

# SOP: Registration and Participant Enrollment Processes

This SOP details the **registration and participant enrollment processes**, including steps for collecting participant information, verifying eligibility, managing enrollment forms, confirming registration, and maintaining accurate records. The objective is to ensure a streamlined and efficient process that enhances participant experience, minimizes errors, and supports effective event or program management.

## 1. Purpose

To outline standardized procedures for participant registration and enrollment, ensuring accuracy, compliance, and optimal participant satisfaction.

## 2. Scope

This SOP applies to all staff involved in event or program registration and participant enrollment within the organization.

## 3. Responsibilities

- **Registration Staff:** Facilitate the registration process and ensure information accuracy.
- **Enrollment Coordinator:** Verify participant eligibility and process enrollment approvals.
- **Records Manager:** Maintain secure and accurate participant records.

## 4. Procedure

### 4.1 Collecting Participant Information

1. Provide access to the registration form (online or hard copy).
2. Request all required details (e.g., name, contact, demographic data, relevant consents).
3. Ensure information privacy and compliance with data protection regulations.

### 4.2 Verifying Eligibility

1. Review submitted information against program/event eligibility criteria.
2. Request and verify any required supporting documentation.
3. Notify participants of eligibility status promptly.

### 4.3 Managing Enrollment Forms

1. Collect completed enrollment forms and check for completeness.
2. Follow up with the participant for missing or incorrect data if needed.
3. Store forms securely (electronically or physically).

### 4.4 Confirming Registration

1. Send official confirmation of registration to eligible participants.
2. Provide event or program details, schedules, and any necessary further instructions.
3. For events with capacity limits, manage a waiting list as required.

### 4.5 Maintaining Accurate Records

1. Update participant database immediately after enrollment or changes.
2. Back up records regularly in compliance with organizational policy.
3. Protect participant confidentiality at all times.
4. Periodically review and update records for accuracy.

## 5. Documentation and Forms

Form/Document	Description	Retention Period
Registration Form	Collects initial participant information	Minimum 1 year post-event/program

Form/Document	Description	Retention Period
Enrollment Confirmation	Email/message confirming registration status	Minimum 1 year post-event/program
Eligibility Checklist	Used to verify participant meets requirements	Minimum 1 year post-event/program

## 6. Review and Update

This SOP will be reviewed annually or as needed to ensure continued relevance and compliance with applicable policies and regulations.

## 7. Revision History

Version	Date	Author	Description
1.0	2024-06-18	SOP Team	Initial creation