

Business Development Association (BDA) Portal Overview

BDA Admin Panel – Full Functional Report

Central Management Interface for All Operations

Purpose & Overview

The Admin Panel serves as the **central control system** for all platform-wide activities across BDA's ecosystem:

- User portal (individuals)
- Partner portals (PDP, ECP)
- Certification engine
- PDCs tracking
- Store integration (WooCommerce)
- Website synchronization (WordPress)

It is designed for **multi-user roles within BDA**, each with customized permissions to manage specific operational areas without breaching role boundaries.

User Roles & Access Levels

Role	Permissions
Super Admin	Full control over all features across all portals
Certification Manager	Handle exams, results, vouchers, and candidate data
Partnerships Admin	Manage partner applications, status, licenses
PDC Reviewer	Review PDC submissions and validate hours
Finance Admin	Track payments, generate invoices, confirm transactions
Content Manager	Upload resources, manage training modules
Technical Support	Respond to support tickets, system issues
Read-only Viewer	For board members or auditors to monitor activity

Each role can be assigned to multiple users under named accounts.

Main Dashboard – Real-Time Metrics

- Total users (individuals + partners)
- Active certifications (CP, SCP)
- Expired credentials
- Total PDCs logged
- Exam pass rate stats
- Active partners by type (ECP, PDP, AKP, SAP)
- Voucher usage metrics
- Pending applications (all types)

Dashboard widgets can be customized per role.

Key Functional Modules

1. User Management

- View / edit all user profiles
- Filter by certification, voucher status, PDC hours
- Reset passwords / deactivate users
- Assign certificates manually (in rare cases)
- Merge duplicate accounts (based on email)

2. Partner Management

- View applications across all partner types
- Accept, reject, or defer application
- Upload license letters and welcome kits
- Set expiration dates
- Link each partner to their corresponding dashboard

All new partners receive an automated setup email with credentials

3. Exam Management

- Approve and assign exam vouchers
- Upload exam scores
- Generate exam reports
- Issue certificates
- Control access window to curriculum and exam

- Enable re-exam option based on logic (after 3 years or failure)

Voucher validity and certificate issuance are tracked via logs

4. PDC Validation

- View PDC entries submitted by certified users
- Validate entries submitted via PDP partners
- Link accepted hours to user profile
- Flag suspicious entries for review

5. Trainer Management

- Approve trainer applications
- Verify SCP certificate status
- Link approved trainers to ECP partners
- Track trainer performance metrics
- Generate trainer badges & recognition letters

6. Content & Resources

- Upload new study materials (BoCK, templates, samples)
- Manage curriculum structure per certification
- Add/update languages for training content
- Schedule content visibility based on purchases

7. Finance & Transactions

- Track invoice payments (exam vouchers, license fees)
- Validate transactions from WooCommerce
- Approve or hold partner-related financial steps
- Generate periodic reports for accounting

8. Reporting & Analytics

- Filterable reports for:
 - ✓ Certifications issued
 - ✓ Exams conducted

- ✓ Partner performance
- ✓ PDC accumulation
- ✓ Regional engagement
- Export options: CSV, PDF, Scheduled reports

9. Communication Tools

- Send announcements to user groups or partners
- Auto-notifications for renewals, expiry, incomplete files
- Connect to Help Center tickets per category

Store & Website Integration

- Pull product status from WooCommerce
- Sync partner list and details to website pages
- Link store purchases (vouchers, curriculum) to user profiles
- Manage discount codes and conditions
- Update blog/news posts or announcements directly

Security & Logs

- Activity logs by user
- Role-based access firewall
- Two-factor authentication for admins
- Logs for manual overrides and corrections

Technical Notes

- API Gateway to connect Store ↔ Portal ↔ Admin Panel
- Admin panel built with secure modular backend (Laravel / Node.js suggested)
- User data encrypted at rest
- Daily backup protocols in place