council decision of Acceptance / Non Acceptance and Date. (This will close the Visitation). Refer to registration and legal sections.
• The system should not allow any changes to information once the Visitation is closed.
• A list of visitations should reflect the No., Institution, Faculty, Qualification/ programme, Planned visitation date and whether the Visitation is open or not. It shall be simple to navigate from the list to a Visitation Record and vice versa.
• It would be advantage if total costs of the Visitation can be summed, depending on feasibility.

10.4.2 CPD Accreditation
Accreditation for training and similar activities is required, to be able to award Structured CPD points to participant.

• The system is to do automatic number assignments for CPD Accreditation applications.
• The name, address, contact details and name of the activity is to be recorded.
• Checks are performed according to check lists. The system only need to record the date when the checklist was successfully completed.
• A folder is to be linked to the record containing electronic information related to the application.
• Record date sent to Accreditation Committee.
• Record Committee decision, date decision finalized, and no. of points. Activity Type. Activity Duration. Broad segmentation of topic.
• Record reason for declination.
• Action Update to Website. It is required that the website return positive acknowledgement of receipt of information.
• Closure of Application.
• KPI Screen: Number of incomplete applications, Age (days) of oldest incomplete application, Average duration receipt to closure - last 6 months. Rolling 12 month number of applications, 12 Month Declination ratio (%).

10.4.3 Subject Monitoring

System Requirements are as follow

• Create record for each subject to be monitored for the given year [based on 6-year monitoring programs], according to the following categories:
  o Undergraduate prescribed qualifications - each year specified subjects as per programs
  o Post graduation if there is an examination, every 2nd year if reports are positive.
• Maintain Institutions Master List, flag those for which qualifications are accepted.
• Maintain Subject master list and exam frequencies, Institution where presented.
• Link monitored subject with assigned Monitor/s (registered persons or in exceptional cases others) one or multiple monitors per subject. Record Appointment Dates (Appointment Approved, Start of Appointment. Termination of Appointment). (See section on appointments). Create appointment Activation. The system will automatically assign No., create an appointment record with a link back to the Monitoring No.
• Perform checks according to checklist and record date when checklist was finally performed in full.
• Link folder where for associated electronic documents is stored.
• Record Dates of the Following Events
  o Letter to Institution
    Inform institution, request relevant information and exam dates.
  o Received Marked Answer sheets and memorandums.
  o Letter Monitor Report to Institution
  o Distribute information to monitors.
  o Exam Attended [only oral/practical examinations are attended]
  o Report received
  o Report sent to institution for comment.
  o Report and comment referred to Education Committee and Committee on specialisation.
  o Recommendation ito report and Institution comments submitted to council.
  o Submit reports, comments and SAVC decision to the Council on Higher Education (CHE)
• Ensure remuneration of Monitor is complete once report is received. (Due to advantages of linking costs in an integrated system, delaying closure while awaiting remuneration may be unnecessary – to be discussed).
• Closing of Monitoring Process once concluded. Batch closing shall be possible. A closing date shall be recorded as well as the user that performed the closure. It shall not be possible to change information on a monitoring record once closed.

Mail Merged Letters

• Appointment letter
• Letter to Institution
  Inform institution, request relevant information and exam dates.
  Marked Answer sheets and memorandums
• Letter submit date to monitor
• Letter submit marked answer sheets and year marks to monitor
• Receive report
• Letter Monitor Report to Institution
• Letter Accompanying Report and Council decision to CHE

10.4.4 Community Service (CSS) Process Support
( CCS will fall under registration. Registration will be staggered [partial registration])

• Community Services by students following graduation will be introduced as a new process. The process is managed by Department of Agriculture, Forestry and Fisheries.

The system is required to support the following:

• Enter CSS year on student record.
• Link Student to Facility for CSS year (CSS Facility) from facility list.
• Produce Report of Students and assigned facilities.

Mail Merged Letters.

• Acknowledgement Letter to Applicant (inform that information is incomplete).
• Letter to Applicant, incomplete information.
• Declined Letter.
• Confirmation Letter.
• Letter containing Certificate. (May be alternative be implemented as a Report).

10.4.5 CPD Logging

Registrants have to accumulate a set number of Continued Professional Development Training points within a 3 years cycle. CPD Cycles end annually 31 March.
• The system is required to select a random sample of a configurable number of registrants (currently 250) for which the cycle has completed. These registrants will be required to provide proof of logged CPD points.
• The 250 registrants should include previous defaulters.
• A soft configurable Random sample size values should be specifiable per registrant type (i.e. per profession). This will allow utilizing different sample sizes per profession.
• The date the registrants last were last part the Random Sample Should be registered by the system. The field should not be editable by users.
• It should be possible to filter these sample of registrants based on the sample date.
• Cycles should be defined in a central list of cycles specifying the Cycle type. (Also applicable for purposes other than CPD logging). The cycle reoccurrence interval must be specified and the next End of Cycle Date.
• It shall be possible to link a cycle to a registrant, on registrant information screen.
• CPD Points are logged in separate categories, i.e. Structured Activities and Unstructured Activities.
• It shall be possible to see a list of Registrants, CPD Points and Cycles. It shall be possible to filter Registrants by CPD cycle, No. of points in Structured and Unstructured Activities.
• It shall be possible to enter points, Accredited CPD Course (linked from CPD accreditation), Cycle specific- the exact date of activity is not relevant. For structured points (as opposed to just entering total number of points). This will assist in future statistical information on attendance of different types of courses / events. Cycle Start and End Dates should be updated automatically for the entry recorded.
• Unstructured CPD points [per cycle] shall be entered as a simple period.
• It shall be possible to drill down on the number of CPD points shown on the Registrant Information Screen, to see what it consist of.

10.4.6 Council Exams

VET2000 is not used for Examinations. (Professional Assistant – Education Section), but is to be handled by the new system.

Exams are executed as Computer Based exams (CBE) and Oral/Practical examination. For most profession types, both CBE and Oral/Practical is required. For Veterinary Technologists, only the CBE is required. The system is not involved in execution of CBEs. A candidate knows the outcome of the exam immediately afterwards, and is hence not informed of the outcome afterwards.

A council exam is required to written for anyone not having acquired prescribed qualification in order to become Registered (or Authorized). This typically is someone with foreign qualifications wishing to practice in South Africa. Council exams are taken in September. Applicants are required to pay by April. Applicants not having paid by June are removed as applicants.
• It shall be possible to create a new exam in the system and record relevant dates and events. It shall be possible to select the profession type to which the exam applies. It should be possible to enter a short description for the exam.

• Capture Exam Applicants.
  An application to write the council exam is accepted based on conditions in a checklist. The Council normally only obtain number of exam candidates information from administration and not the full list. Having carried out the check list with successful outcome is to be recorded by the user. The system should register the user and date of acceptance. If conditions of checklist are not met, the application is declined and the applicant informed.

• An applicant makes a payment without receiving an invoice in general. If the Employer insists on an invoice before making payment, an invoice is made out and the payment is applied against the invoice. The payment is hence mostly recorded against the income account directly and potentially against a customer in addition. This influences how the system might be able to link a candidate to a payment. Positive fact of payment processing is a precondition to attendance of exam.

• Nominees (examiners) leading to appointment by Council will be recorded in the system. (Declined nominees should be retained in the system for future reference).

• Record the fact the council was asked to elect nominees and date. Record date that appointments were received from council.

• Reflect on the appointed registrant the number of events he had been appointed as registrant. Allow drill down to a list of the exam events the registrant was appointed.

• Reflect the number of council exams a member participated in. Allow drill down from the total to a list of the exams participated in.

• Exam officials are always appointed from the relevant profession and hence have to be linked from the registrant records, utilizing RDBMs abilities of the database. The following roles are appointed by EDUCOM (Education Committee)
  o Examination Officer
  o Moderator
  o Examiners

I.e. both the member and his role should be linked to the given exam.

When viewing the exam record, it should be possible to see the list of candidates and appointments. A master list of possible roles is required that is soft maintainable.

• Recording of Results for the CBE and Practical / Oral outcome is required per applicant.

• Once the exam is ‘closed’ in the system, the record and related records should be locked to prevent further changes.

• Dates for progressive status changes should be maintained to assist management and monitoring of the process.
• Details of applicants that have not paid by June which is removed from the candidate list for the examinations need to remain in the other Non-Registered Persons list, so that information is maintained if application is done in the following year.

Mail Merged Letters

Applicants: approved candidate letters
Examiners: appointment letters
Applicant result letters

Reports

• Applicant List and Numbers – Reported to Council.
  Applicant Motivations will be maintained outside of the system. Electronic documents are required.
• Appointments by the Council EDUCOM for the exam will be recorded.
• Exam Statistics.
• Result sheet for candidates for particular exam.
• To Be: Generate attendance register for candidates.
• To Be: Generate attendance register for examiners.

10.5 SAQA Requirements
The nature of SAQA Requirements is to be described. Focus on the objectives to be achieved, rather than how it should be achieved.

11 Committees
Various types of committees are evident, of which are standing committees and others are per case committees. Of which one example is the future Suspension Committee for which a new bill is being drafted.

An example is the new Suspension Committee that is planned. Subject to changes in legislation, this committee will be activated for Suspensions of registrants, if the same registrant has guilty findings for similar matters and a new complaint is received.

• To best meet these current and future committees it is required to manage a Committee Type master list of freely definable, along with an option to indicate if it is a standing committee or temporary committee.
• In addition it should be possible to have Committee records. For each Committee record, it should be possible to enter the Date of Commencement and Date of Termination can be entered, as well as whether the committee is active or terminated. The type of committee should be selectable from the Committee Type Master List.
• It should be possible to link several registrants or non-registered persons to a Committee record on the same screen as where Committee records are maintained. Linking the committee member, should keep record of the registrant type as at that point in time, date formal activation becomes active as a committee member, date of termination if preliminary terminated and role for each member of the committee. Members are recorded as at the time. I.e. if a surname is changed or a veterinarian becomes a specialist afterwards, the committee record will not be updated with the new information.
• Once a temporary committee is terminated, it should not be possible to alter information regarding the committee or its members.
• If a standing committee reaches end of term, the record will be terminated and retained. A new committee record will be created for the new members.
• A live list of current standing committees by type should be available. It should be easy to navigate to any standing committee’s record from the list.
• A ‘where used’ function should be available to retrieve any complaints or other records where the committee was linked.

12 Appointments by Council

The council appoints registrants and external people regularly for activities like Subject Monitoring, Inquiry Bodies, Inspections, Examiners, Moderators, Public Relations events, Meetings, Visitations, and Inspectorate Investigators etc.

• It is required to monitor costs related to appointments effectively.
• It is required that the system assign an automated appointment approval number when an appointment is approved by the council.
• An automated appointment record is to be created with a link back to the source record of appointment. The record shall indicate start date of appointment, date approved by council and a termination date. A termination date will be mandatory, and shall be estimated if unknown.
• Financial transactions are to record appointment numbers when processing cost transactions. (Costing is to be exclusive of VAT if VAT is applicable).
• The system shall be able to produce a list of all appointments which can be filtered for any given period, according to any of the dates [especially within the financial year and/or cycles/ terms]. The list shall record the first date of cost, last date of cost and total accumulated cost. It shall be possible to drill down to the source of costs.
  ○ By implication, VIP Payroll is to utilize the same number for separate remuneration activities, for allowing effective recording of costs via the interface between the systems.
13 Source Data Maintenance

The following is a summary of master information lists, identifying types of data and similar for informational purposes. If a master data list is specified elsewhere and not indicated here the relevant specification will prevail.

- Fees
- Employment Sectors
- Sectors
- Private Sector Disciplines
- Public Sector Disciplines
- Industry Sector Disciplines
- Speciality Designations
- Charge sheets for Disciplinary Inquiries
- Foreign Councils
- Committee Types
- Profession types
- Academic Institutions
- Faculties
- Subjects
- Countries
- Post codes
- Province
- Urban classifications

14 Incoming Mail

All incoming paper based mail will be scanned by a document scanning system. The scanning system is not part of the system scope specified here, but is mentioned for the purpose of understanding hand over between processes.

Files will be stored electronically as PDF (or similar format) and will be stored on the file system. The filename will include the assigned number as part of the file name, as well as the received date.

The system shall for strategic events record the received date with the purpose of reviewing organizational response times and to improve interactions with stakeholders.
15 Outgoing Mail

All outgoing mail shall include a reference number to reference the case number and where applicable the member’s number.

The case number in the context of this document refer to a given complaint number, inspection number etc.

Master Check Lists

Master Checklist should be maintained in the system.
A master checklist should be copied to a checklist worksheet for a given activity. It should be possible for the user to indicate in the work sheet which action had been performed. The system should record the User ID and Date when the user verified execution.

16 Other Statistical Information

- Council Appointments
  Filtered for any period (by Date Appointed, Effective Start Date, Effective Termination Date).

17 Master Periodic Cycles

It is required to maintain a master list of periodic cycles, defining reoccurrence cycles and events. The purpose is to define dates at which events occur and to link this periodic batch jobs that should be executed, where applicable.

Currently the following cycles are known.

- 1 year [members]; 2 year [authorised persons] and 3- year [authorised persons] registration cycles for members.
  Events:
  - Maintenance Billing
  - Statements Generating
  - CPD logging
  - Expiry of current registration/ authorisation
- 6- year registration cycles for inspections of facilities/ accreditation
- 6-year cycles of monitoring of subjects
- 6 to 10 year cycles for visitation of institutions
- Council 3-year terms (1 Aug to 31 July)