Business Development Association (BDA) Portal Overview

ECP Partner Portal – Full System Specification

Endorsed Certification Partner for BDA Professional Credentials (CP & SCP)

Overview

The ECP (Endorsed Certification Partner) portal is a dedicated interface within the BDA Platform designed exclusively for partners officially authorized to deliver BDA's professional certifications (namely CP and SCP). Each ECP is granted licensing rights to administer training, manage candidates, and coordinate exam preparation in a specific country or region. This is the only partnership level that directly interacts with BDA's certification credentials.

The portal must fully integrate with:

- **BDA Store** (WooCommerce-based)
- **BDA Main Website** (WordPress)
- **BDA User Portal** (for individual candidates)
- **Trainer Database** (Certified Trainers)

Key Objectives of the ECP Portal

- Allow ECPs to register and manage certification candidates
- Link candidates with official Exam Voucher purchases
- Submit and document training deliveries
- Track certified trainers and assign them to programs
- Monitor certification progress and success rates
- Request, activate, and manage exam vouchers
- Download reports and access support
- Automatically synchronize public data to the website (partner list)

Main Sections in the Left Sidebar

1. Dashboard

- High-level KPIs (Active Candidates, Trainings Delivered, Success Rate, Vouchers Used)
- Alerts and reminders (license renewal, reporting deadlines)
- Announcements from BDA HQ

2. Candidate Management

- Add new candidates manually or by import
- View full profile: Name, Email, Program enrolled, Voucher status, Exam result
- Status progression:
  Registered → Voucher Activated → Exam Scheduled → Passed / Failed
- Auto-linking with personal portal for each candidate

3. Exam Voucher Requests

- Place orders for exam vouchers via API or manual request
- Receive WooCommerce-based invoice → Payment → Auto-generation of vouchers
- Assign vouchers to candidates within portal
- Each voucher has a 1-year validity from date of activation

4. Training Deliveries

- Register new CP or SCP training cohorts
- Enter details:
  - ✓ Title
  - ✓ Dates & Duration
  - ✓ Mode (Online / In-person)
  - ✓ Language
  - ✓ Certified Trainer
  - ✓ Number of participants
- Upload photos, feedback, participant evaluations

5. Certified Trainers

- View trainers associated with the partner
- Each trainer must:
  - ✓ Have passed the SCP exam

- ✓ Apply through the **Certified Trainer** application form
- ✓ Be reviewed and approved by BDA Admin
- Partner can only assign approved trainers to programs

6. Performance Reports

- Filtered by:
  - ✓ Program (CP / SCP)
  - ✓ Date range
  - ✓ Trainer
  - ✓ Location
- Export PDF/Excel reports:
  - ✓ Success rates
  - ✓ Training hours
  - ✓ Candidate progress tracking

7. License & Agreement

- Download signed license
- View expiration and renewal date
- Add-on options: renewal request, scope update

8. Promotional Toolkit

- Download official BDA & ECP logos
- Guidelines for using logos in certificates, web, banners
- Social media templates in English/Arabic

9. Help Center

- Submit support requests
- Choose category: Technical / Licensing / Exam / Billing
- Auto-ticketing system linked with BDA Admin Panel

Integration with the Store (WooCommerce)

- Exam vouchers are purchased via the BDA Store

- After payment, the store triggers an API or Webhook to activate the voucher in the partner's portal
- Vouchers must be linked to user emails (email check required)
- Certificates are issued automatically after successful exam completion and appear in "My Certifications" in the user portal
- When a partner registers a candidate, they must purchase both the exam voucher and the training curriculum based on the specific certification the candidate requires.

Integration with Main Website (bda-global.org)

- Partner listing appears at: /authorized-certification-partners
- Includes:
  - ✓ Partner logo
  - ✓ Country
  - ✓ Website
  - ✓ Languages
  - ✓ Certified programs
- Synced automatically from partner portal entry

Certification Flow (for candidates)

1. Candidate registered by partner
2. Partner purchases and links exam voucher
3. Candidate completes training (CP or SCP)
4. Exam taken inside the BDA Portal
5. Result shown immediately after exam
6. Certification issued within 2 weeks (uploaded to personal account)
7. Validity: 3 years

Renewal Process for Candidates

- After 3 years, candidates may:
  - ✓ Renew via PDCs: complete 60 hours via PDP Partners (tracked in portal)
  - ✓ OR re-purchase exam voucher for retake (discounted only if same email used)
- Discount rules enforced by system logic (check email history + voucher purchase)

Admin Roles in ECP Panel

- **Main Admin**: Full access
- **Coordinator**: Add candidates, manage vouchers
- **Trainer View**: View training only
- BDA HQ can control access per partner from Super Admin dashboard

✅ Compliance & Reminders

- Portal sends reminders for:
    - ✓ Yearly activity reports
    - ✓ License expiration
    - ✓ Missing data in candidate files
    - ✓ Trainer approvals pending