

# DISTRICT 20 CODE OF PRACTICE

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MAY 2025

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*Since*  
**1924**

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## Change History

Details	Date Change adopted
<b>Initial release</b>	District Council Meeting – 11 <sup>th</sup> May 2018
<b>Revised some practices</b>	District Council Meeting – 26 <sup>th</sup> April 2019
<b>Added several practices related to virtual meetings</b>	District Council Meeting – 28 <sup>th</sup> May 2021
<b>Revised many articles</b>	District Council Meeting – 17 <sup>th</sup> May 2024
<b>Revised some articles</b>	District Council Meeting – 16 <sup>th</sup> May 2025

## Operating Procedures document Team

Year	Team members
<b>2018</b>	Ali Shahbaz Ali Ahmed Alfardan Manjula Nagendra Mohammed Saleem Nagendra Seetharam
<b>2019</b>	Alka P Kumra Faisal Jameel Mohamed Makhoulf
<b>2020</b>	Ali Shahbaz Ali Alifiya Lakdawala Faisal Jameel Khalid Abdulla Manjula Nagendra Mohammed Saleem
<b>2024</b>	Ali Shahbaz Ali Sarah Ebrahim Dahlia Eldeeb Biji Gittens Shubhashree Sundaram Mona Aloqab
<b>2025</b>	Ali Shahbaz Ali Yaser Alqashar Khalid Jalal Dahlia Eldeeb Mona Aloqab Raja Manickam Maheshkumar Narayan

## 1. Objectives of The Code of Practice

Any organization requires structure and consistency. When these are provided for, two points must be kept in mind:

- as the will of members as articulated from time to time must be carried out, necessary means of reform must be incorporated; and
- the working and operation of the organization must not be unduly hampered; therefore, events such as an annual “reinvention of the wheel” must be avoided, as it is both wasteful and confusing unless agreed by the District Council.

The aim of The Code of Practice (hereinafter referred to as “The Code”) is to include guidance that will allow the District to continue to function while respecting these two important considerations. All parties involved may be aware of the existing status because of its use. The versatility of the amendment clauses eliminates the possibility of any administration unduly binding its successors.

The Code, on the other hand, does not stand alone. It must be read in accordance with the other governing documents mentioned below, as well as, where applicable, the District Leadership Handbook of the serving term. Toastmasters International governing policies, on the other hand, will take precedence over any conflicting article listed in The Code.

## 2. Governing Instruments

The governing instruments of this District are:

- Its DISTRICT ADMINISTRATIVE BYLAWS (hereinafter referred to as “the Bylaws”), basically a standard document available on TI website, which may be amended by the District subject to the approval of the Board of Directors in terms of Article XVII and provided that such amendment does not conflict District Administrative Bylaws, the Articles of Incorporation, Bylaws of Toastmasters International, Policies adopted by the Board of Directors, or applicable law.
- The Code, which sets out the way the District will be administered within the framework of the Bylaws {see Article XVII(c)} and furnishes Standing Rules governing business meetings of the District Council. The manner of amendment of the Code is set out in clause 16.

## 3. Type of Authorities

- Anything in The Code which conflicts with the District Administrative Bylaws, the Articles of Incorporation, Bylaws of Toastmasters International, Policies adopted by

the Board of Directors, or applicable law published by Toastmasters International shall be null and void. In the event that, any such conflict is discovered, it shall be the duty of the first subsequent Executive meeting to enact an appropriate amendment to The Code, and amendment (s) shall be ratified by the District Council in terms of the final Article thereof.

- ROBERT’S RULES OF ORDER NEWLY REVISED shall be the final authority as to parliamentary procedure insofar as its instructions do not conflict with the District Administrative Bylaws, the Articles of Incorporation, Bylaws of Toastmasters International, Policies adopted by the Board of Directors, or applicable law Toastmasters international. Rarely, Online Voting could be conducted with the District Council for reasons beyond control.

## 4. Interpretation

In The Code, the singular shall be interpreted as the plural and vice versa, and the masculine shall be interpreted as the feminine and vice versa, wherever this is appropriate for the meaning thereof. Regarding the latter provision, it is expressly stated that no distinction is made between male and female Toastmasters participants in the Toastmasters movement in general, and in this District in particular.

## 5. District Organization, Meetings, and Attendance

### 5.1 Structure

#### 5.1.1 District Trio

- District Director
- Program Quality Director
- Club Growth Director

#### 5.1.2 District Office

- District Trio
- Administration Manager
- Finance Manager
- Public Relations Manager
- Immediate Past District Director
- Logistics Manager (Non- Voting Ex-Officio)
- Head of Arabic Clubs Affairs (Non- Voting Ex-Officio)
- Webmaster (Non-Voting Ex-Officio)
- District Translator (Non-Voting Ex-Officio)

#### 5.1.3 District Executive Committee

- Comprising, in terms of Article XI (a) of the Bylaws, of:
- District Office
- All Division Directors
- All Area Directors

#### 5.1.4 District Council

- Comprising in terms of Article IX (a) of the Bylaws:
- District Executive Committee
- All Club Presidents
- All Club Vice-Presidents Education

#### 5.1.5 Meeting's Frequencies and Parameters

- District Trio communicate on a weekly basis if possible, through phone calls or virtual calls.
- District Office is in contact monthly if possible, either in person or by teleconference.
- The District Executive Committee meets in person twice a year and electronically at least twice a year.
- The district council holds at least two regular meetings during each term. One of the required meetings is held in hybrid format between March 15 and June 1.
- The other required meeting is held virtually as soon as possible after the Toastmasters International Annual Business Meeting, but no later than September 30 to approve the district budget and appointed officers for submission to World Headquarters.
- First District Leaders Training is held once during each year in online format during mid-June to mid-August.

#### 5.1.6 Division & Area Councils

- Division Council should consist of Assistant Division Directors for Program Quality, Club Growth, Public Relations, Finance, and Administration, besides the Area Directors.
- Area Council should consist of Assistant Area Directors for Program Quality, Club Growth, Public Relations, Finance, and Administration, besides the Club Presidents, Vice Presidents (Education) & Vice Presidents (Membership).

Non-exhaustive summary of tasks for the above Council members is given in Appendix-2. Above appointments, while not necessary as per TI Policy or District Bylaws, will ensure a healthy succession besides creating more opportunities for members to become leaders.

## **5.2 Attendance**

### **5.2.1 District Executive Committee Meeting:**

All Executive Committee members, as mentioned in 5.1.3 above, are invited to attend the meetings, both physical and virtual. A simple majority (half + 1) of members constitutes the quorum of the meeting

### **5.2.2 District Council Meeting:**

All Council members, as mentioned in 5.1.4 above, are invited to attend the meetings. While the Executive committee members, by virtue of being a part of the Council, attend these meetings, the quorum is constituted by 1/3rd of the Presidents & Vice-Presidents of Education of clubs in the District.

## **5.3 Voting**

Every member of the Executive Committee can have a maximum of three votes and council present will have a maximum of two votes. Only Presidents and Vice- Presidents Education of clubs may be present by proxy instead of in person. In case of a proxy, the President can delegate his/her vote to the Vice-President of Education of the same club or vice-versa. Credential Chair observes the Elections during the council meeting at the Annual Conference.

## **6. District Communications**

### **6.1 Language of the communications**

All communications from the District office shall be bilingual, viz., both in Arabic and English. The official translation will be approved by the District Translator.

## **7. District Strategic Plan Committee**

The Committee defines key developmental and sustainability priority areas for the District and drafts a District Strategic Plan for the next three years to align with the District goals and Toastmasters International Strategic Plan. The District Director is responsible to incorporate a committee during his/her tenure who will review the Strategic Plan and present amendments or proposals to ensure alignment with the goals and objectives of the District.

## **8. International Convention**

### **8.1 Convention Costs**

Convention Expenses:

Toastmasters International supports specific district officers with travel and other allowances for attending designated trainings and conferences. This includes the District Director, Program Quality Director, Club Growth Director, and Immediate Past District Director (IPDD) (conditions applied\*). These allowances cover participation in key events at the Annual Convention, as well as for those competing in regional and international speech contests. Absence from mandatory sessions may lead to partial or complete forfeiture of these financial supports.

#### 8.1.1 Accommodation

The District sponsors the Trio's accommodation for the duration of the International convention and/or training, covering one day prior and one day after, prioritizing shared lodging arrangements, wherever applicable. This support is subject to the conditions outlined below.

#### 8.1.2 Convention/Function Costs

The District pays the costs of the Trio at the International Convention of:

- Registration Fees
- Golden Gavel lunch
- Distinguished District luncheon
- President's dinner / celebration
- International Speech Contest Final and Semi-finals
- Region Gatherings
- Training
- Other official functions

Note: Any financial support provided is adjusted against direct payments or reimbursements from Toastmasters International. Beneficiaries are responsible for claiming eligible expenses. The District Finance Manager must cross-check with the existing policy to avoid duplicate claims.

*\*For Districts achieving Distinguished status or higher, travel expenses for the IPDD to the International Convention is covered.*

## 8.2 Distinguished District Recognition

Based on the District's achievement level, additional support for the Immediate Past District Director includes accommodation and registration fees for specific events at the International Convention. This is in addition to travel expenses covered by Toastmasters International.

## 9. District Finances

### 9.1 District Finance Manager

#### 9.1.1 Job Description

The District Finance Manager establishes and maintains effective fiscal management of the district. By offering sound financial advice to the district, the Finance Manager supports the development of Toastmasters International.

#### 9.1.2 Skills Requirement

The District Finance Manager should have knowledge of accounting and be acquainted with the handling of financial matters.

It is recommended (but not a prerequisite) that the applicant should:

- have a knowledge of the interpretation of legislation affecting countries in District 20 as well as other International Law relating to Accounting practice.
- Can grasp the requirements of Toastmasters International.
- Be familiar with Club accounting according to all directives stipulated by Toastmasters International.
- Have an ability to train and guide Club Treasurers in accordance with Toastmasters International guidelines.

The District Finance Manager should not have any personal relationship with the District Director.

### 9.2 Minimum Fund

District 20 shall maintain a minimum balance of up to US\$ 3,000/- to ensure that District would have a reserve fund when situations arise due to delay in transfer of funds from USA.

### 9.3 Budget

On or before June 15th, the District Director Elect should appoint the District Finance Manager, who in turn will appoint a team to handle the finances of the District. In the event of District Director failing to appoint the District Finance Manager, the District Executive will function as the Finance Committee. The duties of this committee are laid down in Bylaws Article XI (a), Article XII and in the Policies document under “District Fiscal Management”.

The Budget for each Toastmasters year shall be submitted by the District Finance Manager for approval at the District Council meeting to be held by September and shall indicate compliance to the requirements of TI or specify reasons for the variance. If a budget is prepared where expenditure exceeds income this must be fully justified

in notes to the Council. The budget must comply with the reserve requirements of TI. If the budget is not approved, the District has 10 days to adjust and resend the same to the council. Then, no sooner than 14 days and no later than 21 days, conduct another meeting and vote.

## **9.4 Audit Committee**

Each year the District Director shall appoint an audit committee consisting of at least three individual members who are not members of the district executive committee. The mid-year and year-end audit reports of this committee shall contain information in the format required by Toastmasters International. The committee shall submit a mid-year audit report no later than February 15. The committee shall then complete a year-end audit report for the fiscal year ending June 30. The outgoing and incoming District Directors are jointly responsible for submitting this report to the member clubs and to World Headquarters by August 31.

## **9.5 District meetings**

The District 20 reimburses the cost of economy air ticket subject to the maximum of US \$ 250/- (US Dollars two hundred and fifty only) and one night stay at a 4-star hotel subject to the maximum of US \$125, to the district officers who attend the Executive Committee and Council meetings/ trainings, hosted in another country of District 20. The District Office Support team (Administration Manager, Finance Manager, PR Manager) travel may be limited to ExCom, District Leadership training, and District Annual Conference. In case of any extra travel, it should be with District trio approval.

## **9.6 District travel costs**

The District 20 reimburses the cost of economy air ticket subject to the maximum of US \$ 250/- (US Dollars Two Hundred and Fifty) to the Executive committee and Council members for attending the Executive committee and Council training meetings (except those during DTAC) held in another country of District 20. If the flying time (direct flight) to the host country is above one and half (1.5) hours, an additional amount maximum US \$100/- shall be reimbursed. Also, the actual cost of the visa charged by the host country will be reimbursed by District 20. The procedure and the authorizations are laid out in the reimbursement voucher guidelines for all expense's reimbursements. (Also applicable to District Director invitees, viz., DLC & Credentials Chair during Annual Conference and Parliamentarian, Logistics Manager & Head of Arabic Clubs Affairs or any other invitees for all Executive, Council and other meetings held in another country).

## 9.7 Building new clubs

The District will reimburse the following amount (subject to the submission of required documents) towards building new clubs, upon chartering of the new club, to the division under which the new club is chartered.

Room rent / meal event expenses (demo meeting – new club formed) - per new club - US \$ 200/-

## 9.8 Membership Growth

The District will reimburse the following amounts towards activities (subject to the submission of required original documents) related to membership growth to each division.

Materials (purchased from TMI) - per Division	US \$ 50/-
Promotional materials (cost of banner, displays, brochures, etc) - per Division	US \$ 50/-
Supplies and stationery - per Division	US \$ 50/-
Meal Event / Food expenses (for open house) - per Division	US \$ 50/-

The District will reimburse the following amounts towards activities (subject to the submission of required original documents) related to membership growth to each Area.

Meal Event / Food expenses (for open house)	US \$ 50/-
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## 9.10 Education and training expenses

The District will reimburse the following amount (subject to the submission of required original documents), for up to two training programs, other than club officers' training, Meal Event / Room rental event expenses - per Division - US \$ 200 / training program.

## 9.11 Training Club Officers

The District will reimburse the following amounts subject to the submission of required documents) for two club officers' training conducted by Divisions.

Educational materials / meal event / supplies and stationery expense - per Division - US \$ 300 / club officer training.

### **9.12 Division annual speech contests expenses**

The District will reimburse the following amount subject to the submission of required original documents and those adhering to Branding policy) for Division annual speech contest.

Award (trophies, plaques, ribbons, certificates, winner awards, guest speaker memento, chief guest memento, etc.) / meal event - per Division - US \$ 300/-

An additional amount of US \$ 300/- per Division will be reimbursed if Arabic Division annual speech contests are held.

Note - All expenses in this section shall be in line with the budget approved for the term.

### **9.13 Area speech contests expenses**

The District will reimburse the following amount (subject to the submission of required original documents and those adhering to Branding policy) for Area annual speech contest.

Award (trophies, plaques, ribbons, certificates, winner awards, guest speaker memento, chief guest memento, etc.) / meal event - per Area - US \$ 200/-

An additional amount of US \$ 200/- per Area will be reimbursed if Arabic Area annual speech contests are held.

Note - All expenses in this section shall be in line with the budget approved for the term.

### **9.14 Communication & PR expenses**

The District will reimburse an amount of US \$ 100/- per Division for Promotional expenses such as website, newsletters, mobile applications, social media coverages subject to submission of relevant invoices and other back up documents.

### **9.15 Other District costs**

All expenditure incurred by the District Director, in the execution of his/her duties, must be approved by the Program Quality Director and/or Club Growth Director.

### **9.16 District bank accounts**

No District official may request or receive subscriptions from clubs or club members. However, District officials may charge for admission for an official Toastmasters event. The District Director may open and operate a bank account for District purposes. The District Director and District Finance Manager should be the authorized

signatories for the operation of the bank account with 2 signatories' account following the banking rules of the land.

Ref for 9.3:

<https://www.toastmasters.org/leadership-central/district-leader-tools/district-management/district-council-meeting>

## 10. Chairman and Coordinators of the District

### 10.1 Roles of Chairman and Coordinators

Chairman and coordinators are appointed by the District Director to attend to specific functions of the District's operation for a one year. They are not members of the District Executive unless by virtue of holding some other office, but they are entitled to attend and speak at both Executive and Council meetings subject to the conditions stipulated under point 13.3.

Committees are dealt with in Article XI of the District bylaws. The provisions thereof are not repeated here, but their functions are recorded in the following section to prevent oversight. This part of The Code amplifies the Bylaws in some respects and deals with functions not specifically laid down therein. It is not exclusive. The District Director and District Council retain the power set out in the Bylaws Article XI. Where a continuing need for a coordinator or a committee is foreseen, however, it is anticipated that this would be provided for in due course by incorporation into The Code.

Without vitiating the District Director's power of appointment, this Code stresses the merit of adherence to two principles:

- Opportunities for leadership should be as widely spread as possible throughout the District both for the direct benefits of the members who may develop themselves through those opportunities and for the advantage of the District which may thereby gain access to a wider pool of talent.
- Chairman and coordinators should be given the maximum opportunity to share in the selection of the teams with which they have to work; their recommendations should be sought and where practical, acted upon.

Apart from any records they may keep for their own account, chairman and coordinators are required to maintain adequate records on behalf of the District, as its formal property, and to transmit them to their successors or to the district Office officers to whom they answer, as appropriate.

At the discretion of the District Director, some of the functions may be discharged by the same incumbents on a continuous basis. In any event, an incumbent continues in office for a maximum of one year until replaced by a successor or formally removed, to facilitate continuity of service.

In these staff, as distinct from line positions, selecting chairman and coordinators who do not hold any line function in either club or district helps to ensure more effective use of available talent and therefore may be thought preferable. The list of possible chairpersons, coordinators and their functions is provided in Section 17 Appendix 1.

## **11. District Conference**

### **11.1 Purpose**

Article IX (b) of the Bylaws requires the District Council to conduct all business of the District, including District Council Meetings, using District funds and expressly prohibits it from assessing or imposing financial obligations upon clubs or individual Toastmasters. Since Council bears the whole financial burden, it necessarily follows that (as stated in that Article) it carries full responsibility and is entitled to exercise full control directly, as it usually does by delegation to the Office (which is assumed to be the course of action in the absence of any resolution to the contrary) or, through the action of that body, to other functionaries. In any event, the usual rules of accountability are retained at every stage of the process and the Council retains ultimate responsibility and authority.

### **11.2 Naming**

While the naming of a conference is normally considered a privilege of the hosts, Council retains the right to apply a name in order to cater for a special occasion – such as an anniversary, for example.

### **11.3 Location**

The District conference should be held alternatively in Bahrain and Kuwait as applicable. Once there is enough growth in number of clubs, at least 30% of good standing clubs, and subject to approval by the First Council meeting of the following year, the conference can be held alternatively between other countries in the district. The contest should not be held consecutively for 2 years in the same country.

## **11.4 Financial responsibility and authority**

Any losses incurred will not be borne by the District. Any surpluses will be deposited into the District's accounts. The District Council, or the Executive acting on its behalf, may authorize the host body to conduct financial transactions and open and operate banking accounts on its behalf, subject to the conditions and reporting requirements specified by the District Council. It will, however, require conference organizers to apply a budget for approval. In the absence of a formal ruling by Council to the contrary, the District Executive is presumed to have full authority to act on its behalf in all matters pertaining to District Conferences and Meetings.

- At the council meeting, the District Conference Committee should present a budget, which should be approved along with the District Budget.
- The District Conference's revenue and expenditures should be reviewed by the District Director, District Finance Manager, District Conference Chair, and District Conference Finance Manager. Funds collected towards conference fees and sponsorship funds should be held as reserve in the district account in case the conference is cancelled. The District Director and the District Finance Manager will be accountable for the District Conference funds until the pay-out is made, and the surplus is returned to the District account.
- The District Logistics Manager oversees all district assets, such as Trophies, stationery, and so on. In this regard, the District Conference Logistics Head will work with the District Logistics Manager to coordinate all District Conference properties.

## **11.5 Cost of conference to Toastmasters**

All costs to be incurred by Toastmasters attending conferences shall be approved by the Office. No notice setting out the scale of such costs shall be issued until such approval has been obtained in writing. The Office shall not, in the absence of a budget, grant any such approval.

## **11.6 Distribution of functions**

### **The Host Body**

In the absence of specific arrangements to the contrary, the host body will be responsible for all hospitality matters, such as selection of venues, layout of rooms, provision of loud-speaking and recording facilities, reception, booking of accommodation, chairing of sessions, photography, entertainment and so on. It shall also handle the reproduction of papers and printing of programs.

#### Program Quality Director

Control of Educational programs, selection of guest speakers and matters incidental thereto is vested in the Program Quality Director, who may delegate responsibility to the host body while retaining accountability as well as their right of final approval.

### **11.7 Concessions granted to officers, and special arrangements.**

District shall meet all expenses incurred by the District Director and their selected guests in attending the Conference (for example, registration, meals, accommodation costs, function fees including any banquet and travel at the most economical rate available). District shall pay for the registration fee only for the Program Quality Director. It shall not underwrite any expenses on behalf of officers other than these.

District shall in good time provide at its own cost a PDG (or PDD) medallion and lapel pin, and engrave a wall plaque, for presentation to the retiring District Director and an appropriate present for their spouse. It is the responsibility of the District Director to obtain the plaque from the shop at International Convention, charging District with the cost.

## **12. CONTESTS**

### **12.1 Nature of Contests**

The nature of contests held at conferences, and the rules appertaining thereto, shall be decided by the District Executive Committee as per latest communication from Toastmasters International. Council members are only to be notified during the Council meeting. These contests shall be run in accord with the requirements of Toastmasters International, and nothing herein shall conflict with the contest rules published by Toastmasters International or with official policy.

### **12.2 International Speech Contest**

The winner of that contest shall be the District's selection for entry in any Regional contest held in the next District year with the objective of sending a speaker to compete in the International Speech Contest of the year. If the winner is not available to attend any such contest, the runner-up or else the highest placed speaker available shall be the District's Contestant.

### **12.3 Announcement of Results**

The results of all District Contests shall be announced at any suitable time during the Conference, adhering to the TI speech contest rulebook.

## **12.4 Area and Division Contests**

District applies the option in Contest Rule 3B to allow two contestants to proceed from club to Area contests (in an Area with four or fewer clubs) and from Area to Division contests (in a Division with four or fewer Areas).

To prevent overlaps, the dates for the Area and Division contests should be discussed and approved by the Executive Committee. A calendar with dates for Area & Division contests will be circulated to the council members. Once the Contest Calendar is approved and circulated, Division Directors and Area Directors are not permitted to change their contest dates, subject to approval of the Program Quality Director and District Director

## **13. Standing rules for business meetings of the District Council**

### **13.1 Higher Authority**

Articles IX and X of the District Administrative Bylaws set out the Composition of Council (IX (a)), Scope of Council's authority (IX(b)), the nature of the meetings that shall be held (X (a & b)), the quorum(X(c)), proxies(X(d)) and voting requirements(X(e)). All meetings shall be held in accord therewith.

### **13.2 Scheduling**

The District officers will ensure that arrangements for District Council meeting in DTAC are such that the venue and time allocated to the meeting allow constructive debate on the business, and that the date selected is one on which the greatest most number of members can attend.

### **13.3 Attendance**

All Toastmasters who are members of clubs within the District have right of attendance at any meeting of the District Council. Other persons may attend at the invitation of the District Director. Members of Council, as defined in Bylaw IX (a), have the right to speak. So, does the Past District Governors and Past District Directors. Only members of the Council have the right to vote.

Any member of Council who considers that an item of business is confidential to Toastmasters has the right to call on the Chairman to require the withdrawal of invited guests. The Chairman shall immediately rule at his/her discretion on any such request.

### **13.4 Chairmanship**

All Council meetings shall be chaired by the District Director if he is present. The District Director He retains the right, however, to cede the chair to another member of Council for part of the meeting if, for example, he wishes to participate in the debate. If the District Director is absent, the meeting will be chaired by the Program Quality Director and, if both are absent, by the Club Growth Director. Should all three of them be absent, the meeting shall elect one of the members of Council as Chairman.

### **13.5 Notice of Meeting and Agenda**

Article X(a)&X(b) of the Bylaws stipulates the period of notice required for each kind of meeting. Every such notice shall include an Agenda for the meeting. Agendas for regular meetings may include the item "General" those for special meetings may not. The Agenda of the meeting shall not be changed except upon the passing of a resolution to that effect with a simple majority.

### **13.6 Reports**

Reports for submission to meetings of the Council shall be prepared in typescript and submitted in advance to the District Administration Manager. The District Director may from time to time lay down requirements for advance submission to enable such reports to be made available prior to the meeting. All sub-committee chairman or coordinators will submit reports on their functions to the District Administration Manager.

All reports shall be made available to download from the District website five days before the Council meeting. Notification of the availability of these reports on the District website shall be sent to all Council members. Notwithstanding the above, during physical district council meetings, two copies of all reports shall be made available by the District Administration Manager for Council members to review prior to the commencement of the Council meeting. Copies of the report of the District Director, District Finance Manager, including proposed budgets as required, and the Audit Committee chairman shall be distributed to all members present at such meetings.

The audited District accounts and Audit report for the previous year shall be submitted to Council at the September council meeting for approval. If these reports are not approved, they shall be re-submitted within 21 days to Council for approval or if the change is minor, it may be approved at the Council meeting. The Audit report may only be altered by the Audit Committee

The audited District accounts and Audit report for the period July to December shall be submitted to Council at the following May council meeting for approval. If these reports are not approved, they shall be re-submitted within 21 days to Council for approval or if the change is minor, it may be approved at the Council meeting. The Audit report may only be altered by the Audit Committee.

The District Director's report and the Finance Manager's report should be proposed for adoption and voted upon at District council meetings.

### **13.7 Resolutions**

The District Executive will request Clubs to submit motions to be debated at the forthcoming District Council Meeting of District 20 at least two (2) weeks prior to the meeting.

Any business properly introduced in terms of the applicable rules for a District Council Meeting shall be considered at that meeting, notwithstanding the fact that business was not submitted to the District Executive nor advised to Clubs before such District Council Meeting.

The Chairman may at his/her discretion require any resolution to be submitted in writing before the debate is allowed to commence. Should the chairman he have allowed debate to commence on a verbal resolution he/she may at any stage suspend it until the resolution has been submitted in writing.

The proposer of any resolution shall be allowed three minutes to motive it. Any additional time shall be allowed only at the discretion of the Chairman.

No member of Council shall speak more than once on a question, or for longer than two minutes unless the Chairman in his/her sole and unfettered discretion suspends this Rule.

All persons speaking at meetings of Council shall identify themselves for the record before they speak.

### **13.8 Minutes**

The District Admin Manager will ensure that copies of the minutes of all District Executive Committee and Council Meetings are circulated, not later than one (1) month after the meeting.

### **13.9 Report back on motions**

If Council charges any formation or individual with a function that requires a subsequent report to it, the individual responsible for the matter shall procure, or himself deliver, a report thereon to each subsequent meeting of Council until that body discharges the matter from its agenda.

### **13.10 Voting Procedure at Elections**

When only one nomination, a single vote will be allowed.

All votes cast are tallied.

- Should the candidate with the highest number of votes have obtained 50% + 1 or more of the votes cast then that candidate will be declared the winner.
  - Should the candidate with the highest number of votes however NOT have obtained a majority of the votes cast, then the procedure shall be as follows:
  - The candidate with the least number of votes will be excluded from subsequent ballots.
  - Successive ballots will be cast until one candidate obtains a clear majority of the votes.
  - Should there be a tie between the only two candidates, then the Chairman of the meeting must exercise his/her casting vote:
  - Should two or more of the candidates scoring the least number of votes achieve an equal number (e.g. 40, 30, 30) then a ballot will be held to determine which one of the two minority candidates is to be eliminated from the contest, where after the winner of this ballot and the greater scoring candidate will go through a further ballot until either one has obtained a clear majority or, in the event of a tie, the Chairman exercises his/her casting vote.
- Note - "The District Council comprises of the District Executive Committee, All Club Presidents, All Club Vice-Presidents Education OR Proxies of Club Presidents & Vice-Presidents Education (NO PROXIES IN THE VIRTUAL COUNCIL)"

### **13.11 Nominations, candidates' forum, and elections**

Nominations will be announced duly by the District Director.

Closing date for nominations will be 15th December of the same year. All nominations will be vetted by the Nominating Committee.

The District Officers that may be elected under District Administrative Bylaws VII (c), Only in the case of a vacancy caused either by resignation of the official, or no official having been elected by District Council, shall an appointment be made by the District Director as per Bylaws VII (c).

The names of eligible nominees who accept nominations will be forwarded to all council members, listed alphabetically for each post, and as provided for in the Bylaws.

Electronic vote in the absence of a quorum

If, in the absence of a quorum at a Toastmasters District 20 business meeting, any decision(s) provisionally taken thereat require confirmation to be effective, this shall be sought by means of an electronic vote.

### **13.12 Electronic vote in the absence of a quorum**

If, in the absence of a quorum at a Toastmasters District 20 business meeting, any decisions provisionally taken thereat require confirmation in order to be effective, this shall be sought by means of an electronic vote.

#### Procedure

An e-mail containing the minutes, together with the full text of any separated resolutions with the proposer and seconder named in each instance shall be sent to the designated e-mail representative of each club. Provision shall be made therein for recording separately the votes of President and VPE on each issue to be decided, either for or against.

Council members asked to vote by post shall on the application be allowed to do that. The motion will not be approved until or unless there is a majority of 50% plus 1 'for' the motion of all members present.

The results of the electronic vote will be passed to the district council by email as soon as the result is known.

## 14. Induction at the Annual Conference

Post-election, the incoming District Officers are inducted in one of the segments at the District Annual Conference.

## 15. Amendments

This Code of Practice may be amended by a simple majority of votes cast at any duly constituted meeting of Council. In a case of urgent need only, The Code may be provisionally amended, or part of it temporarily suspended, by a two-thirds majority vote of the Office. In such circumstances, the Office is required forthwith to advise all members of the Council in writing of the action and of the reason why it was undertaken. If such an amendment is not to fall away at the time of the next Council meeting, it must be confirmed or by electronic vote.

In the event that, any resolution of Council is in conflict with this code or is of an indefinitely continuing nature and thus should be included herein, and the significance of this is overlooked at the meeting, the Office shall frame an appropriate amending resolution to The Code for consideration by the next Council meeting, but despite any such conflict shall in the meantime ensure that the provisions of the resolution so passed are respected.

The regular updating of the District Code of Practice must be added as a permanent item in the District Calendar as a reminder of the updates to be done by the District Administration Manager in conjunction with the District Parliamentarian within two months after every council meeting.

This document may be amended as a whole or section by section.

## APPENDIX 1 – DISTRICT COORDINATORS & CHAIRS

### 1.1 For District Director

#### 1.1.1 Audit Committee Chairman

Reports to:	District Director	Period:	One Toastmasters Term
Appointed:	By 1 <sup>st</sup> December	Required:	Yes

#### Job functions:

- Manages the Audit Committee appointed by the DD by 1 December each year.
- The Committee submits the mid-year audit report to DD and TI no later than February 15, which is approved by the Council at the May Council meeting.
- The Committee completes the year-end audit report for the fiscal year ending 30 June. The outgoing and incoming DDs are jointly responsible for submitting this report to the member Clubs and to TI by August 31 and must present it for approval of the District Council during the first District Council meeting at the September meeting
- The composition and activities of the Audit Committee are laid out in Article XI(c) of the District Administrative Bylaws

#### Qualifications required:

- Good understanding of financial and audit processes.
- Good understanding of District financial processes.

#### Special requirements:

- The Audit Committee must consist of at least 3 members who are not members of the District Executive Committee.
- Audit Reports to be submitted in the format required by Toastmasters International

Financial Requirements: NONE

#### 1.1.2 Awards Committee Chairman

Reports to:	District Director	Period:	One Toastmasters Term
Appointed:	By 31 <sup>st</sup> January	Required:	Yes

#### Job functions:

- Chairs the Awards Committee appointed by the DD by 31 January each year.

- The committee shall consider all nominations received and decide on the most deserving recipients at the Awards Meeting held in March each year, not necessarily restricting itself to the names of those nominated.
- Attends and leads the Awards Meeting.
- In conjunction with Club Growth Director District leaders, carry out any calculations required to determine an award e.g. Top club.

Qualifications required:

- A good knowledge of the D20 Awards system

Special requirements:

- Awards Committee to consist of Trio, and at least three people, of which at least 1 should not be a member of the District Executive Committee.

Financial Requirements: NONE

### 1.1.3 Credentials Chair

Reports to:	District Director	Period:	One Toastmasters Term	Required:	Yes
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Job functions:

- Assists the district in conducting a successful election meeting.
- Provides all documents required for the AGM voting process and arrange printing if necessary:
- Secret ballot slips
- Show of hands vote sheets.
- Vote count slips.
- Receives the register of council from District Director.
- Trains the registration officers/vote counters .
- Supervises the credentials desk and verify proxies.
- Monitors registrations and notify DD of progress towards a quorum.
- Presents Credentials Report to council.
- Supervises vote counters in a show of hand and secret ballots (physical or virtual).
- Gives voting result to the DD.
- Presents record of Executive members attending physical Executive and Council meetings to Administration Manager for use by Finance Manager to confirm payment of travel expenses.

Qualifications required: NONE

## Special requirements:

- Attends both council and executive meetings.
- Attends any other meetings where DD may require assistance.

## Financial Requirements:

- Travel cost to attend council and executive meetings is paid for by District.

## 1.1.4 District Leadership Chair

Reports to:	District Director	Period:	One Toastmasters Term
Appointed:	By 31 <sup>st</sup> October	Required:	Yes

## Job functions:

- Chairs the nomination committee.
- Sends out notices for nominations.
- Ensures Nominations committee understand their functions.
- Ensures up to date forms and other relevant information on the website.
- Actively looks for candidates, where necessary
- Ensures all protocol, policies and procedures met
- Heads committee during candidate interview and asks questions.
- Presents report to Council at DTAC

The requirement for and methods of appointment of this committee are set out in Bylaw XI (d) and Policy Statement I-14, as well as in the Policies document under “District Nominating Committee Procedural Rules VI E 8”. The committee is required to exert itself to implement the principle of spreading opportunities for leadership throughout the District as far as is practicable. It is expected to draw on Area Directors and on other members of the Executive for advice about talents available to the District. See also “Nominations” under the heading “Standing Rules” in the District Code of Practice.

## Qualifications required:

- Preferably a Past District Director

## Special requirements:

- Note particularly the prohibition against any member of the committee having served on it in the preceding year.

Financial Requirements: NONE (If attendance required at a Council or ExCom meeting, for reimbursement refer to Section 7.6)

### 1.1.5 Parliamentarian

Reports to:	District Director	Period:	One Toastmasters Term
Contact:	N/A		

#### Job functions:

- Assists the DD at District 20 meetings, including the DTAC, Council and Executive meetings.
- Guides the Credentials Officer and meeting logistics and briefing the Credentials Officer.
- Ensures the meeting venues are adequate and equipped.
- Updates District Code of Practice with standing rules accepted by District Council.
- Answers questions on parliamentary procedure and carry out training when required to do so, at COT, DOT and clubs.
- As Protocol Officer:
  - Serves as an advisor to the District conference teams and clubs on matters of protocol, procedure, order of precedence, ceremonial, and traditional matters, whether officially adopted by action of the District or of a customary nature.
  - Oversees flag ceremonies at all District events where these are held.

#### Qualifications Required:

- Well versed in Toastmasters International policies and procedures
- Well versed in Roberts Rules of Order
- Good Understanding of All Toastmaster Documents of Reference e.g. Club Constitutions, District By-Laws, Code of Practice, etc.
- Access to copies of all Toastmasters International Policy Documents

#### Special requirements:

- Attend all meetings where District Director may require assistance, including Council, Executive, Directorate, Awards, and any other meeting requested by the District Director.

#### Financial Requirements:

- Travel cost to attend council and executive meetings is paid for by District.

## 1.1.6 Logistics Manager

Reports to:	District Director	Period:	One Toastmasters Term	Required:	Yes
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## Job functions:

- Selects office/executive/council meeting locations and organizes the room or any online platforms.
- Ensures that the atmosphere is conducive to successful events, such as business meetings, speech contests, and training.
- Assists in the setup of required equipment.
- Supports district leaders with meeting arrangements.
- Distributes program materials.
- Keeps track of district property, including assets, digital recording devices and all conference-related materials, such as District Conference Trophies, Certificates, and other district stationery.

## Qualifications required:

- Proven abilities in organization and diplomacy are a must for this role.

## Special requirements:

- Attend all meetings where District Director may require assistance, including Council, Executive, Awards and any other meeting requested by the District Director.

## Financial Requirements:

- Travel cost to attend council and executive meetings is paid for by District.

## 1.1.7 Head of Arabic Club Affairs

Reports to:	District Director	Period:	One Toastmasters Term	Required:	Yes
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## Job functions:

- Assists PQD Team in conducting Trainings & workshops,
- Assists CGD in conducting open houses, Speech\_crafts, YLP and any other event.
- Assists Area and Division Directors to accomplish District Mission.
- May Propose special awards for Arabic clubs, if they do not clash with the existing PQD and CGD awards.
- Supports Arabic contest at all levels.
- Suggests membership promotion activities for Arabic Clubs.

## Qualifications required:

- Bilingual Leader. Preferably a Past Division Director who has worked with Arabic clubs.

## Special requirements:

- Attend all meetings where District Director may require assistance, including Council, Executive, Awards, and any other meeting requested by the District Director.

## Financial Requirements:

- Travel cost to attend council, executive meetings are paid for by District.

## 1.1.8 District Translator

Reports to:	District Director	Period:	One Toastmasters Term	Required:	Yes
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## Job functions:

- Responsible for translating all communication from the district
- Adds Voice over in Arabic language during District official meetings.

## Qualifications required:

- Bilingual member with translation background

## Special requirements:

- Attend all meetings where DD may require assistance, including Council, Executive, Awards and any other meeting requested by the DD.

## Financial Requirements: NONE

## 1.1.9 Disciplinary Committee Chair

Reports to:	District Director	Period:	One Toastmasters Term	Required:	Yes
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## Job functions:

- Responsible for Reviewing and Investigating Disputes between District members,
- In accordance with the Toastmasters code of Practices - (<https://www.toastmasters.org/Leadership-Central/Standards-of-Conduct>)

- The District Director or TI-authorized officer appoints a Committee chair or an individual from the District to head the committee with the Majority of Committee members having the final say.

Special requirements:

- Must be a Past District director

Financial Requirements: NONE

## 1.2 For Program Quality Director

### 1.2.1 Contest Coordinator

Reports to:	Program Quality Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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Job functions:

District Contests

- Manages and officiates over District Contests.
- Liaises with conference teams to ensure proper preparation for District Contests.
- Checks judges appointed for District contests to ensure eligibility and representation
- Verifies eligibility of contestants in the District contests with TI. Such inquiries to TI by e-mail are generally answered within 48 hours.
- Ensures that the judging process at District contests is fair and is perceived to be fair by all concerned.
- Provides District Webmaster with the names of contest winners so that Hall of Fame may be maintained.

Judging Information

- Responds to queries on contest rules and procedures by phone, voice message, Whatsapp, or e-mail within 48 hours. It is vital that answers to all inquiries are based on fact rather than opinion.
- Refers queries to TI, if not definitively answered elsewhere.
- Updates information on judging, so that the District website is current and that any changes to the contest or judging rules are communicated to all members of the District.
- Ensure that all members of District are aware of the availability of relevant information on contests and judging via the District website.

- Maintains availability of up-to-date judging forms on the District website.
- Minimizes the propagation of misinformation and disinformation through awareness and the wide distribution of accurate and up-to-date information concerning the rules, requirements, and processes related to judging.

#### Training

- Liaises with and gives input to TLI to ensure that regular and meaningful workshops on judging are conducted throughout the District and ensures that sufficient information and training are available to ensure a fair standard of judging at all contests.

#### Other Tasks:

- Liaises with the PQD on all matters and decisions relating to speech contests within the District and maintains records of each position of each contest in case of need by PQD.
- Where the District Contest coordinator is unable to officiate at District Contests, the ability to delegate and to train a substitute is required.

#### Qualifications required:

- Thorough knowledge and understanding of speech contest rules and procedures is a pre-requisite.
- A high level of numeracy and knowledge of statistical methods is desirable.
- Should have participated in contests and in their judging.

#### Special requirements:

- The District Contest coordinator may preferably be from the country hosting the District Conference for easy management.
- The District Chief Judge/Contest coordinator is bound by the Speech Contest Rulebook, as written and interpreted by Toastmasters International.
- Integrity and a sense of fairness is an absolute requirement. The rules and processes must be applied without fear or favour.
- An above average standard of English usage is desirable.
- A minimum of three years' membership and a minimum of ACB or 1 Path completion is recommended.

#### Financial Requirements:

- District pays for a contest pack for each contest shortly after these are published by Toastmasters International each year.

## 1.2.2 District Toastmasters Annual Conference Chairperson

Reports to:	Program Quality Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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## Job functions:

- Provides wise counsel to the Conference Vice Chair(s) and committee heads.
- Has an overseeing role of the conference, but does not run the project.
- Is available to provide advice, but more importantly in planning ahead for contingencies and risk during the conference
- Presides over the conference committee meetings.
- Guides the Vice Chairs and committee heads in team building/recruiting volunteers.
- Provides continuity and communication links to and from the District in respect to the conference.
- Assists PQD in the selection of the organizing committee.
- Arranges a briefing session for the new conference committee (where possible), to communicate District conference vision, policies, guidelines, previous learnings as well as international requirements, e.g. financials.
- Arranges a debriefing session by the outgoing conference committee (where possible), to consolidate the most recent learnings.
- Updates the documentation and, when necessary, the audio-visual material available for the organizing Vice Chairs and their respective committees.
- Ensures Rewards and Recognition for the Conference Team to motivate and inspire them.

## Qualifications required:

- Should have served in a previous Organizing committee, with an experience in event management.

## Special requirements:

- Should ideally have access to publishing, as well as audio-visual facilities, to ensure that the conference knowledge base is updated.

Financial Requirements: NONE

## 1.2.3 Educational Coordinator

Reports to:	Program Quality Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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## Job functions:

- Monitors the educational awards report on the Toastmasters International website for registrations of Pathways Projects, Triple Crown and Distinguished Toastmasters.
- Draws up information of members who have promised to achieve awards from the Area Director reports, to make a list of possible educational awards for the year.
- Assists the PQD in contacting members who have promised achievements.

## Qualifications required:

- Understands the requirements for all educational awards.

Special requirements: NONE

Financial Requirements: NONE

## 1.2.4 Speakers' Bureau chair

Reports to:	Program Quality Director	Period:	3 years (renewed mutually annually)	Required:	<b>No</b>
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## Job functions:

- Manages the implementation, promotion, and operation of District 20 Speakers' Bureau.
- Promotes the Speakers Bureau to all members of the District and manages the process of applications and appointment of speakers, verifying the quality of applicants against published criteria.
- Effectively promotes Speakers Bureau externally to organizations, businesses, and other groups in target markets within District 20.
- Checks D20 website and Speakers Bureau social media pages for periodically for any activity – i.e. bookings, applications, evaluations, feedback and comments, and responds appropriately within 48 hours.
- Scrutinizes all membership applications against specified criteria for admission as a Speaker on the Speakers Bureau, and verifies all references and other documentation.
- Follows up with both speakers and the persons booking them and obtains

feedback/evaluations in all cases. These must be recorded on the web site so that a record is maintained.

- Investigates poor reports, if the need arises and, removes the speaker from the panel.
- Reserves the right to include or remove any member, as approved by the Speakers Bureau committee members.

#### Qualifications required:

- The Chair has achieved at least an Advanced Communicator Distinguished Toastmaster and has preferably successfully served as District Executive member. Someone who can manage, co-ordinate, liaise, has a good image, has experience in the speaking environment, and knows what a good public speaker is.

#### Special requirements:

- The Chair must be totally neutral and not show favouritism in placing speakers.

#### Financial Requirements:

- The Speakers' Bureau may charge organizations wishing to book speakers a fee (\$250 or similar is proposed) and may charge a nominal fee to members wishing to apply as speakers, in order to cover costs of running and publicizing the Speakers' Bureau, but the Chair may not be compensated in any way inside or outside of Toastmasters for the work done or for placing a speaker

#### 1.2.5 Toastmasters Leadership Institute (TLI) Chair

Reports to:	Program Quality Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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#### Job functions:

- Chairs the TLI Training Panel
- Chairs the TLI Advisory Board
- Is responsible for organizing:..
- District Officers Training
- Club Officers Training
- Additional TI Module Training
- Education/Workshops
- Develops training programs, using material from TI, to fill identified needs, particularly for the training of District and Club officers in line with Distinguished

District requirements,, for TLI Trainers, on every aspect of training; for all members on conducting training sessions, especially “From Speaker to Trainer”.

Qualifications required:

- Knowledge of the organization.
- Organizational and planning skills.

Special requirements: NONE

Financial Requirements: NONE

### 1.3 For Club Growth Director

#### 1.3.1 Club Extension Chair

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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Job functions:

- Oversees the achievement of the objectives the Club Extension and Club Sponsor Committees.
- Assists CGD through maintaining quality leads and providing guidance over the club sponsor program to ensure that prospective clubs are chartered successfully.
- Assists with club sponsor credit opportunities for members who seek it.

Qualifications required:

- Good understanding of District processes and of strategic growth

Special requirements: NONE

Financial Requirements: NONE

#### 1.3.2 Club Quality Chair

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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Job functions:

- Focuses on establishing a Club Mentor Committee to provide/Club mentors and assists with club mentor credit opportunities for members who seek it.

- Assists the CGD and recruits, trains, and tracks mentors for the newly organized clubs in the District.
- Understands and facilitates club mentor training; refines the curriculum and assists mentors with their responsibilities to ensure they effectively serve their clubs effectively.
- Ensures club mentors receive club mentoring credit from Toastmasters International.

Qualifications required:

- Good understanding of District processes and of strategic growth

Special requirements: NONE

Financial Requirements: NONE

### 1.3.3 Club Retention Chair

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>Yes</b>
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Job functions:

- Works together with CGD to identify clubs in need of a coach, and to confirm the club is willing to work with a coach.
- Assists in the identification and appointment of Club Coaches by the CGD or DD for those clubs with 12 or fewer members (minimum 1 member)
- Provides support and resources to Club Coaches and all those working to help struggling clubs.
- Serves as a mentor to Area and Division Directors seeking help with struggling clubs.
- Encourages Club Coaches and others involved in supporting struggling clubs to attend Club Coach training run by TLI.
- Assists with promoting membership building programs designed by Toastmasters International TI (Smedley Award, Talk Up Toastmasters and Beat the Clock), and additional programs designed by the District.
- Monitors the effectiveness of each club coach's action plans and suggests adjustments.
- Provides the Club Growth Director CGD with regular status reports.
- Organizes the recognition of club coaches and ensures they receive club coaching credit from Toastmasters International TI.

Qualifications required:

- Good understanding of Toastmasters processes and understanding of the Coaching process

Special requirements: NONE

Financial Requirements: NONE

#### 1.3.4 Club New Source Research Chair

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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Job functions:

- Works closely with the CGD to develop the District's marketing plan, which is a series of steps to help the District grow healthy new clubs.
- Generates new club leads at the District level.
- Provides meeting and contact information on specific clubs matching the needs of the enquiries.
- Returns phone calls, Whatsapp messages, emails, as needed.
- Passes on inquiries to clubs to invite potential members to join their clubs.
- Follows up after a period with each of the inquiries.
- Maintains the leads spreadsheet. Receives leads from websites, members and TI and establishes a follows a follow-up process.
- Reports to CGD on new leads and conversion rate achieved.

Qualifications required:

- Good understanding of Toastmasters processes.
- Knowledge of the corporate market.
- Effective people, marketing, and communication skills.

Special requirements: NONE

Financial Requirements: NONE

## 1.3.5 Speechcraft Coordinator

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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## Job functions:

- Assists Clubs and members wishing to run the Speechcraft program.
- Facilitates the running of Speechcraft by serving as a reference point of knowledge and materials.
- Helps Speechcraft Convenors understand the process of using Speechcraft as a tool for membership growth.

## Qualifications required:

- Familiarity with the Speechcraft program and the process of how to recruit members from the Speechcraft.

Special requirements: NONE

Financial Requirements: NONE

## 1.3.6 Youth Leadership Coordinator

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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## Job functions:

- Assists the CGD by serving as a support to members who wish to run the Youth Leadership course programs.
- Assists members in the running of Youth Leadership program.
- Promotes the program and ensures maintenance of its standards.
- Serves as a reference of knowledge and materials.
- This should not be a core District activity as it does not relate to the critical success factors of the District.

## Qualifications required:

- Understanding of the Youth Leadership program.

Special requirements: NONE

Financial Requirements: NONE

## 1.3.7 Area Director Visit Information Coordinator

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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**Job functions:**

- Assists Area Directors with submission of Area Visit Reports on the TI website.
- Receives Area Director Visit Reports from Area Directors who are unable to submit reports.
- Submits reports to TI on behalf of area directors who are unable to do it themselves, either by fax or online before the deadlines.
- Receives a copy of each Area Visit Report submitted from the CGD and uses them se to extract information of use to the various Office members.
- Passes on relevant information to educational coordinator and district statistician for use in their roles.

Qualifications required: NONE

Special requirements: NONE

Financial Requirements: NONE

### 1.3.8 Membership Participation Coordinator

Reports to:	Club Growth Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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**Job functions:**

- Serves as a resource to support Clubs wishing to increase attendance and member participation and facilitates contact between speakers needing slots and Clubs needing speakers.
- Achieves above by means of the following:
  - Managing and monitoring records.
  - Assists Clubs to run membership needs/satisfaction surveys to enhance participation.
  - Suggests ways that the participation page can be made more useful

Qualifications required: NONE

**Special Requirements:**

- A good understanding of running effective need's surveys.
- Ability to analyse information from the participation page and derive trends and other useful information to assist CGD.

Financial requirements: NONE

#### 1.4 For Administration Manager

##### 1.4.1 Club Officer and Contact Information Coordinator

Reports to:	Admin Manager	Period:	Annually	Required:	<b>No</b>
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Job functions:

- Assists Administration Manager in ensuring clubs submit club officer lists to Toastmasters International TI by 30 June each year, and 15 January each year for Semi-Annual Clubs.
- Assists clubs with questions and problems in Club Officer List submissions
- Assists the Administration Manager in facilitating, updating, and correctiong of member contact details through the Toastmasters International TI website.
- Liaises with Administration Manager and others for input on incorrect member contact information.
- Develops systems to ensure and monitor correcting of information by members. This can be split into 2 roles if Administration Manager so chooses.

Qualifications required:

- Understanding of processes to update member information with TI.

Special requirements:

- District contact list required.

Financial Requirements: NONE

##### 1.4.2 District Archivist

Reports to:	District Director thru' Admin Manager	Period:	One Toastmasters Term	Required:	<b>No</b>
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Job functions:

Storage of Historical documents and ongoing archiving of:

- District meetings minutes
- Formation of District
- The Toastmaster magazine
- TI convention documents
- D20 Conference documents

- A reactive role, keeping anything of value that people pass on.
- Due to the nature of the function, the District Archivist is appointed on a continuing basis.

Qualifications required: NONE

Special requirements: Storage facilities

Financial requirements: NONE

## 1.5 For Finance Manager

### 1.5.1 Finance Committee Chairman

Reports to:	Finance Manager	Period:	Annually	Required:	<b>Yes</b>
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Job functions:

- Manages the District's Financial Committee whose task is to assist the Finance Manager in the drawing up of financial policies, as and when necessary to enable the smooth operation of District finances.
- Investigates and proposes such policies for the consideration of Office and District Council, as and when necessary.
- This role may be held by the Audit Committee Chairman

Qualifications required:

- Good knowledge of financial policy and District financial processes

Special requirements: NONE

Financial Requirements: NONE

## 1.6 For Public Relations Manager

### 1.6.1 Corporate Relationship Coordinator

Reports to:	Public Relations Manager	Period:	Annually	Required:	<b>No</b>
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#### Job functions:

- Compiles and maintains a database of names and contact details for contacts within corporates to whom District wishes to market their programmes.
- Establishes and manages the relationship between District and companies to raise the profile of the Toastmasters organization and spread awareness about Toastmasters International TI and District 20.
- Supports corporate clubs and Area Directors with ideas for improving marketing in companies where there are corporate Clubs.

#### Qualifications required:

- Knowledge of the corporate market
- Effective people and communication skills

Special requirements: NONE

Financial Requirements: NONE

### 1.6.2 External Communications Coordinator

Reports to:	Public Relations Manager	Period:	Annually	Required:	<b>No</b>
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#### Job functions:

- Manages policies, such as the D20 Advertising Policy.
- Builds awareness of District in target markets.
- Plans campaigns to raise awareness in terms as per of the marketing plan.
- Creates interest for Toastmasters in targeted media, e.g. Radio, Press.
- Manages the corporate marketing plan.
- Builds and manages long-term relationships with external PR parties, for example Media, key sponsors, advertisers.
- Creates, vets and distributes external press releases for the District to the media.

#### Qualifications Required:

- Good understanding of the media

- Good writing skills in English and other languages is preferable.

Special requirements: NONE

Financial Requirements: NONE

### 1.6.3 Web Developer (Technical)

Reports to:	Public Relations Manager	Period:	3 years	Required:	<b>No</b>
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Job functions:

- Manages all technical aspects of the District 20 website:  
<https://district20toastmasters.org/>
- Provides website training to webmaster.

Qualifications required:

- Should be proficient in classical Active Server Pages web page development and Access databases.

Special requirements: NONE

Financial Requirements:

- All costs related to the District 20 website will be covered by District.

### 1.6.4 Webmaster (Content Update)

Reports to:	Public Relations Manager	Period:	Annually	Required:	<b>No</b>
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Job functions:

- Manages the content of the District 20 website, in close cooperation with Office i.e. post news items, upload documents and maintain site content.
- Links website to multi-media sites, such as Flickr
- Support the registrations officer of conferences with the events section of the site.
- Implements the website advertising policy with the PRM & External Communications Coordinator.

Qualifications required:

- Technical knowledge to update content on the website.

Special requirements: NONE

Financial Requirements: NONE

## 1.7 For Immediate Past District Director

### 1.7.1 Past District Director Advisory Committee (If formed)

Reports to:	District Director thru' Immediate Past District Director	Period:	One Toastmasters Term	Required:	<b>No</b>
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Job functions:

- Long range planning
- Strategic planning
- Issue advisory papers on request – normally in the form of tasks delegated by the incumbent District Director.
- Mentorship of District Officers –left to the discretion of each Past District Director.
- Demonstrate support of the current District Team– the Committee does not fulfil a “Big Brother” role, it rather acts as an advisory one, supplying advice and recommendations where needed.

Qualifications required:

- Active Member in a Club belonging to District 20.

Special requirements: NONE

Financial Requirements: NONE

## APPENDIX 2 – DIVISION & AREA COUNCILS

### Division ExCom Tasks

#### Responsibilities of ADD – Program Quality

Task	Level	Frequency
1 Tracking and recognising members' achievement of education awards (for example, by sending congratulatory notes to award winners). This could be done via text in the email or via a letter attached in the email.	Mandatory	2 times a month
2 To present the Division Level Congratulatory certificates on the achievement of the Educational Awards. Division PRM would be designing an elegant certificate for the TMs and it is to be presented at their club meetings. The Division Director is responsible for the printing of the Certificates.	Optional	Each club is to be visited once a year starting from October, the awards will be presented then.
3 Support Area Directors in enhancing club quality (for example, by presenting modules such as Moments of Truth, Pathways at club meetings). What is expected here is, to talk to the Area Directors, let them contact Division with their needs and facilitate them if need be.	Optional	Once in two months
4 To work with the Division Director and the Pathways Ambassador to carve out a plan to create the maximum awareness in the Division with terms to Pathways, the thing of the future.	Mandatory	N/A
5 Ensure Area Directors visit each club in their areas at least twice a year and submit an Area Director's Club Visit Report	Mandatory	2 – 3 times a year
6 Encouraging areas to meet their distinguished goals and facilitating them in whatever way necessary. This task is more of a need-basis.	Mandatory	N/A
7 Work with the Division Director to enhance the quality of the Judging. Involves communicating with the Assistant Area PQs to get the list of the Club's contest details with their Chief Judges, to ensure transparency; assisting the AAD PQs and the clubs as and when required.	Optional to Mandatory	N/A

8	Working with the AAD PQs in doing a current analysis with the clubs with regards to the Club's needs of the Presentation of Modules and the current Educational Award status.	Mandatory	Start of the term, Mid of the term, End of the term. 3 times
9	Representing the Division Director in his absence, attending the Division ExCom meetings (Once in 2 months), assisting the Division Director with Educational tasks and needs, as and when they arise.	Mandatory	N/A, throughout the year
10	Ensure Division Success plan is in place in consultation with Division Director. Develop Division Activity Calendar in coordination with AAD – Program Quality which will contain Council meetings, AD club visits, Areas and division contest dates, and any other educational or social activities of the Division.	Mandatory	N/A, throughout the year
11	Encourage clubs to aim for 100% Pathways enrolment in coordination with AAD – Program Quality.	Mandatory	N/A, throughout the year
12	Promote proper new members induction and orientation in coordination with AAD – Program Quality.	Mandatory	N/A, throughout the year
13	Responsible for the annual division contest overall planning and execution in coordination with the organizing committee.	Mandatory	N/A, Once during the contest preparation
14	Promote PQD awards to clubs within the Division.	Mandatory	N/A, throughout the year

### Responsibilities of ADD – Club Growth

	Task	Level	Frequency
1	Promoting Club's achievements of adding more members (for example, by sending congratulatory notes to the Club President and the VP Membership). This could be done via text in the email or via a letter attached in the email. If possible, sending an email to new members as well.	Mandatory	2 times a month
2	Helping area directors ensure club dues are submitted on time (for example, by contacting area directors before the deadlines approach). This could be done by pushing reminders through, constant communication.	Mandatory	Twice a Year when the renewal period hits
3	Helping maintain 20 or more members in each club (for example, by sharing best practices of other areas). If there is any club that is falling below the 20 members mark, come up with a plan in coordination with the AD, AAD CG and the Club ExCom in order to enhance that	Mandatory	As and when required.
4	Much like the point above, helping area directors to strengthen weak clubs (for example, by directing area directors to club coach candidates outside their areas)	Mandatory	As and when required.

5	Assisting area directors with member retention programs (for example, by promoting district events to broaden the member experience). This task is more of a need-basis	Optional	N/A
6	Encouraging areas to meet their distinguished goals of membership and facilitating them in whatever way necessary. This task is more of a need-basis.	Mandatory	N/A
7	Representing the Division Director, in case the AAD PQD cannot make it, attending the Division ExCom meetings (Once in 2 months), assisting the Division Director with Division Growth tasks and needs, as and when they arise.	Mandatory	N/A, throughout the year.
8	Conducting a Grand Open House in order to promote Club Growth, ultimately leading to the creation of new Clubs in the Division	Mandatory	Once a year
9	Promote CGD awards to clubs within the Division.	Mandatory	N/A, throughout the year.
10	Analyse progress of clubs using the dashboard and devise intervention plan for clubs in need.	Mandatory	N/A, throughout the year.
11	Develop Division Growth Plan in consultation with Division Director and ADs. Coordinate with AAD – Club Growth for execution. List potential leads and track status of each in coordination with AAD – Club Growth	Mandatory	N/A, throughout the year.
12	Ensure new clubs are oriented properly by the assigned mentors. Coordinate with CGD Quality chair for mentors training. Follow up to ensure sponsors and mentors get their credit from TI once mission is accomplished.	Mandatory	N/A, throughout the year.

#### Responsibilities of Division Public Relations Manager

- Assist in planning and designing out of the box creatives with finesse and innovation.
- Assist in promotional efforts on social media with innovative ideas and create engaging and professional visuals.
- Develop engaging, creative, innovative content for regularly scheduled posts, which enlighten audiences and promote Division / Toastmaster focused messages.
- Preparation and planning of social media updates
- Proof reading of all creative outputs and articles for accuracy and come with captivating captions – Editorial skills.
- Write and edit articles for the Division's posters, blog, brochures, flyers including reviews and event recaps etc.
- Contests and campaigns: creative input, development, starting up and monitoring.
- Selection and Digital management of images and graphics for marketing purposes
- Maintain and Manage Digital files and Artwork for the Term.

### Responsibilities of Division Finance Manager

- **Fiscal Oversight and Management:** Ensuring rigorous fiscal oversight and management within the District.
- **Collaboration:** Working closely with the Division Director, ADD-PQ, and ADD-CG to align financial decisions with policies and Division goals.
- **Financial Acumen:** Employing financial expertise to facilitate effective fiscal management.
- **Budget Development:** Developing, planning, and recommending strategies for the effective utilization of Area financial resources.
- **Budget Assistance:** Assisting the Division Director in creating a realistic budget in line with the Division's objectives.
- **Financial Recording and Monitoring:** Maintaining comprehensive records of the District's financial performance, including monitoring, forecasting, and evaluating fiscal health.
- **Accounting Knowledge:** Possessing a thorough understanding of accounting principles and being well-versed in handling financial matters.
- **Financial Management:** Responsible for the requisition, receipt, and disbursement of Division funds.

### Responsibilities of Division Secretary

- **Meeting Minutes:** Taking minutes at each Division Council meeting.
- **Record Management:** Organizing and maintaining all Division records and files.
- **Membership Rosters:** Updating and distributing current membership rosters.
- **Parliamentary Procedures:** Having an understanding of basic parliamentary procedures.
- **Supply Management:** Ordering supplies as required for the Division.
- **Communication:** Handling area correspondence and managing club files.
- **Leader Letter:** Staying current with the Leader Letter.
- **Club Officer List:** Updating and keeping the clubs' officer list current.
- **Assisting ADD-PQ:** Occasionally assisting the ADD-PQ with various tasks.

## Area ExCom Tasks

### Responsibilities of AAD – Program Quality

	Task	Level	Frequency
1	Tracking and recognizing members' achievement of education awards (for example, by sending congratulatory notes to award winners). This could be done via text in the email or via a letter attached in the email.	Mandatory	1 - 2 times a month
2	To present the Area Level Congratulatory certificates on the achievement of the Educational Awards. Area PRM would be designing an elegant certificate for the TMs and it is to be presented at their club meetings. The Area Director is responsible for the printing of the Certificates.	Optional	Each club is to be visited once a year starting from October, the awards will be presented then.
3	Support Club ExCom's in enhancing club quality (for example, by presenting modules such as Moments of Truth, Pathways at club meetings)	Optional	Once in two months
4	To work with the Clubs and the Pathways Ambassador to carve out a plan to create the maximum awareness in the Area with terms to Pathways, the thing of the future	Mandatory	N/A
5	Encouraging areas to meet their distinguished goals and facilitating them in whatever way necessary. This task is more of a need-basis	Mandatory	N/A
6	Work with the Clubs to enhance the quality of the Judging. Involves communicating with the Club Vice President Education to get the list of the Club's contest details with their Chief Judges, to ensure transparency; assisting the clubs as and when required	Optional to Mandatory	N/A
7	Working with the Club Vice President Education in doing a current analysis with the clubs with regards to the Club's needs of the Presentation of Modules and the current Educational Award status	Mandatory	Start of the term, Mid of the term, End of the term. 3 times
8	Representing the Area Director in his absence, attending the Area ExCom meetings (Once in 2 months), assisting the Area Director with Educational tasks and needs, as and when they arise	Mandatory	N/A, throughout the year
9	Ensure Area Success plan in place in consultation with Area Director. Develop Area Activity Calendar in coordination with club council which will contain Council meetings, AD club visits, Areas and division contest dates, and any other	Mandatory	N/A, throughout the year

	educational or social activities of the Area		
10	Encourage clubs to aim for 100% Pathways enrolment in coordination with clubs' Vice President Education	Mandatory	N/A, throughout the year
11	Promote proper new members induction and orientation in coordination with clubs' Vice President Membership	Mandatory	N/A, throughout the year
12	Responsible for the annual Area contest overall planning and execution in coordination with the organizing committee	Mandatory	N/A, Once during the contest preparation
14	Promote PQD awards to clubs within the Area	Mandatory	N/A, throughout the year

### Responsibilities of AAD – Club Growth

	<b>TASK</b>	<b>LEVEL</b>	<b>FREQUENCY</b>
1	Promoting Club's achievements of adding more members (for example, by sending congratulatory notes to the Club President and the VP Membership). This could be done via text in the email or via a letter attached in the email. If possible, sending an email to new members as well.	Mandatory	1 - 2 times a month
2	Helping club presidents ensure club dues are submitted on time (for example, by contacting presidents before the deadlines approach). This could be done by pushing reminders through, constant communication	Mandatory	Twice a Year when the renewal period hits
3	Helping maintain 20 or more members in each club (for example, by sharing best practices of other areas). If there is any club that is falling below the 20 members mark, come up with a plan in coordination with the Club ExCom in order to enhance that.	Mandatory	As and when required.
4	Much like the point above, helping presidents to strengthen weak clubs by having club coach from other areas)	Mandatory	As and when required.
5	Assisting clubs with member retention programs (for example, by promoting district events to broaden the member experience). This task is more of a need- basis.	Optional	N/A

6	Encouraging clubs to meet their distinguished goals of membership and facilitating them in whatever way necessary. This task is more of a need-basis	Mandatory	N/A
7	Representing the Area Director, in case the AAD PQ cannot make it, attending the Area ExCom meetings (Once in 2 months), assisting the Area Director with Area Growth tasks and needs, as and when they arise	Mandatory	N/A, throughout the year.
8	Conducting a Grand Open House in order to promote Club Growth, ultimately leading to the creation of new Clubs in the Area	Mandatory	Once a year
9	Promote CGD awards to clubs within the Area	Mandatory	N/A, throughout the year.
10	Analyze progress of clubs using the dashboard and devise intervention plan for clubs in need	Mandatory	N/A, throughout the year.
11	Develop Area Growth Plan in consultation with Area Director. Coordinate with ADD – Club Growth for execution. List potential leads and track status of each	Mandatory	N/A, throughout the year.
12	Ensure new clubs are oriented properly by the assigned mentors. Coordinate with ADD – Club Growth for mentors training through CGD Quality Chair. Follow up to ensure sponsors and mentors get their credit from TI once mission is accomplished	Mandatory	N/A, throughout the year.

#### Responsibilities of Area Secretary (Voting Role)

- **Meeting Minutes:** Taking minutes at each Area Council meeting.
- **Record Management:** Organizing and maintaining all Area records and files.
- **Membership Rosters:** Updating and distributing current membership rosters.
- **Parliamentary Procedures:** Having an understanding of the basic parliamentary procedures.
- **Supply Management:** Ordering supplies as required for the Area.
- **Communication:** Handling area correspondence and managing club files.
- **Leader Letter:** Staying current with the Leader Letter.
- **Club Officer List:** Updating and keeping the clubs' officer list current.
- **Assisting AAD-PQ:** Occasionally assisting the AAD-PQ with various tasks.

### Responsibilities of Area Public Relations Manager

- Assist in planning and designing out of the box creatives with finesse and innovation.
- Assist in promotional efforts on social media with innovative ideas and create engaging and professional visuals.
- Develop engaging, creative, innovative content for regularly scheduled posts, which enlighten audiences and promote Area / Toastmaster focused messages.
- Preparation and planning of social media updates
- Proof reading of all creative outputs and articles for accuracy and come with captivating captions – Editorial skills.
- Write and edit articles for the Area’s posters, blog, brochures, flyers including reviews and event recaps etc.
- Contests and campaigns: creative input, development, starting up and monitoring.
- Selection and Digital management of images and graphics for marketing purposes
- Maintain and Manage Digital files and Artwork for the Term.

### Responsibilities of Area Finance Manager

- **Fiscal Oversight and Management:** Ensuring rigorous fiscal oversight and management within the District.
- **Collaboration:** Working closely with the Area Director, AAD-PQ, and AAD-CG to align financial decisions with policies and Area goals.
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- **Budget Development:** Developing, planning, and recommending strategies for the effective utilization of Area & Club financial resources.
- **Budget Assistance:** Assisting the Area Director in creating a realistic budget in line with the Division's objectives.
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- **Accounting Knowledge:** Possessing a thorough understanding of accounting principles and being well-versed in handling financial matters.
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