



Policy Number: FINCRM 007

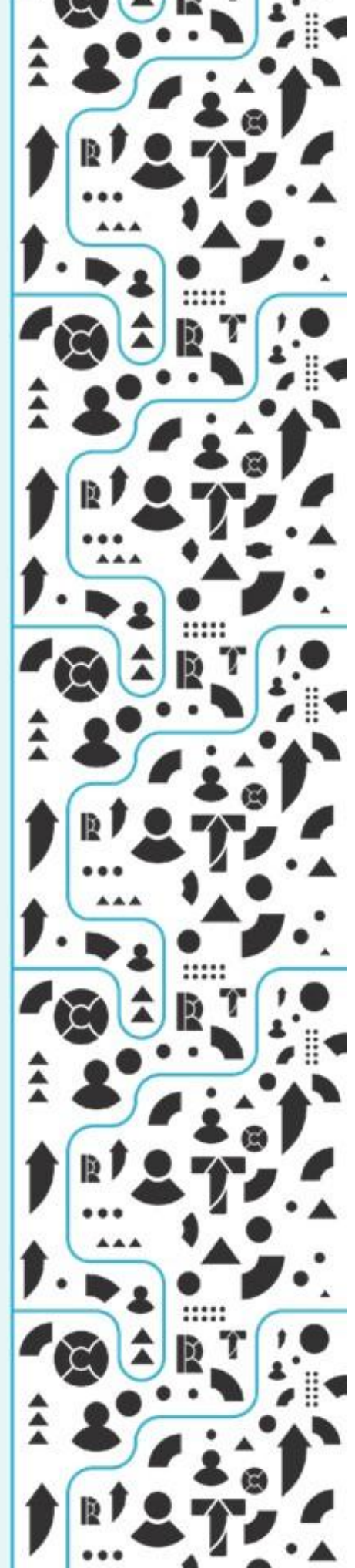
Budgetary and CRM Integration Policy

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## **1. Purpose**

The purpose of this policy is to establish a transparent and accountable framework for financial planning, budgetary control, and integration with the Client Relationship Management (CRM) system. It ensures that budgetary processes and CRM systems are aligned to support accurate reporting, resource allocation, and compliance with MFHEA and OTHM standards.

## **2. Scope**

This policy applies to all financial, administrative, and academic operations at Think Talent Institute. It covers annual budgets, financial forecasting, CRM-based student and client data management, and the integration of budgetary processes with CRM systems for monitoring and reporting.

## **3. Policy Statement**

Think Talent Institute commits to maintaining strong financial governance and leveraging CRM technology to ensure accurate, real-time monitoring of budgets, client interactions, student records, and programme delivery. The policy underpins institutional probity and ensures alignment with QA Policy QA190825.

## **4. Budgetary Framework**

- Annual budget cycle prepared by the Executive Director, CEO, and COO.
- Budgets include forecasts for course delivery, staffing, premises, materials, and administrative costs.
- All financial transactions and reports are logged and audited annually.
- Budgetary reports are reviewed quarterly by the QA Committee and Executive Board.

## **5. CRM Integration**

- The CRM system digitises student and client data, admissions, invoicing, and course monitoring.
- Budgetary data (revenue, costs, trainer hours, resources) are linked to CRM records.
- CRM enables automated reporting on financial KPIs, attendance, trainer compliance, and course delivery.
- Phase 3 CRM migration ensures full integration by end 2025, including financial dashboards and audit logs.

## **6. Roles & Responsibilities**

Executive Director – Oversees financial governance and approves annual budgets.

Chief Executive Officer – Ensures strategic alignment of financial planning.

Chief Operating Officer – Monitors day-to-day financial operations and integration with CRM.

QA Director / Head of Institute – Ensures budgetary and CRM processes comply with QA standards.

Trainers Operations Manager – Ensures trainer delivery data is integrated into CRM.

Client Relationship Manager – Oversees CRM accuracy for student and client records.

Finance & Administration – Prepares financial statements, invoices, and reconciliations.

## **7. Compliance & Reporting**

This policy aligns with:

- MFHEA Standards on Institutional Probity.
- OTHM/Ofqual requirements on financial and administrative integrity.
- GDPR and Data Protection regulations.

Reports are reviewed quarterly by the QA Committee and annually submitted for external audit.

## **8. Monitoring & Review**

- The policy will be reviewed annually in line with QA cycles.
- Internal audits will assess budget compliance and CRM accuracy.
- Corrective actions will be implemented within one quarter of audit findings.

## **Annex A – Budgetary Calendar**

January – Draft annual budget prepared.

March – QA Committee review of provisional budget.

June – Mid-year financial review.

September – Adjustments based on CRM forecasts.

December – Final audited accounts submitted.

**Annex B – CRM Integration Flow**

1. Student/Client registration via CRM portal.
2. Data captured feeds into Admissions, Finance, and Programme scheduling.
3. Financial transactions (invoices, trainer payments) linked to budget categories.
4. Automated reports generated for Executive Director and QA Committee.
5. Annual audit verifies CRM financial records against external accounts.

**Change History**

Date	Author	Description
September 2025	Mario Cordina	Policy created and aligned with QA190825 (6th Cycle).

