How TEAMS can help you manage your compliance of the National Code 2007

Managing your compliance of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 is critical to your business.

Imagine having one system to help you manage your compliance instead of many. It is possible!

TEAMS helps you manage your compliance of the following standards:

Standard 2 – Student engagement before enrolment

Standard 3 – Formalisation of enrolment

Standard 4 – Education agents

Standard 5 – Younger students

Standard 6 – Student support services

Standard 7 – Transfer between registered providers

Standard 8 – Complaints and appeals

Standard 9 – Completion within the expected duration of study

Standard 10 – Monitoring course progress

Standard 11 – Monitoring attendance

Standard 12 – Course credit

Standard 13 – Deferring, suspending or cancelling the student’s enrolment

Standard 2 – Student engagement before enrolment

- Tracking of prospective students and their proposals from the Prospect Marketing Centre & Proposal Centre.
- Issuing of Letters of Offers (in many different versions to meet all colleges needs) that allow you to include information such as:
    a) Standard enrolment information such as course name/code, start & end dates, total duration weeks and fees. Campus location and modes of study and assessment.
    b) Requirements of acceptance into a course including English level proficiency, educational qualifications, work experience requirements (where applicable) or if course credit is required.
    c) Accommodation/homestay allocation information and general cost of living in Australia.
    d) Standard process/procedures for refunds, complaints & appeals and deferments.
- Proposal Centre > Documentation tab: this is where you can upload relevant documentation from the Agent or prospective student for things such as:
    a) Passport/visas
    b) Previous qualifications/result transcripts
    c) Other documentation
- Proposal & Prospect Marketing Centre > Contact Logs: this is a very simple but highly effective tool for the following:
    a) Storing communication you have with a prospective student or their agent.
    b) Remind you through reports of follow up calls, special requirements of the student, counseling notes etc.

These contact logs can be viewed by all users/staff of the system or can be restricted to set users/staff where applicable. Anything entered at the prospective student level is converted through to the student/enrolment level on approval of the prospect/proposal.

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Standard 3 – Formalisation of enrolment

As with Standard 2, you can convert approved prospect students and their proposals to an official student and enrolment and all the information from the prospect/proposals level is moved across and then from this level these features can be used:

- Student & Enrolment Centres. These centres allow you to see the following:

  a) Student Centre – gives an overview of all of the student's enrolments and bio data for the student. Upload a picture of the student that can be used in our Student ID card report. Store any further documentation or view all communication logs from the one screen.

  b) Enrolment Centre – gives you an in depth look at a student's enrolment data. This includes accommodation allocations, agent data, OSHC provider information, visa/CoE dates etc. You can upload/store signed agreements with the student in the documents tab. You will also use the enrolment centre for viewing attendance and results (where applicable) and financial information. You can also create new invoices, receipts, refunds & transfers from this centre as well.

Standard 4 – Education agents

Agents can be setup and linked to both a prospective student's proposal as well as a confirmed student's enrolment. By doing this you can raise agent commission invoices and track payments of them. More specifically in relation to this standard TEAMS allows you to manage your compliance of this standard by using the following features:

- Agent Centre – from this centre you see an overview of the agents information.
- Agent Centre > Documentation tab: this is where you can upload documentation relevant to the agent and your business such as:
    a) Signed agreements and relevant terms & conditions documentation.
    b) Up to date marketing information that you have sent to the agent.
- Agent Centre > Contact Logs: this is where you can log all communication you have with your agent but more importantly flag important information for historical reference such as:
    a) Discussions on your marketing requirements or marketing information for the agent.
    b) Breaches by the agent that have lead to your decision to stop using the agent.
    c) Agent complaints.
    d) Agent agreement discussions/requirements.
    e) Recording your corrective & preventative actions you have taken against an agent where you have identified they have been negligent, careless or have breached your contract terms & conditions etc.
- Our merge wizards allow you communicate with Agents via email, sms and traditional letters. This allows you to do specific communication to your agents on your new marketing material and notification of changes to your marketing materials and requirements. By using the merges the system does automatic log entries for historical and referencing of when and what you notified an agent of.

Standard 5 – Younger Students

TEAMS has a specific feature called Guardians. It allows you to setup your business as the guardian that is then applied to each proposal or enrolment or where you use accommodation/homestay providers as individual guardians or even third party suppliers as guardians they can all be setup and linked to the student. You can then run specific reports to identify

- Prospect Student & Student records: by entering the Date of Birth of a prospect student or student allows you to then see the age of the student and be able to track younger students and identify that they need a guardian allocated to them.
- Resource > Guardians: in TEAMS you have the ability to create a resource called a Guardian. You can have one or many guardians based on whether your business is the guardian or you have homestay providers who are also guardians. Guardians are then linked directly to the students proposal or enrolment.
- Resource > Reports: the Guardian Allocation report shows you for each student what Guardian is linked to them, the Unallocated Guardians Report will show you where you have identified that a student needs to have a guardian allocated to them but as yet one hasn't been and the Guardian Detail Report will give you a list of your guardians and their contact details.
- Student Centre/Enrolment Centre > Contact Logs: where you have younger students you can setup specific log types for all the communication you have with the guardian or student in relation to their stay in Australia for tracking and monitoring purposes and you can then report on these specific log types.

Standard 6, 7 & 8

The most important feature in TEAMS that helps you with these standards is our Contact Log area. This can be manipulated in many ways and as previously stated you can set different types of log types for different reasons such as:

a) Counseling/welfare/support services communication notes

b) Complaints & Appeals

c) Learning difficulties

These logs are reportable in bulk, for individual students and for specific log types.

Standard 9 – Completion within the expected duration of study

In TEAMS you can enter and track a student's visa and CoE dates. We have a Visa warning system that if used can alert one or many users each day that a specific student's visa is expiring in x number of days. We also have the Visa Expiry Report and also the eCoE Expiry Report allows you to see the student's enrolment dates against their CoE dates and it gives a calculation of completion % as at a date against expected completion numbers which allows you to identify students that will not complete successfully within the expected duration of study on their CoE.

Also using our Contact Log feature to identify these students and track your actions to assist the student to complete their studies will also help.

Standard 10 – Monitoring Course Progress

TEAMS has an entire Course Monitoring process in place that allows you to report accurate completion % across each study period. If this process is adhered to the Student Performance Report will give accurate completion % and completion ratio. The screens used within this process include:

- Module/Subject Dates templates – this allows you to setup for each course for each intake a group training plan with start and end dates for each module/competency linked to the course/qualification that a student will study. This is required for the system to know exactly when a student is studying what.
- Enrolment Module/Subject Templates – this screen allows you to apply the above templates to the relevant enrolments.
- Student Results – results for student can be done individually or at a bulk enrolment level and result dates are crucial for this process.
- Student Performance Report – using the module start and end dates this report identifies each student's performance % for the study period and allows you to then complete the next part of the process.
- Merges - Course Progress Monitoring: in our Email, SMS and Mail Merges (traditional letters) we have a specific course progress section that matches the student performance report where you can see students that are close to or below 50% performance in a study period and then you can initiate your intervention strategy and communicate in these mediums warnings to the student. The system tracks this communication in the relevant logs automatically as well.
- Course Progress Monitoring Report: this report will allow you to see all the different types of communication you have had as part of your intervention strategy for warning a student of their non-performance.

Standard 11 - Monitoring attendance

As with Standard 10, TEAMS has an entire Attendance Monitoring process in place that allows you to track and monitor attendance within a study period and allows you to track your communication to students of their non-attendance. The screens used within this process include:

- Attendance entry screens: you can mark either presence or absence into TEAMS it can manage either data entry level and you can do it on a daily basis or using our Weekly attendance screen enter each days attendance for the one week.
- Attendance reports: depending on the type of college you are and your study period types and lengths will determine which attendance report you will use. TEAMS has a number of different attendance reports and our rolling periodic attendance reports are specifically for monitoring study period attendance.
- Merges - Attendance Monitoring: in our Email, SMS and Mail Merges (traditional letters) we have a specific attendance monitoring section allows you to search and report on attendance % or session absent in a study period and allows you to initiate your intervention strategy and communicate in these mediums warnings to the student. The system tracks this communication in the relevant logs automatically as well.
- Attendance Monitoring Report: this report will allow you to see all the different types of communication you have had as part of your intervention strategy for warning a student of their non-attendance.

Standard 12 – Course credit

In TEAMS using our Contact Log feature you can track RPL/CT (credit transfer) applications and report on this. TEAMS also allows you to link competencies and modules to the enrolment and mark a result of RPL or Direct Credit Transfer and you can also store the relevant application documentation in the Enrolment Centre > Documentation tab as well.

Standard 13 – Deferring, suspending or cancelling a student's enrolment

TEAMS has built in features to allow you to cancel an enrolment whether the student started or not and manages all date linked to the enrolment. Using the Contact Log feature you will be able to keep information on any Deferments, suspensions or cancellation reasons. Where a student has to suspend their enrolment you can use our Student Holiday feature where you can track a reason for the holiday, start and end date of the holiday and you can tell the system to extend the enrolment end date if required. While the student is on holiday any class they are allocated to will show on the class roll that they are on holidays and your users/staff will not be able to mark attendance for the student.