Document Information	
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NUnite Admin Policy Procedure Document

Document Overview	
Organisation	NUnite
Department/Service	NUnite Administration
Target Staff	Admin Team (NUnite Administrators)
Policy Created	5th March 2021
Effective From	29th April 2021

Policy and Procedure Overview
This document provides an administrative framework for the Administration Team of NUnite. This framework provides guidance towards policy procedures and outlines instructions for managing, maintaining and controlling information which falls under administrative work. This document should be strictly followed and referred to when carrying out administrative tasks and procedures.

Admin Section	
Administrator Responsible	Rajan Makh
Approved By	Rajan Makh
Approval Date	29th April 2021
Contact Information	rajan.makh@nunite.co.uk

Signature

R. Makh

NUnite Administrator

Version History						
Version	**Status**	**Reviewer**	**Date**	**Description of Changes**	**Next Revision Date & Notes**	**Author**
1.0 (Draft)	N/A	Rajan Makh	05/03/21	The NUnite Admin Policy Procedure Document was created.	09/03/21 – Create/Update policy sections within the document.	Rajan Makh
1.1 (Draft)	N/A	Rajan Makh	09/03/21	The document has been updated. **Sections Created/Updated:** 1.0, 2.0, 3.0, 4.0, 5.0, 6.0.	29/04/21 – The updates made to the document will be reviewed once the NUnite platform is complete.	Rajan Makh
2.0 **Active**	Approved	Rajan Makh ***Confirmed with NUnite Admin Team***	29/04/21	The document has been completed and is now active. **Effective from 29/04/21.**	01/06/21 – The document will be reviewed to ensure all policies are up to date.	Rajan Makh

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1.0 INTRODUCTION

1.1 PURPOSE/RATIONALE

The NUnite Admin Policy Procedure Document provides an administrative framework for the Administration Team of NUnite. This document gives an overview of the policies set in place for the management of the NUnite Application. In this document, you will find all the necessary information regarding admin procedures and protocols.

1.2 DEFINITION

The NUnite Admin Policy Procedure Document is a formal document providing NUnite admins a clear and concise outlook on the policies and procedures set for the management of the NUnite Application. This document serves as a guide to NUnite admins and should be referred to when carrying out administrative procedures.

1.3 DISCLAIMER

This NUnite Admin Policy Procedure Document has been created based on the prototype designs of the NUnite Admin Panel. The document will be updated accordingly once the development of the NUnite platform is complete and when it is active.

2.0 DOCUMENT CONTROL

2.1 VERSION HISTORY

The Version History section is located on Page 2 of this document. This section should be updated each time an amendment or revision is made to the NUnite Admin Policy Procedure Document. The author is responsible for making amendments and updating the Version History table with the admin. The amendments should be reviewed and approved by an Admin. Please refer to sections **2.1.1 - 2.1.6** for more information regarding the Version History table.

2.1.1 Version

The version number of the document should be stated here. Please refer to the table shown below to understand how version numbers are set.

Version Example	Description
1.2 to 1.3	If a minor change is made to the NUnite Admin Policy Procedure Document, it should be indicated by making an increment to the digit after the decimal place of the version number. These changes include the addition and modification of information in the sections and any other minor changes such as spelling and grammar corrections.
1.3 to 2.0	If there is a major update that is made to the NUnite Admin Policy Procedure Document, it should be indicated by making an increment to the whole number of the version number. Major changes include the addition of new policies or sections to this document.

2.1.2 Status

The status of the amendments made is required here. The admin should review the changes made and decide whether the version/amendment is complete and follows NUnite guidelines. Based on this information, the status can be set to approved or deferred.

2.1.3 Reviewer

The first and last name of the admin involved in the reviewal process should be stated here. It is required that the admin has looked over and reviewed the amendments before completing the approval section. If there is more than one admin involved in the reviewal process, the section is required to contain all the admins involved.

2.1.4 Date

The date of when the admin has reviewed and approved the amendments made to the NUnite Admin Policy Procedure Document. It is required that the admin has looked over and reviewed the amendments before completing the approval section.

2.1.5 Description of Changes

The author should document all the amendments that were made throughout the NUnite Admin Policy Procedure Document. It is required that the author makes a note of all the changes/additions made within the document for a record to be created. Admins will also refer to this section when reviewing any changes made within the document.

2.1.6 Next Revision & Notes

In this section, the admin should set a date for then the next revision of the NUnite Admin Policy Procedure Document is going to be held. The admin and author should also write any necessary notes that are applicable to the revision.

2.1.7 Author

The name of the author involved in making amendments to the NUnite Admin Policy Procedure Document should be stated here. If there is more than one author involved making the amendments, then the section is required to contain all the authors involved.

2.2 DOCUMENT AMENDMENTS

Only NUnite administrators have permission to make amendments to the NUnite Admin Policy Procedure Document. All other documents are managed by the NUnite Team unless specified.

2.2.1 Making Amendments

When making amendments to the NUnite Admin Policy Procedure Document, it is important to follow NUnite guidelines. Before making the amendments, the author should create a copy version of the latest document to ensure the active document is not overwritten. Once all the amendments are made, the author is required to fill in the Version History table to document the amendment process. Please refer to section **2.1 VERSION HISTORY** to understand how the Version History table is completed.

2.2.2 Amendment Approval

Once an admin has reviewed the amendments, they will fill the Version History table. If the status says approved – the document has been approved and no action is needed.

2.2.3 Amendment Refusal

Once an admin has reviewed the amendments, they will fill the Version History table. If the status says deferred – the document has not been approved and requires action. The Version History table will provide reasoning as to why the document amendments were refused. You are required to rectify the issues and resubmit the document for review.

2.3 DOCUMENT REVIEW

Only NUnite administrators have permission to review the NUnite Admin Policy Procedure Document. When amendments are made to the NUnite Admin Policy Procedure Document, it is important for the admin to review the document to ensure all the changes follow NUnite guidelines.

2.3.1 Reviewing Amendments

In order to review the amendments, you will need to refer to the Version History table located on Page 2 of the NUnite Admin Policy Procedure Document. Here, the author will have stated what amendments were made throughout the document. You are required to check through the amendments to ensure they follow NUnite guidelines.

2.3.2 Documenting Approval

If you have reviewed all the document amendments and ensured they comply with NUnite guidelines, you are required to complete the Version History table to provide approval evidence. Please refer to section **2.1 VERSION HISTORY** to understand how the Version History table is completed.

2.3.3 Documenting Refusal

If you have checked through the amendments made within the document and they do not follow NUnite guidelines, you are required to complete the Version History table to provide deferral evidence. You are required to state the reasoning for deferral to ensure the author understands the issue so that it can be rectified. Please refer to section **2.1 VERSION HISTORY** to understand how the Version History table is completed.

2.4 DOCUMENT STORAGE

The NUnite Admin Policy Procedure Document is kept safely and securely on the NUnite system. All previous versions of the NUnite Admin Policy Procedure Document are also kept as a backup.

2.4.1 Uploading the Document to the NUnite Admin Panel

When there is an updated version of the NUnite Admin Policy Procedure Document that has received approval, it should be uploaded to the NUnite Admin panel. The document version that is currently active should be replaced by latest version that has been reviewed. This is to ensure that admins are following current, up to date guidance at all times.

3.0 MEMBERS

3.1 MANAGE MEMBERS

NUnite administrators have the duty to manage users in order to keep NUnite a safe platform for everyone. Admins can manage users from the Manage Members section on the navigation bar. Please refer to the information given down below to understand the procedures of how members are managed.

3.1.1 Editing User Details

A user may request to have their details changed. It is the admins duty to make any changes to users' information when requested to do so. Any requests made by the user will be found in the Contact Us Requests section. Please refer to the steps below to understand how a users' details are edited.

1. Login to the NUnite Admin Panel.
2. Select Manage Members from the navigation bar.
3. Click Edit User Details on the user that needs to be edited.
4. Make the required changes.
5. Click Save Changes.

3.1.2 Removing a User

Users can be removed from the NUnite platform for a number of reasons. A table with common reasons is given down below alongside the procedure. Please refer to the table of reasons and steps to understand how a user is removed.

Reason	Description
User no longer wants an active account.	If a user no longer wants their account active with NUnite, the admin is required to remove it from the NUnite system. A user will request their account to be removed through the Contact Us Request process. After the request is acknowledged, the admin should remove their account.
User has violated NUnite policies and guidelines.	If a user has violated NUnite policies and guidelines more than once, the admin is required to remove it from the NUnite System. The violation of NUnite policies and guidelines by users can be detected by the ML Post Analyzer. If the system detects unusual activity that violates NUnite policies and guidelines, the user should be removed from the system.

Once a user has been removed from the NUnite platform, the system will message the user informing them that they are no longer active on the platform. Please refer to the steps below to understand how a user is removed from the system.

1. Login to the NUnite Admin Panel.
2. Select Manage Members from the navigation bar.
3. Click Remove User on the user that needs to be removed.
4. Provide a reason for why the user is being removed.
5. Click Confirm Remove.

3.1.3 Banning a User

If a user has violated NUnite policies and guidelines, the user should be banned from the NUnite platform for a set period of time. If a user has violated NUnite policies and guidelines more than once, the user should be removed from the NUnite platform (refer to section **3.1.2 Remove** regarding this). Please refer to the steps below to understand how a user is banned.

1. Login to the NUnite Admin Panel.
2. Select Manage Members from the navigation bar.
3. Click Ban User on the user that needs to be banned.
4. Provide a reason for why the user is being banned.
5. Click Confirm Ban.

3.1.4 Messaging a User

There may be instances where an admin is required to contact a user. Admins can contact users for many reasons. Usually, admins will contact users to follow up on issues such as Contact Us Requests made by users. However, admins can also contact users in instances where a warning needs to be issued. A warning can be issued to users if they have violated NUnite policies and guidelines. For example, a warning can be issued to a user if they have posted inappropriate content. Please refer to the steps below to understand how a message can be sent to a user.

1. Login to the NUnite Admin Panel.
2. Select Manage Members from the navigation bar.
3. Click Message User on the user that needs to be messaged.
4. Type the message that needs to be sent.
5. Click Send Message.

4.0 POSTS

4.1 MANAGE POSTS

NUnite administrators have the duty to manage posts in order to keep NUnite a safe platform for everyone. Admins can manage posts from the Manage Posts section on the navigation bar. Please refer to the information given down below to understand the procedures of how posts are managed.

4.1.1 Deleting a Post

A post can be deleted from the system if it violates NUnite policies and guidelines. The ML Post Analyzer system will detect any posts that may violate NUnite policies. The admin is required to remove any posts that does violate NUnite polices. Please refer to the steps below to understand how a post is deleted.

1. Login to the NUnite Admin Panel.
2. Select Manage Posts from the navigation bar.
3. Click Delete Post on the post that needs to be deleted.
4. Provide a reason for why the post is being deleted.
5. Click Confirm Delete.

4.1.2 Messaging a User

There may be instances where an admin is required to contact a user. Admins can contact users for many reasons. Usually, admins will contact users to follow up on issues such as Contact Us Requests made by users. However, admins can also contact users in instances where a warning needs to be issued. A warning can be issued to users if they have violated NUnite policies and guidelines. For example, a warning can be issued to a user if they have posted inappropriate content. Please refer to the steps below to understand how a message can be sent to a user.

1. Login to the NUnite Admin Panel.
2. Select Manage Posts from the navigation bar.
3. Click Message User on the post made by the user that needs to be messaged.
4. Type the message that needs to be sent.
5. Click Send Message.

5.0 SPONSORSHIPS

5.1 SPONSORSHIP CONTRACT

Before a sponsorship can be added and displayed within the NUnite application, a contract must be created between the sponsor client and NUnite. The NUnite administration team are responsible for handling contracts between NUnite and the client. The contract ensures all the guidelines are understood and agreed by both parties. Please refer to the NUnite Sponsorship Contract document and ensure it is completed by both parties before adding a new sponsor.

5.2 MANAGING SPONSORSHIPS

NUnite administrators are required to manage and maintain sponsorships to ensure that they are up to date. Please refer to the sections down below to understand how sponsors are managed.

5.2.1 Adding a Sponsor

Before adding a sponsor, the admin must ensure that a Sponsorship Contract has been completed. Please refer to section **5.1 SPONSORSHIP CONTRACT** for more information regarding this. Once the contract has been approved, the sponsorship can be added to the NUnite system. Please refer to the steps shown below to understand how a sponsor is added to the NUnite system.

1. Login to the NUnite Admin Panel.
2. Select Manage Sponsorships from the navigation bar.
3. Click Add New Sponsor.
4. Fill in the Sponsor form.
5. Click Submit once the form is complete.

Please refer to the table shown below to understand what information is required in the form.

ID	Title	Description	Date	Status
A sponsor Id will be pre-set.	The title of the sponsorship or company/client name.	A description of the sponsorship.	The agreed start and end date of the sponsor.	Active Pending Expired Other

5.2.2 Editing a Sponsor

Before editing a sponsorship, any changes that are required should be discussed and confirmed by both parties. After the changes are confirmed by NUnite and the sponsor, an admin can edit the sponsors details. Please refer to the steps down below to understand how a sponsor's details are edited.

1. Login to the NUnite Admin Panel.
2. Select Manage Sponsorships from the navigation bar.
3. Click Edit Details on the sponsor that needs editing.
4. Edit the information within the fields.
5. Click Update Sponsor once the changes are made.

5.2.3 Removing a Sponsor

Before removing a sponsor, an admin is required to contact the sponsor to inform them about the sponsor being removed. Once the sponsor has been informed, the sponsor can be removed from the NUnite system. Please refer to the steps down below to understand how a sponsor is removed.

1. Login to the NUnite Admin Panel.
2. Select Manage Sponsorships from the navigation bar.
3. Click Delete Sponsor on the sponsor that needs removing.
4. Click Confirm Delete.

5.2.4 Sponsorship Status

A Sponsorship Status should be set for every sponsorship in order to inform the admins of the activity of the sponsor. Please refer to the table below to understand how Sponsorship Status's are set.

Status	Description
Active	The status of the sponsor can be set to Active once the sponsor is ready to be advertised on the NUnite platform. The status can only be set to Active if the contract is successfully complete and the sponsor is ready for advertisement.
Pending	A sponsorship can be set to Pending if there are outstand procedures waiting to be sorted. For example, if there is an issue with the contract, the status for the sponsor can be set to Pending.
Expired	If a sponsorship has passed the set expiry date, the status of the sponsor should be set to Expired.
Other	If a sponsorship has a unique circumstance which requires further investigation, the status of the sponsor should be set to Other.

5.3 SPONSORSHIP POLICIES

When a potential sponsor wants to partner with NUnite, the sponsor is required to follow and agree to the sponsorship policy system. A more in-depth version of the sponsorship policy system can be found in the NUnite Sponsorship Contract document. It is required that the admin goes through the document with the sponsor to ensure they understand the policies that have been set in place.

6.0 CONTACT US REQUESTS

6.1 MANAGING CONTACT US REQUESTS

NUnite admins are responsible for managing and handling Contact Us Requests. The Contact Us Requests section displays any enquiries NUnite users may have. The requests can be viewed under the Contact Us Requests section, which can be accessed through the navigation bar. Admins have the duty to handle and respond to the enquiry made by the user. Please refer to the guidance given down below to understand how Contact Us Requests should be handled and managed.

6.1.1 Process of Handling a Request

To handle an enquiry request made by a user, the admin is required to look at the Enquiry Details section of the request to understand what the enquiry is about. Enquiries will usually be General Questions, Issues/Problems or Advice; however, users may also have other enquiries. Please refer to section **6.1.2 Handling the Type of Request** for more information regarding this.

It is important for the admin to understand what the enquiry is regarding to ensure the request is fulfilled. If the admin is unable to understand what the enquiry is regarding, the request should be shared or passed on to an alternative administrator. Please refer to the steps and diagram given down below to understand the general flow of how requests should be handled.

Handling Requests Steps:

1. Login to the NUnite Admin Panel. 2. Select Contact Us Requests from the navigation bar. 3. Select the Request and read the Enquiry Details section to understand the enquiry.

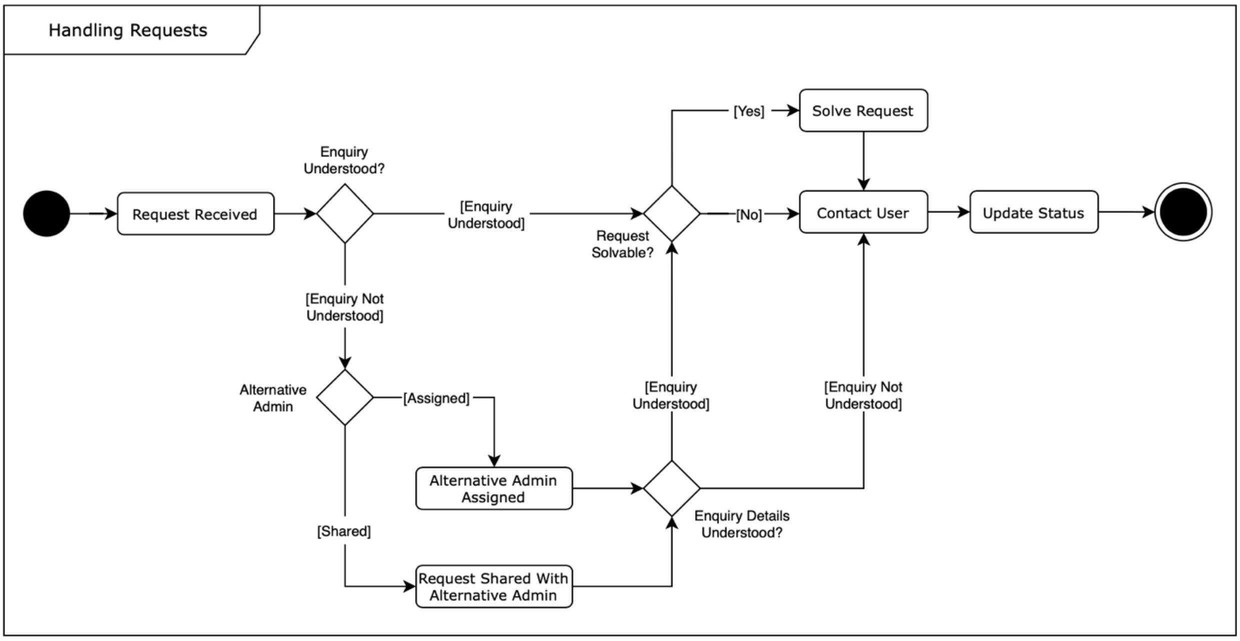
4. If you understand the enquiry, is it solvable?
    a. If Yes,
        i. *The request should be solved.*
        ii. *The user should be contacted.*
        iii. *The status should be updated.*
    b. If No,
        i. *The user should be contacted.*
        ii. *The status should be updated.*

5. If you do not understand the enquiry, the enquiry should be shared or assigned to an alternative admin.

6. If the alternative admin understands the enquiry, is it solvable?
    a. If Yes,
        i. *The request should be solved.*
        ii. *The user should be contacted.*
        iii. *The status should be updated.*
    b. If No,
        i. *The user should be contacted.*
        ii. *The status should be updated.*

7. If the alternative admin does not understand the enquiry, the user should be informed, and the status should be updated.

Handling Requests Diagram:



6.1.2 Handling the Type of Request

Please refer to the table down below to understand how request types should be handled.

Type of Request	Description on Handling Request
General Question	If the request is a general question regarding the NUnite application, the admin should try their level best understand the question and answer it. Please see the steps below to understand how a General Question Request is handled. **If you're able to answer the question:** 1. If you're able to answer the question, click Reply and answer the user's question. a. Once you have replied to the user, the status should be updated. *i. Update the status to Solved.* **If you're not able to answer the question:** 1. If you're not able to answer the question, share or assign the request to an alternative admin and set the status to Pending. a. If the alternative admin is able to answer the question, click Reply and answer the user's question. *i. Update the status to Solved.* b. If the alternative admin is not able to answer the question, click reply and inform the user. *i. Update the status to Unsolved.*

Issue/Problem	If the request is an issue or problem regarding the NUnite application, the admin should try their level best to understand the request and try to solve it. Please see the steps below to understand how an Issue/Problem Request is handled. **If you're able to solve the Issue/Problem:** 1. If you're able to solve the Issue/Problem, solve the users request and make a record of how the request was solved and handled. a. Contact the user by clicking Reply and inform the user about the Issue/Problem being solved. i. *Update the status to Solved.* **If you're not able to solve the Issue/Problem:** 1. If you're not able to solve the Issue/Problem, share or assign the request to an alternative admin and set the status to Pending. a. If the alternative admin is able to solve the Issue/Problem, solve the request and make a record on how the request was solved and handled. Contact the user by clicking Reply and inform the user about the Issue/Problem being solved. i. *Update the status to Solved.* b. If the alternative admin is not able to solve the Issue/Problem, click reply and inform the user. i. *Update the status to Unsolved.*
Advice	If the request is giving advice regarding the NUnite application, the admin should make a note of the advice and reply to the user. Please see the steps below to understand how an Advice Request is handled. **Making a record of a request giving Advice:** 1. Read the advice given and make a note what was said. Add the note to the record of Advice requests. a. Contact the user by clicking Reply and inform the user that the request has been acknowledged. i. *Update the status to Solved.*
Other	If the request is something 'Other' than the requests stated above, the admin should try their level best understand the what the request is about. If you're unsure about the request, the request can be shared or assigned to an alternative admin.

6.1.3 Request Status

Depending on how the request has been handled, a Request Status should be set. Please refer to the table below to understand how Request Status's are set.

Status	Description
Solved	Once a request has been solved, the status of the request should be set to Solved. To set the request as Solved, click the dropdown under Status and select Solved.
Unsolved	If a request has not been solved, the status of the request should be set to Unsolved. To set the request as Unsolved, click the dropdown under Status and select Unsolved.
Pending	If the request is waiting to be handled, the status of the request should be set to Pending. To set the request as Pending, click the dropdown under Status and select Pending.

Bibliography:

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https://www.worcsacute.nhs.uk/patient-information-and-leaflets/documents/2128-coporate-records-management-policy-and-procedure-waht-cg-127/file

NUnite

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For any queries, please contact:
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