STUDENT MANAGEMENT
SYSTEM
FOR AGENTS

Student Management System for Agents

Welcome to your secure, online 24/7 Student Management System for Agents

CONTENTS

Key Features Of The Student Management System for Agents

The Student Management System for Agents gives you 24/7 access and transparency to all of your student records and commission payments history. Here are its main features:

- Commission rate per course

- Student online application

- Your current student list

- View College Documents, such as your agency agreement, the Student Hanbdook, the ESOS Act Agent Code Of Ethics etc.

- Commission payment history, including paid commission and pending payments

- Student reports based on course status, nationality, conversion rate

- Communicate with ALG and send requests for support to the appropriate teams.

Benefits Of The Student Management System for Agents

What benefits does my portal give me?	
Secure, 24/7 Access	Yes
Access anywhere in the world	Yes
View current students	Yes
View outstanding offers for new applications	Yes
Apply online on behalf of your prospective student	Yes
View commission rates, paid amounts, amounts outstanding	Yes
Get reports and exports on student data	Yes
Get reports and exports on commission data	Yes
Download tax invoices	Yes
View my office activity	Yes
View individual consultant activity	No
Edit contact details	No
Edit bank details	No
Access Marketing materials	No
Edit student documents folder	No

What Is The Student Management System for Agents?

The Student Management System (SMS) for Agents is an online password protected portal that allows you to manage your students and commissions. It is accessible 24 hours a day, 7 days a week on your PC and smart phone. As long as you have an internet connection, you can access the portal!

Agents can:

- submit prospective student applications directly to ALG

- manage the prospective student application process from application to enrolment

- view student study status, their future enrolments and overdue tuition fees

- monitor commission statements, download invoices and view the status of commission payments.

Marketing Partner Portal Versus SMS for Agents

You now have _two_ ALG Portals, one for your Marketing supplies and the other for your student and commission management:
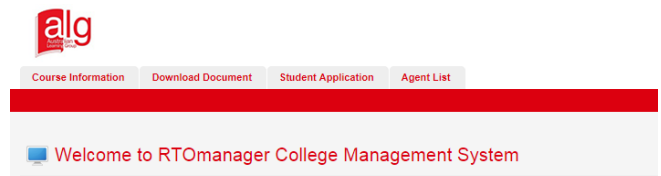
ALG Partner Marketing Portal	SMS for Agents
alg.edu.au/alg-partner-portal/	alg.rtomanager.com.au
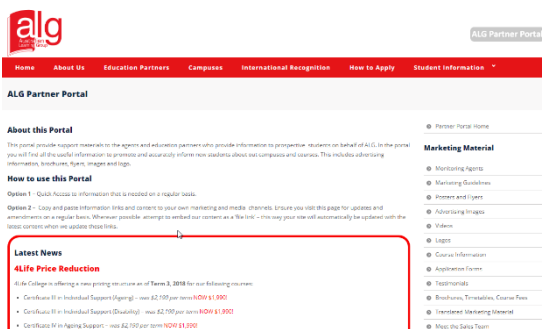
- Accessible on our public website
- Monitoring Agent Rules
- Marketing Guidelines
- Marketing Materials
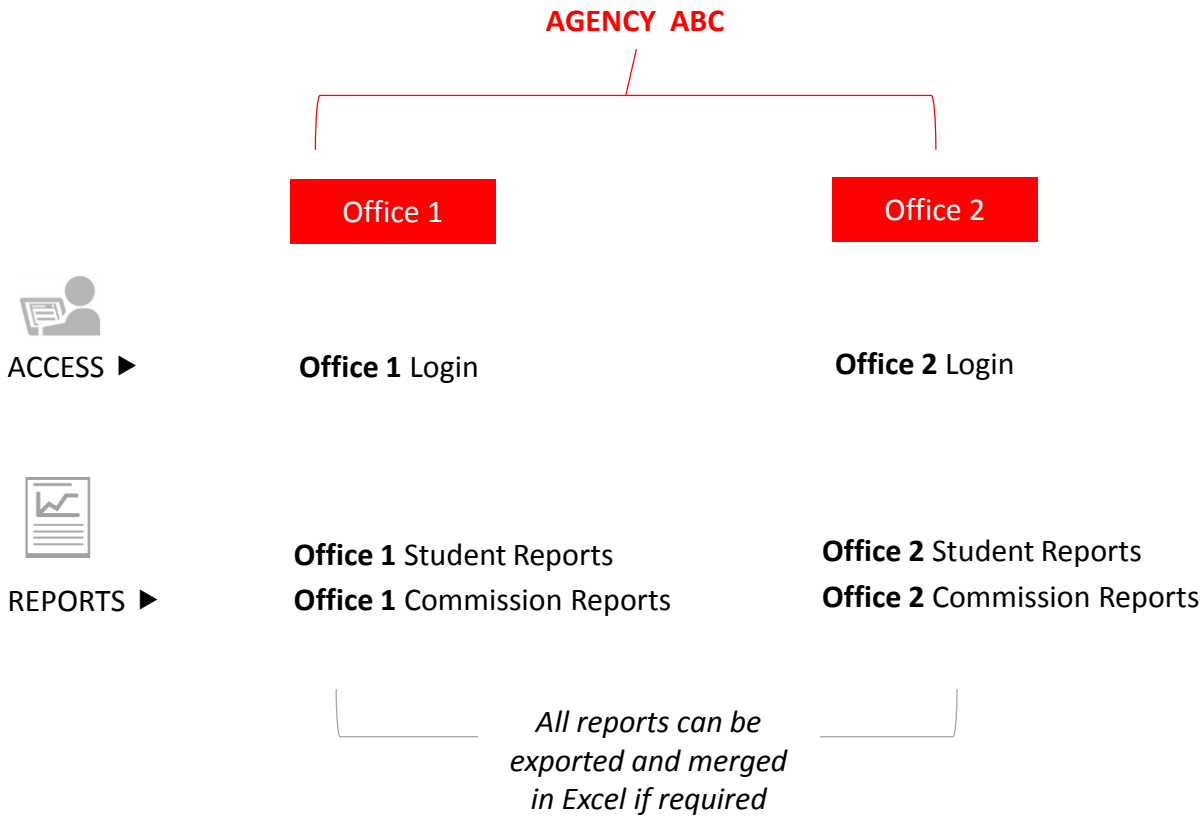- Course Information, Brochures
- Meet the Sales Team

- Secure, personalised login
- Your contact details
- Offer and Student List
- Application Process
- Commission Information

Who Gets a Log In To The Student Management System for Agents?

Our system is specifically set up to track and manage students referred from each of your listed offices separately.

This same structure is how the Student Management System for Agents is accessed and used by agents.

For agencies with more than one office, we provide you a separate and single log in for **each office** you have listed with ALG.

AGENCY ABC

| Office 1 | Office 2 |

ACCESS ▶

Office 1 Login   **Office 2** Login

REPORTS ▶

Office 1 Student Reports   **Office 2** Student Reports
Office 1 Commission Reports   **Office 2** Commission Reports

All reports can be exported and merged in Excel if required

QUICK START GUIDE – Basics For Getting Started

How to Login

Step 1
ALG set you up in the our system, using the generic email address you provided and published on our agent list.

Step 2
You will receive an email notice with a link to log in page, your username, default password and default secret question and answer.

Log in Page is here:
https://alg.rtomanager.com.au/Default.aspx

This is the login page you will see when you click on the link:

Step 3
Once you have successfully logged in using your unique details, you will see Home Page of your Student Management System for Agents, as per the image below
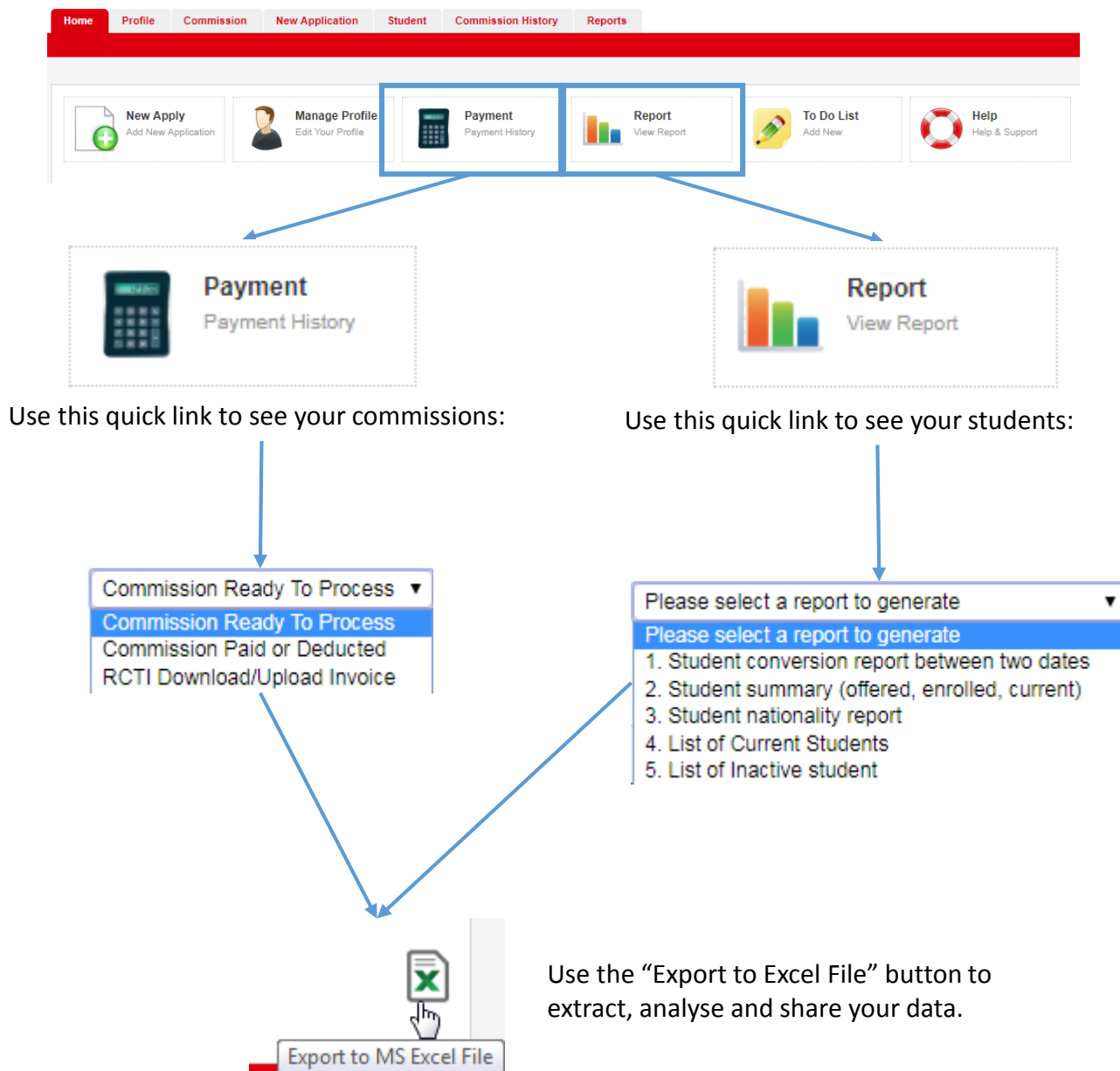

Step 4
Start using your Student Management System for Agents!

Student List And Commission Payments Reports

For a quick start to the Student Management System for Agents, once you log in, click on the quick access menu buttons for shortcuts to useful tools.

To get you started, here are two really useful tools you can start using straightaway!

Use this quick link to see your commissions:

Use this quick link to see your students:

Use the "Export to Excel File" button to extract, analyse and share your data.

Managing Access And A Secure Login

Access to the Student Management System for Agents is provided by the team at ALG. Once you are a contracted Agency with ALG, your agency will be added to the our system and a user account will be created for your agency and the various offices (if any).

An auto-generated email with your login details will be sent to the email address you provided when applying to be a contracted agent with ALG. Often this is your office email address e.g. info@agencyABC.com.au. Please note that **a login will not be set up for each consultant in your organisation.** Below is a sample email you may expect to receive.

New Agent Portal Account

👤 rtomanager@alg.edu.au

For the attention of: **Agent Name>
Please forward this email to the office manager or finance manager of <Agent Name> .

Dear Partner,
As a partner of the Australian Learning Group we are pleased to now provide you 24/7 access to you student and account information with us.

Step 1 – One time password update
We ask that you now use the temporary information below to login and reset your own private access details for your agent portal account.
Login to the website: https://alg.rtomanager.com.au/
Temporary Username: agent1058
Temporary Password: agent1058

Temporary Secret question : *To reset your password, you must answer the following question " Password Question: What is your agent name? Password Answer: TEST TEST"*

Step 2 – Decide who gets to use your ALG agent portal
Now that you have set your new personal access details, it is up to your organisation who you share that with in your organisation. You are free to update and change these details at anytime.

If you have any questions please contact your ALG Sales Manager who can assist.

We recommend that someone in your organisation manages your account including:

1. **Receiving the password.**
   - This person has to have access to the email address that is registered with ALG in our system.
2. **Managing the password.**
   - ALG recommends you change your password frequently in order to maintain account privacy. For example, if a consultant is no longer employed by your agency and you do not require them to have access to your ALG Student Management System for Agents anymore then you will need to change the password.
   - Your log in details and password will need to be shared with anyone in your organisation that you want to allow access to the ALG Student Management System for Agents.
   - As this will be a shared login and password, you would need to make sure everyone has the most up to date log in details.
3. **Managing the secret question.**
   - When your organisation is initially set up, you will be assigned with a default and unsecure security question. You will need to change this **immediately** after your first log in.
   - The security question is used as an extra step to securing your account. You will need to share the answer to your security question *if* you want anyone in your office to be able to reset a forgotten password.
4. **Contacting ALG in the case of an issue.**

Sub-Agent

If your agency would like each consultant to have their own account, you can request to set your agents up as 'sub-agents' under your agency. This allows you to give each consultant a log in and restrict their level of access. For example, you might want to give your consultants access to apply on behalf of a student only and disable their ability to see any commission reports. You can then request ALG to set up permission for only your Management team to see reports and information about commission.

EXAMPLE 1 – this log in would only be able to use the "New apply" feature in the Student Management System for Agents

EXAMPLE 2 – this log in can see all payment reports and commission information, as well as apply on behalf of a student
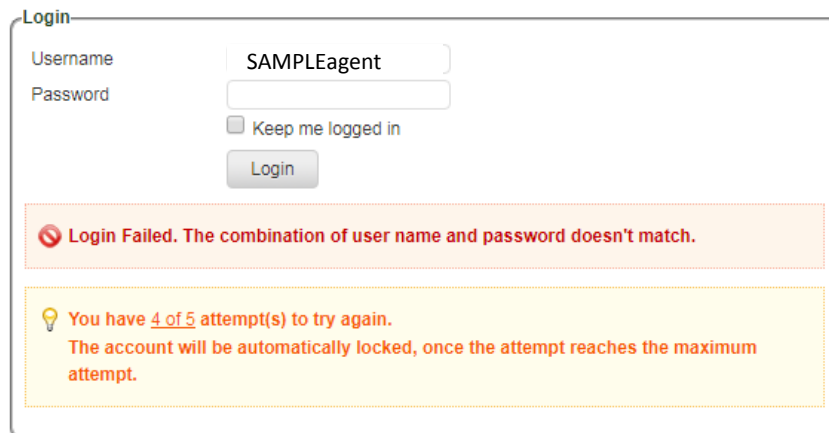
Login - FAQs

My password doesn't work, what is wrong?
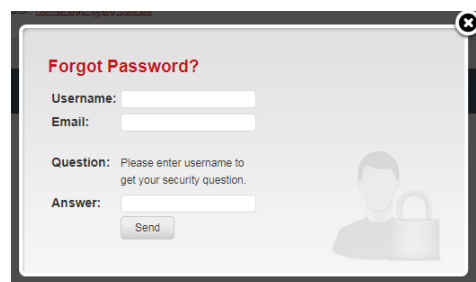
There are a couple of reasons why your password might not work:
a) You typed the wrong password in 5 times and have been locked out.
b) Someone in your organisation has changed your password and not told you. You need to contact your internal account manager and request the new password.

How do I re-set my password if I have been locked out?
1. In the top right corner click the button

2. A pop up will appear and you need to know your username and email AND the answer to your secret question. If you don't know this, contact your account manager internally. If you need further help, contact ALG.
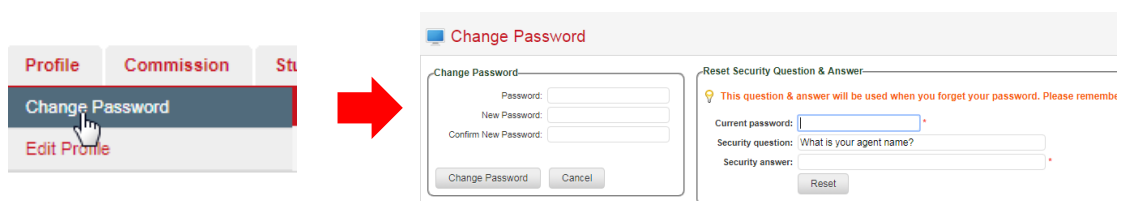

How do I re-set my password if I want to change it at any time?
When you are logged in, you go to "Profile" tab and Choose "Change Password" Here, you can also manage your secret question.
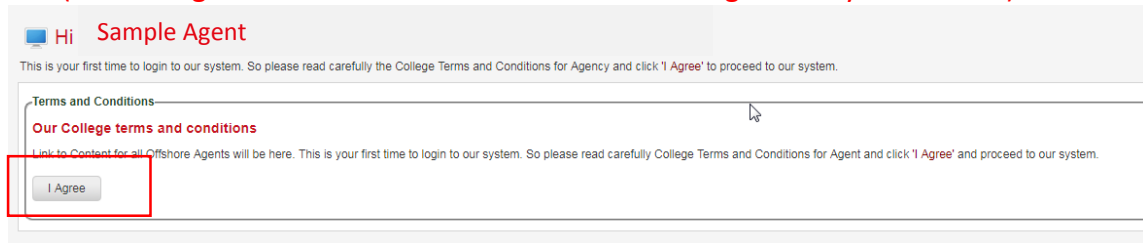
Welcome To The Portal! Your Home Page

Your First Login

The first step after you have logged in is to download and read our College Terms and Conditions. Once done, please click on "I Agree".

(Our College terms and conditions for all offshore agents only? Onshore?)

Your Home Page

Below is the Home Page that you will see for your subsequent logins. On the Home Page, you will have quick access to popular tools such as "New Apply" that will instantly take you to the online application page.

Your Home Page – Quick Menu

This section of your home page will show you any news that ALG wishes to share with you, e.g. current news or reminders about courses, the industry or upcoming events.

A new reminder or news will pop up on your home screen when you first log in.

It will also give you a quick summary of your student numbers:
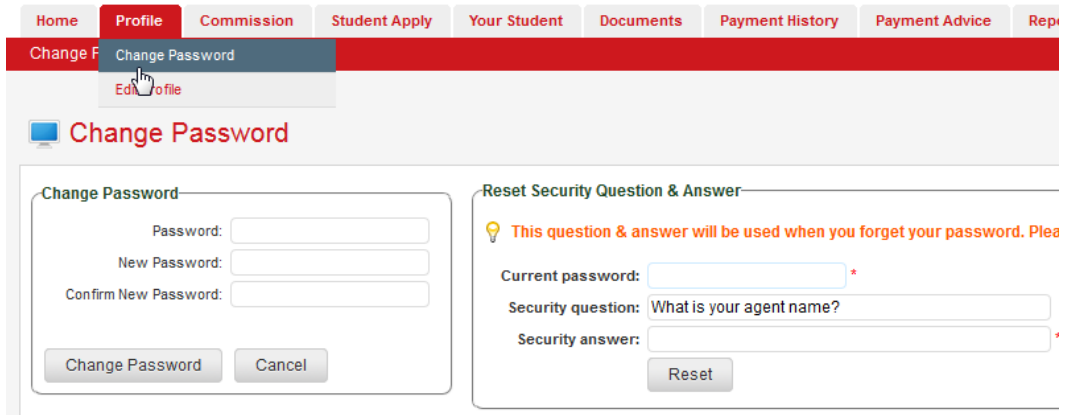
"View Overdue Payments" quick menu is the best place to get quick access to a list of your student's due to pay. It will show you any fees overdue, as well as the amount due and due date.

Invoice No	Student ID	Student Name	Course Name	Due Date	Amount Due
12345	StudentAB	Sample Student 1	Sample Course 12	01/01/2018	$1000.00
66789	StudentCD	Sample Student 2	Sample Course 12	01/01/2018	$2000.00
99877	StudentEF	Sample Student 3	Sample Course 24	01/01/2018	$500.00
23344	StudentGH	Sample Student 4	Sample Course 36	01/01/2018	$2500.00
55567	StudentIJ	Sample Student 5	Sample Course 12	01/01/2018	$1000.00
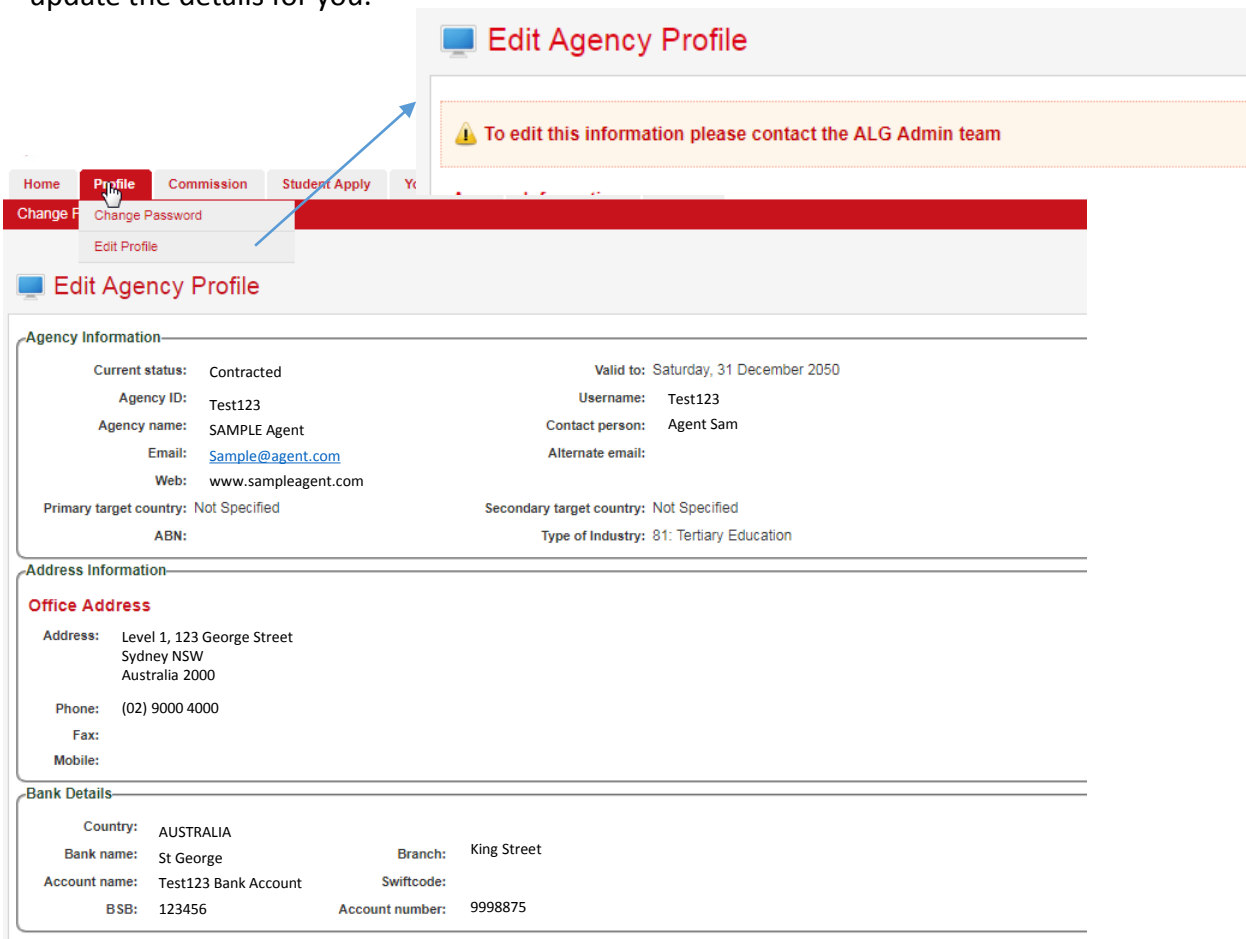
Your Profile Page

The next **most important step** is to go to your Profile Page and manage your password and secret question.

Click on change password and you will see the below screen that will enable you to choose a password and secret question.

If you click on edit profile, you can **view** your personal details. You **cannot edit** them. If anything needs to be changed, please contact the team at ALG to update the details for you.

Your Commission Details

The Commission page simply lists all our courses and the commission rate
against those courses, which for ALG is the same rate for all courses.

| Home | Profile | Commission | Student Apply | Your Student | Payment History | Reports |

View commission percentage for course

Agency Course Commission

Invoice No	Student ID	Origin	Commission	GST	Valid From	Valid To
ALGSC12	ALG Sample Course 12	All	20%	☑	01 Jan 2017	30 Jun 2030
ALGSC13	ALG Sample Course 13	All	20%	☑	01 Jan 2017	30 Jun 2030
ALGSC14	ALG Sample Course 14	All	20%	☑	01 Jan 2017	30 Jun 2030
ALGSC15	ALG Sample Course 15	All	20%	☑	01 Jan 2017	30 Jun 2030
ALGSC16	ALG Sample Course 16	All	20%	☑	01 Jan 2017	30 Jun 2030

Origin refers to whether the student's application was
"offshore" or "onshore". Commission applies to **all**
applications, regardless of student's origin.

Apply On Behalf Of A Student

This is a very exciting feature, making it easy for you to apply online on behalf od your students! This guarantees that we receive the application from your office and you can be informed of the student application process.

All as you do is click on the button "Student Apply" and you can continue an existing enrolment (you will b e emailed an Application ID if you commence an application but do not finish it) or follow the steps to start a bran new application. When you submit the application this goes directly to the ALG Admissions Team, who will issue a letter of offer within 48 hours!
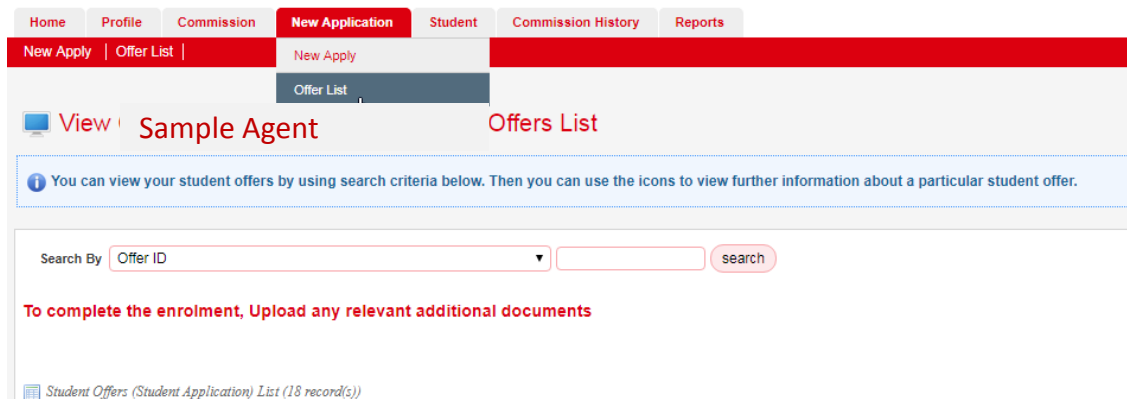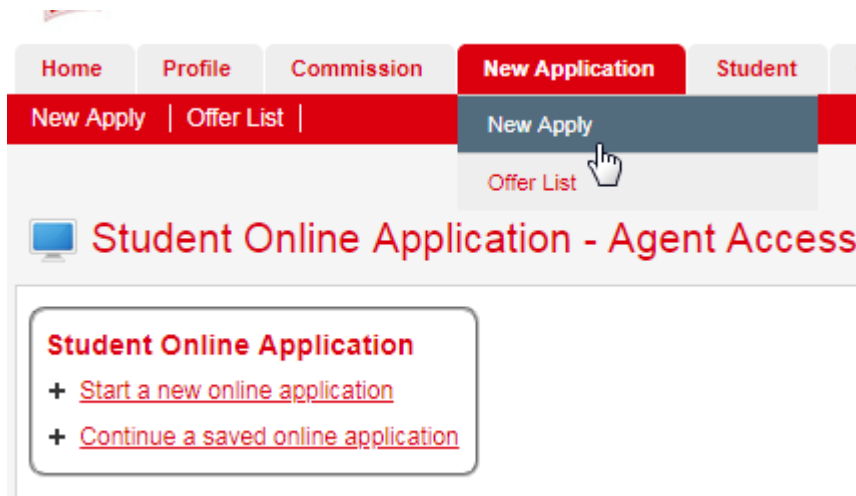
Recipient Created Invoice/Tax Invoice (RCI/RCTI)

The Student Management System for Agents enables you to download your paid invoice, known as a Recipient Created Tax Invoice (RCTI), or Recipient Created Invoice (RCI) (for agents who are not registered with GST (Goods and Services Tax with Australian Tax Office).

An RCTI/RCI is an invoice record of your payments, per student, per payment. You will see a line item on your RCTI/RCI for each student instalment. It has everything you need on it to reconcile your accounts, without you worrying about an invoice, or when your invoice will be paid – we automatically generate this for you and you can access it anytime on your portal.
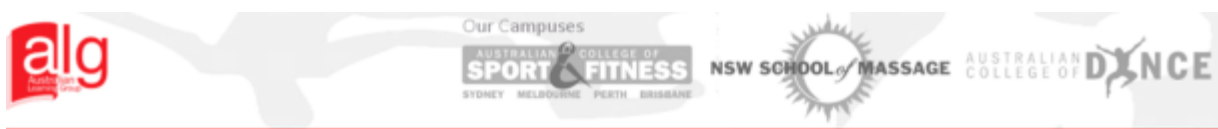
RECIPIENT CREATED TAX INVOICE

From - Recipient:

Australian Learning Group Pty Ltd
Level 1 225 Clarence Street
Sydney NSW 2000
ABN: 28 112 741 723

Invoice Number: A101003
Issue Date: 15th August 2018

To - Supplier:

Test Agency 123
Level 1, 123 George Street
Sydney, NSW 2000
ABN: 123456789
Billing/Invoice Entity: XYZ

Bank Details

Bank Name: Sample Bank
Account Name: Test Agency
BSB: 123456
Account No.; 987654321
Swift Code:

StudentID	Student Name	Course	Campus	Student Inv. No	Student Inv. Due Date	Amount	Rate	Net Amount	GST	Total
001	Student 1	Sample12	Sydney Campus	123	01/01/2018	$1,000.00	20%	$200.00	$2.00	$202.00
002	Student 2	Sample12	Sydney Campus	456	30/03/2018	$1,000.00	20%	$200.00	$2.00	$202.00
							Totals	$400.00	$4.00	$404.00

Amount deposited to your bank account	$404.00
Date paid:	10/04/2018
Outstanding balance:	$0.00

Course Description

Sample12: Sample course for training purposes

The GST shown will form part of the total GST payable by the supplier on the business activity statement (BAS) for the relevant tax period.

Written Agreement

The recipient and the supplier declare that this agreement relates to the above supplies. The recipient will issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered. Acceptance of this recipient created tax invoice (RCTI) constitutes acceptance of the terms of this written agreement. Both parties to this supply agree that they are parties to an RCTI agreement as outlined in GSTR 2000/10. The supplier agrees to notify the recipient if the supplier does not wish to accept the proposed agreement.

Your Students

On "Your Students", you will be able to see a list of all your enrolled, current, cancelled and deferred students.

"Submitted By" refers to who submitted the application. If the application was submitted via the ALG Student Management System for Agents, the Agency's name will be listed.

If the application was submitted by the student via the public portal, ALG Admissions will have to manually assign the Agency's information. Once completed, it will appear as "Undefined" under Submitted By field.
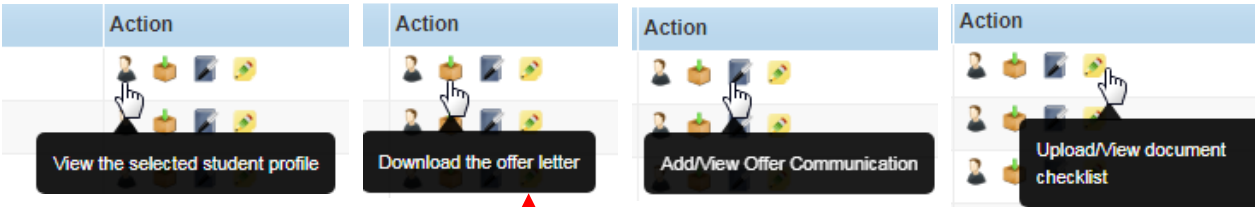
Use the icons to find more details on each student

FAQs – Your Account Management

I want each of my Consultants to have a log in. Can you please provide this?
There is a log in per office location if your organisation is set up this way, or one log in for the entire Agency. We cannot set up a log in for each consultant.

Due to high staff turn over in the industry we can not provide individual staff sign ins as this would mean too much administrational work for ALG and your agency as you would lose access to all your history from that individual consultant and cannot have transparency on their activities, e.g. manage the bank account details that commission is paid into.

Can multiple consultants be logged into the system at the same time?
Yes. As long as you have an internet connection you can access your portal anywhere, anytime, on your smart phone device or computer at your desk. Multiple consultants can view the portal at the same time. Multiple applications can be submitted at the same time from your Student Management System for Agents.

I can't remember my password or secret question, what do I do?
Your internal account manager can contact ALG and we will help you re-set a temporary password.

Our bank account has changed, how do I update it?
It is your responsibility to make sure we have the most up to date bank details in your Student Management System for Agents. This is so we can pay commission straight into your correct account, within 1-14 days of when a student paid.

You need to contact invoices@alg.edu.au as soon as you have new account details and we will update the system in time for the next commission payment.

We have a new office and we want it to have a new log in. What do we do?
Contact ALG and we will set up a new account for that office.

You also need to tell us if you have a new office and you want to add it to your existing profile. We can do that for you too, but we do not need to create a new log in – you just need to share your existing log in.

I am located in Sydney but I want to see what my Brazilian office is doing. How do I get access to their student list?
If your agency structure is such that you have multiple accounts for each office, you will need to obtain that office log in so you can see the office activity. ALG recommends one master user has all records of accounts and passwords. In that way anyone wanting further access you can ask your internal team for support.

Your Commission Payments History

This gives you transparent access to the process of your commission payments. With 24/7 access, you can check your commission payments anytime, including downloading your paid invoices to reconcile with your accounting system.

You can find out the following from the List of reports:

You can download your commission history by clicking the Excel download button:

FAQs – My Commission

I haven't been paid commission yet, when will I be paid and how do I find out?
You will automatically be paid within 1-14 days of as student paying 100% of their tuition fee due.

You can check anytime the status of commissions including:
- Commission ready to process
- Commission already paid
- Download your invoice as a record of payment

How do I know when a student will pay?
The payment due dates are set out in the student's letter of offer, which you can download in the "Your Student" Section of the Student Management System for Agents.
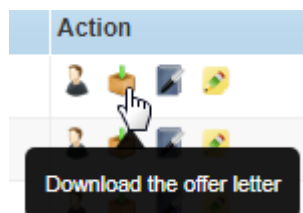
ALG will also send you a reminder when the student's fees are due.

We want to send you an invoice instead of you paying automatically. Can I do this?
You are not required to send us an invoice in order to get your commission payment. Following the automated commission payment by our Finance Team we will issue you with a Recipient Created Tax Invoice (RCTI).

Any commission invoices you generate will be dis-regarded.

ALGs auto-payment and receipting system via the Student Management System for Agents will ensure you are always paid your commission within 14 days of the student paying and you will never miss any commission payments.

Can I still pre-deduct commission?
Yes you can pre-deduct commissions. However instead of sending us a tax invoice, just send us a payment notification. Within a few days following your payment you will be able to download your RCTI for your pre-deducted commission on your Student Management System for Agents.

Reports

The below shows a snapshot of the reports you can download from your Student Management System for Agents. Refer to Appendix 1 for a detail review of some of the reports and what they mean.

You can export all of your reports to excel, so you can share, analysis and print your student information.

Here is a sample of what all the reports look like:

FAQs – Reports

Agent Activity section on the home page – what does this mean?
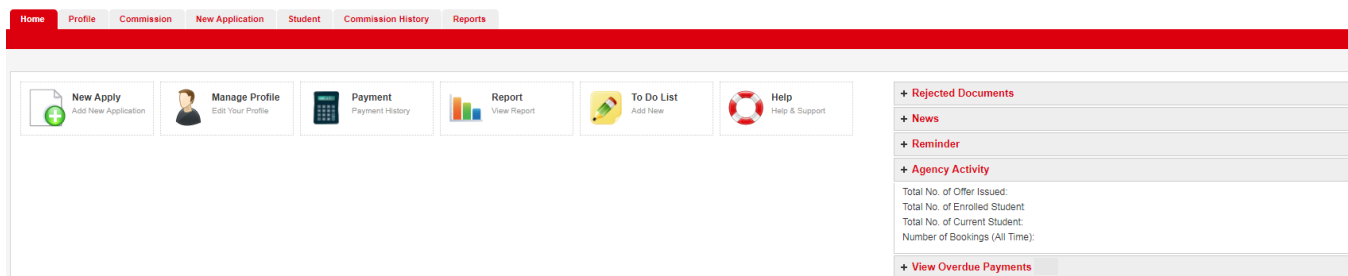
Total No. of Offer Issued:	From 1 Jan 2017 - today
Total No. of Enrolled Student:	From 1 Jan 2017 - today
Total No. of Current Student:	Students currently studying
Number of Bookings (All Time):	From 1 Jan 2017 - today

What is an "Inactive student"?

An "Inactive" student is a student that has a course, or many courses, that are either:

- Finished (student issued qualification),
- Cancelled (student cancelled before starting) or
- Withdrawn (student withdrew before finishing)
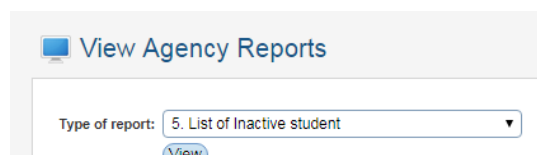
What is the "From Date" and "To Date"?

This refers to a period of time (as opposed to course start dates or dates the student was entered into the system).

For example, in report 2, if you choose one week, say this week, you will see everyone who is 'offered', 'enrolled' and 'current' as at the past week. If we are in term, it is unlikely you will <u>not</u> see any 'enrolled' students, as everyone is either 'offered' or 'current' this week.

If you do a year, you will see anyone who, in the past year, had a course with that status.