

STUDENT MANAGEMENT SYSTEM

FOR AGENTS



Student Management System for Agents

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

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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 Handbook, 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:

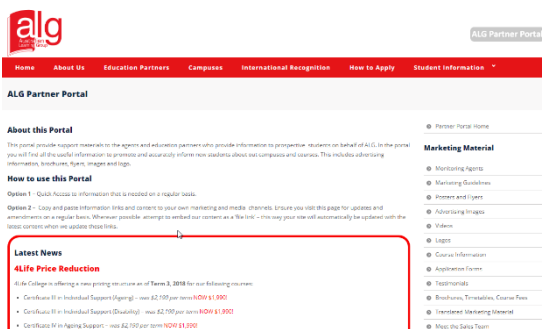
- submit prospective student applications directly to ALG
- manage the prospective student application process from application to enrolment
- view student study status, their future enrolments and overdue tuition fees
- monitor commission statements, download invoices and view the status of commission 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**

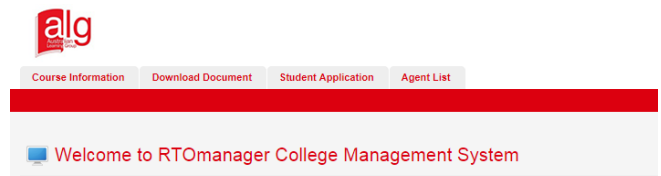
alg.edu.au/alg-partner-portal/



- Accessible on our public website
- Monitoring Agent Rules
- Marketing Guidelines
- Marketing Materials
- Course Information, Brochures
- Meet the Sales Team

SMS for Agents

alg.rtomanager.com.au



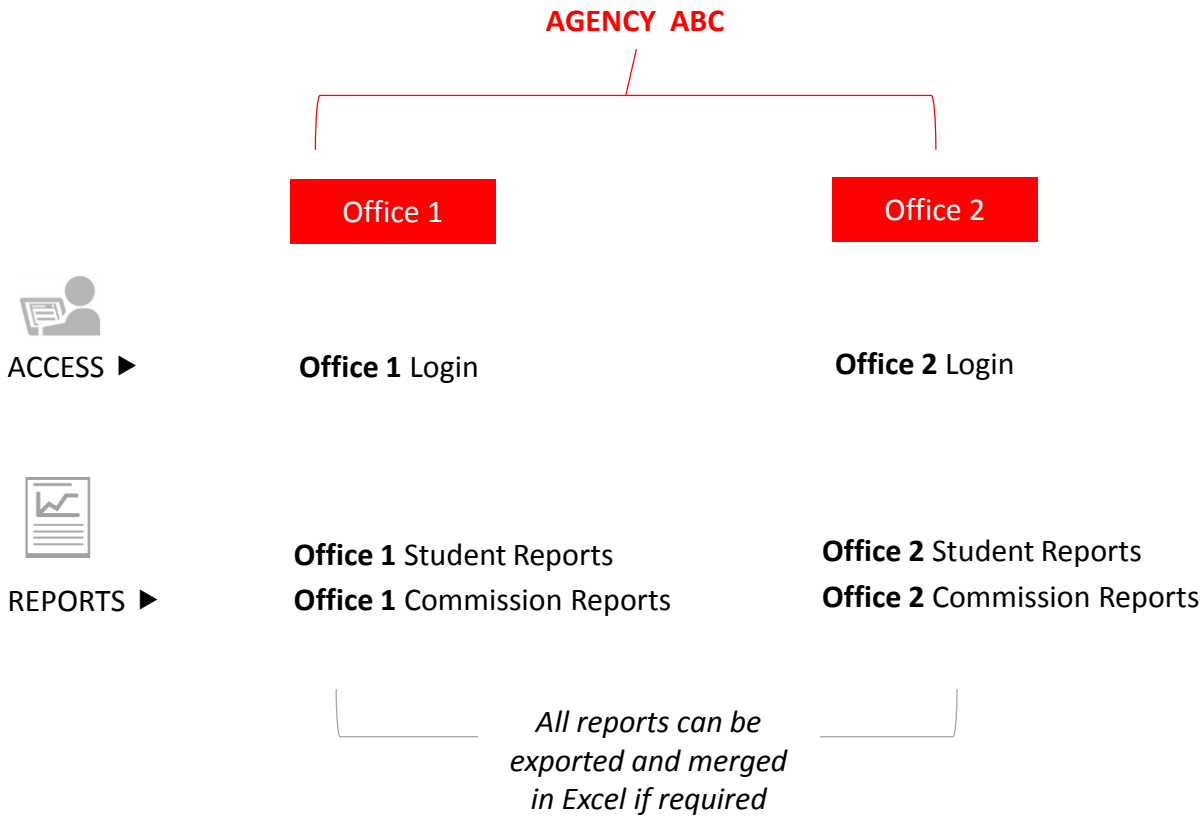
- Secure, personalised login
- Your contact details
- Offer and Student List
- Application Process
- Commission Information

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.



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>

Login

Username

Password

☐ Keep me logged in

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

Not Logged In | Home | Login | Forgot Password?

Welcome to RTOManager College Management System

RTOManager is our next generation automated College Management System that offers the capabilities to manage and streamline the business processes of an educational institution. RTOManager is a smart integration of several important modules that deliver an opportunity to rationalize the day-to-day college operations. For example, departmental portals for RTO management, access to relevant users such as student portal for student, teacher portal for teachers and agent portal for agents.

RTOManager College Management System is an interactive online management system which coordinates various college operations and processes into single online platform for efficiency and increased productivity. If you have any trouble accessing or navigating through RTOManager CRICOS platform, please contact your System Administrator: alg.edu.au/contact-us/

Login

Username

Password

☐ Keep me logged in

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

Logout | Help

Home Profile Commission New Application Student Commission History Reports

New Apply
Add New Application

Manage Profile
Edit Your Profile

Payment
Payment History

Report
View Report

To Do List
Add New

Help
Help & Support

News
Latest News | Posted Date | Descending
No current news & Events available

Reminder

Agency Activity

View Overdue Payments (1)

Australian Learning Group of **DXNCE**

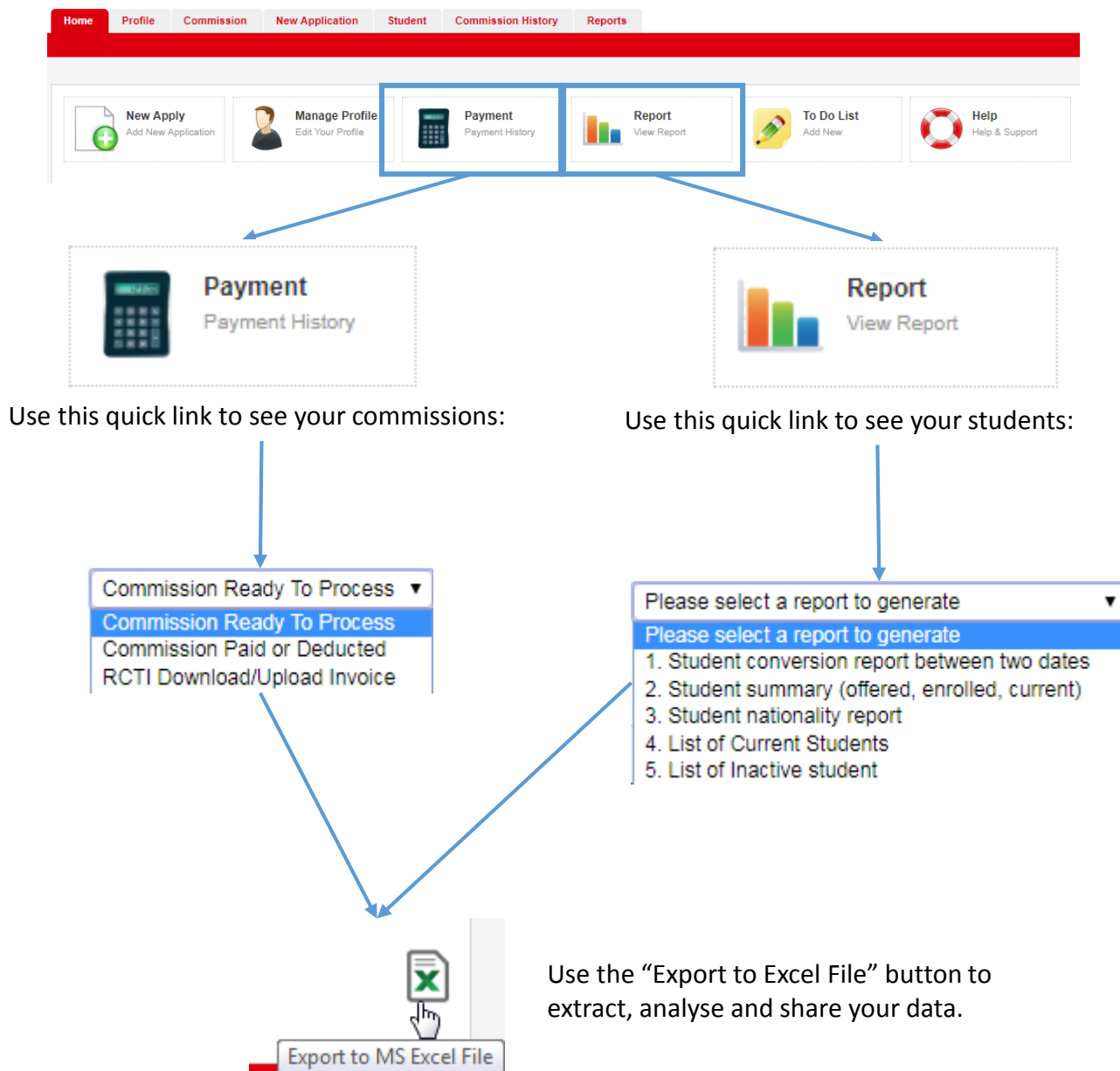
Step 4

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!




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: Manager 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

Setup Permissions

Contact Name	UserName	Permissions	Action
Karina	agent327contact1	<input type="checkbox"/> Deny Agent to Apply for Student <input checked="" type="checkbox"/> Deny Agent to View Student List <input checked="" type="checkbox"/> Deny Agent to View Offer List <input checked="" type="checkbox"/> Deny Agent to View Commission Payment <input checked="" type="checkbox"/> Deny Agent to View Commission Rate <input checked="" type="checkbox"/> Deny Agent to View Reports	

New Apply
 Add New Application

Manage Profile
 Edit Your Profile

To Do List
 Add New

Help
 Help & Support

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

Setup Permissions

Contact Name	UserName	Permissions	Action
Matthew	agent327contact2	<input type="checkbox"/> Deny Agent to Apply for Student <input type="checkbox"/> Deny Agent to View Student List <input type="checkbox"/> Deny Agent to View Offer List <input type="checkbox"/> Deny Agent to View Commission Payment <input type="checkbox"/> Deny Agent to View Commission Rate <input type="checkbox"/> Deny Agent to View Reports	

New Apply
 Add New Application

Manage Profile
 Edit Your Profile

Payment
 Payment History

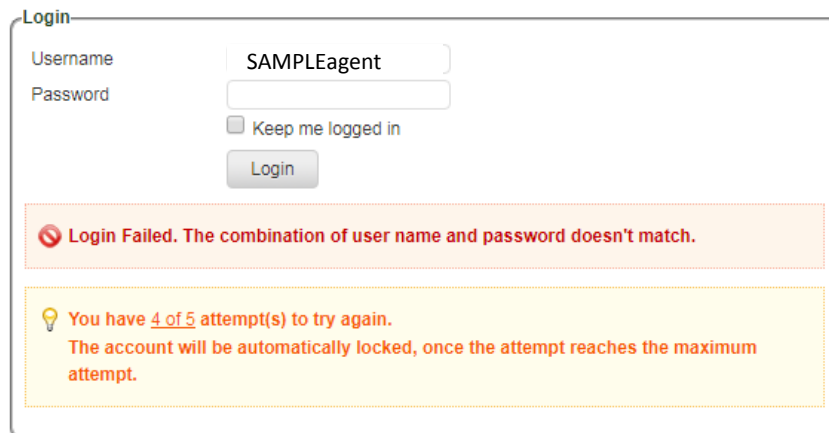
Report
 View Report

To Do List
 Add New

Help
 Help & Support

Login - FAQs

My password doesn't work, what is wrong?




The screenshot shows a login interface with the following elements:

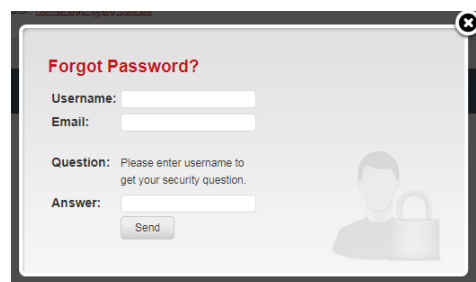
- Username:** A text input field containing "SAMPLEagent".
- Password:** A text input field (empty).
- ☐ **Keep me logged in**
- Login** button
- Error Message:** A red-bordered box with a red circle icon and the text: "Login Failed. The combination of user name and password doesn't match."
- Warning:** A yellow-bordered box with a lightbulb icon and the text: "You have 4 of 5 attempt(s) to try again. The account will be automatically locked, once the attempt reaches the maximum attempt."

There are a couple of reasons why your password might not work:

- You typed the wrong password in 5 times and have been locked out.
- 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?

- In the top right corner click the button  **Forgot Password?**
- 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.

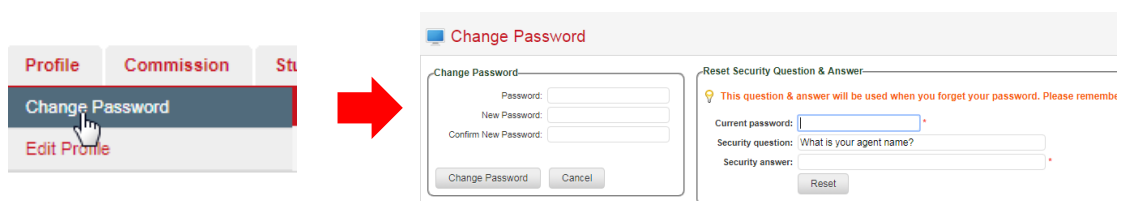


The screenshot shows a "Forgot Password?" pop-up window with the following fields:

- Username:** Text input field.
- Email:** Text input field.
- Question:** Text input field with placeholder text: "Please enter username to get your security question."
- Answer:** Text input field.
- Send** button
- Background image of a person with a padlock.

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.



The screenshot shows two side-by-side forms:

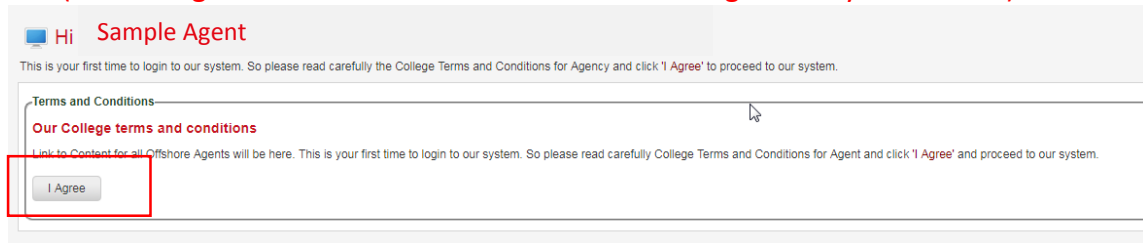
- Change Password:** Contains fields for "Password:", "New Password:", and "Confirm New Password:", with "Change Password" and "Cancel" buttons.
- Reset Security Question & Answer:** Contains fields for "Current password:", "Security question: What is your agent name?", and "Security answer:", with a "Reset" button. A warning message states: "This question & answer will be used when you forget your password. Please remember".

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?)



Hi Sample Agent

This is your first time to login to our system. So please read carefully the College Terms and Conditions for Agency and click 'I Agree' to proceed to our system.

Terms and Conditions

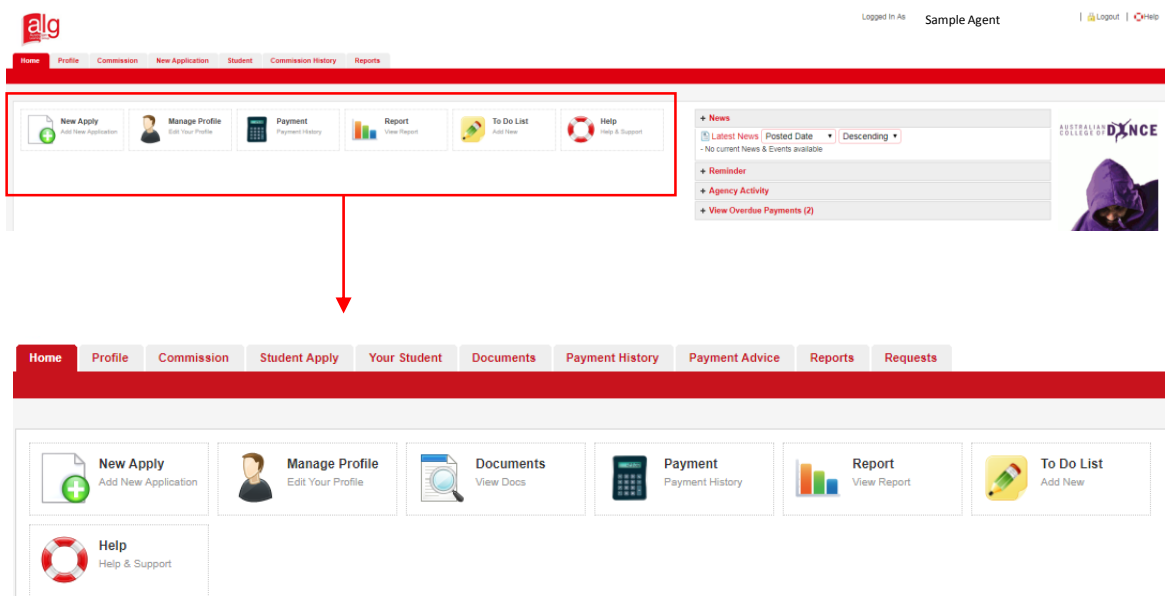
Our College terms and conditions

Link to Content for all Offshore Agents will be here. This is your first time to login to our system. So please read carefully College Terms and Conditions for Agent and click 'I Agree' and proceed to our system.

I Agree

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.



alg

Lagged In As Sample Agent | Logout | Help

Home Profile Commission New Application Student Commission History Reports

New Apply Add New Application Manage Profile Edit Your Profile Payment Payment History Report View Report To Do List Add New Help Help & Support

News Latest News Posted Date Descending No current News & Events available Reminder Agency Activity View Overdue Payments (2)

Home Profile Commission Student Apply Your Student Documents Payment History Payment Advice Reports Requests

New Apply Add New Application Manage Profile Edit Your Profile Documents View Docs Payment Payment History Report View Report To Do List Add New Help Help & Support

Your Home Page – Quick Menu

+ News

Latest News Posted Date Descending

- No current News & Events available

+ Reminder

+ Agency Activity

+ View Overdue Payments (17)

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.

+ Reminder

Reminders Posted Date Descending

New Term Starting soon! (Announcement)

Posted Date: 19/03/2018 9:13:34 AM

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

New Term Starting soon!
(Reminder)

It will also give you a quick summary of your student numbers:

+ Agency Activity

Total No. of Offer Issued: 0

Total No. of Enrolled Student: 5

Total No. of Current Student: 5

Total No. of Student in College: 10

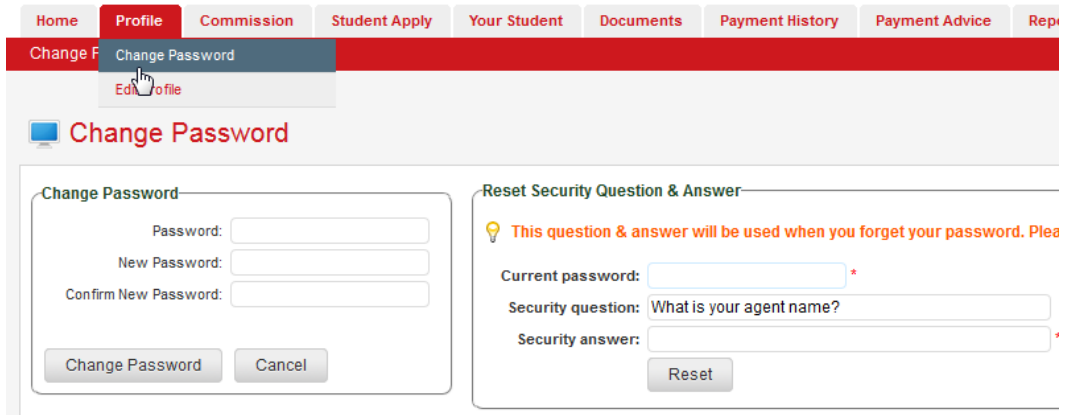
“View Overdue Payments” quick menu is the best place to get quick access to a list of your student’s due to pay. It will show you any fees overdue, as well as the amount due and due date.

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

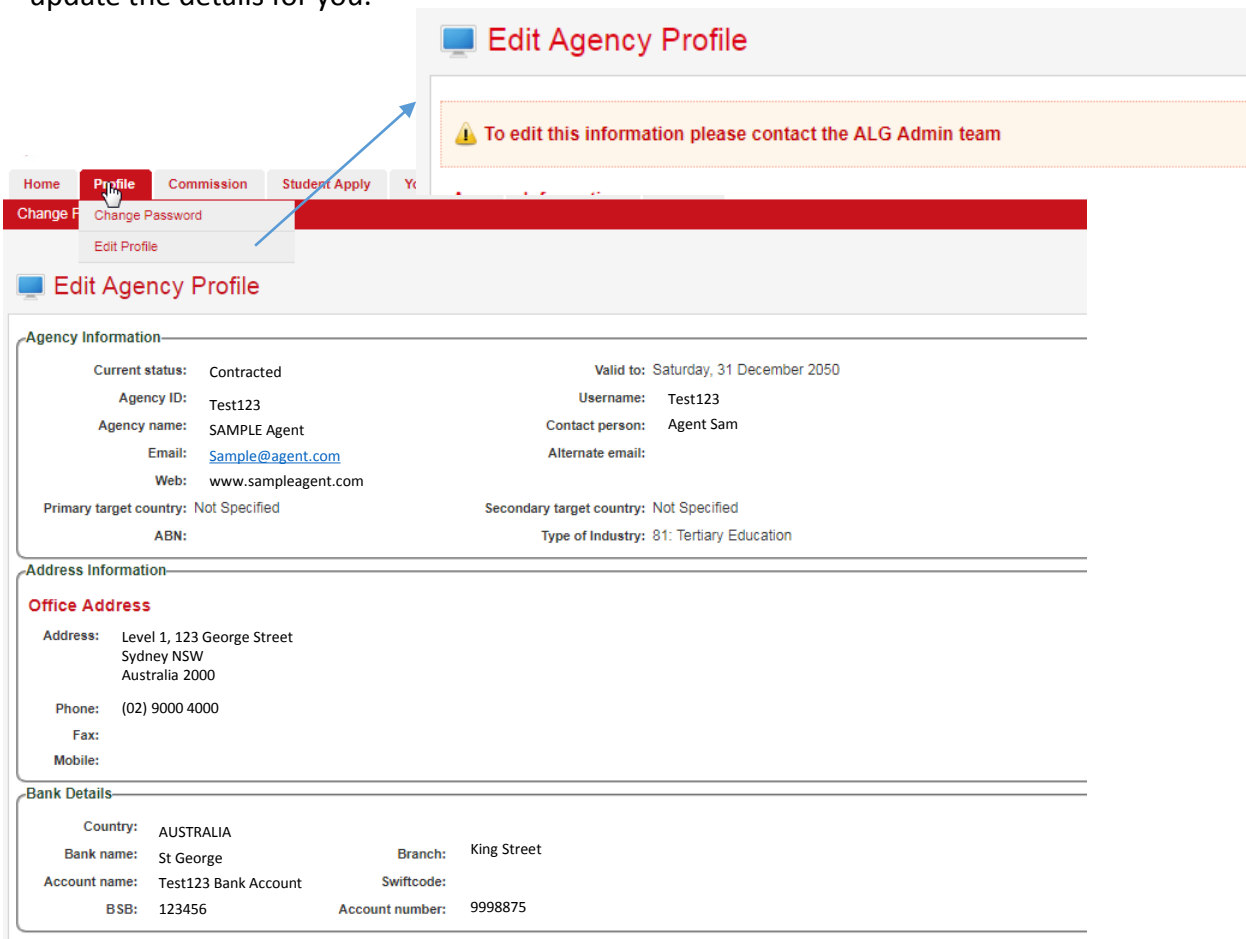
Your Profile Page

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.

HomeProfileCommissionStudent ApplyYour StudentPayment HistoryReports

View commission percentage for course

Agency Course Commission

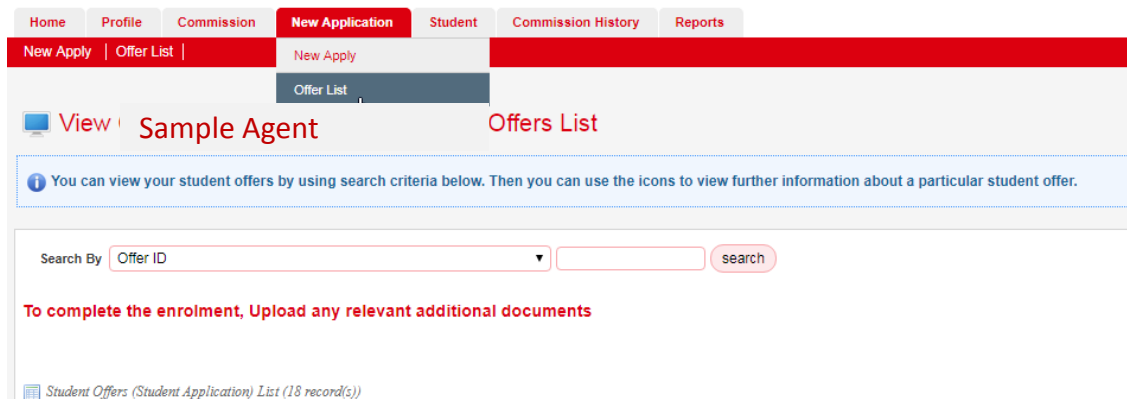
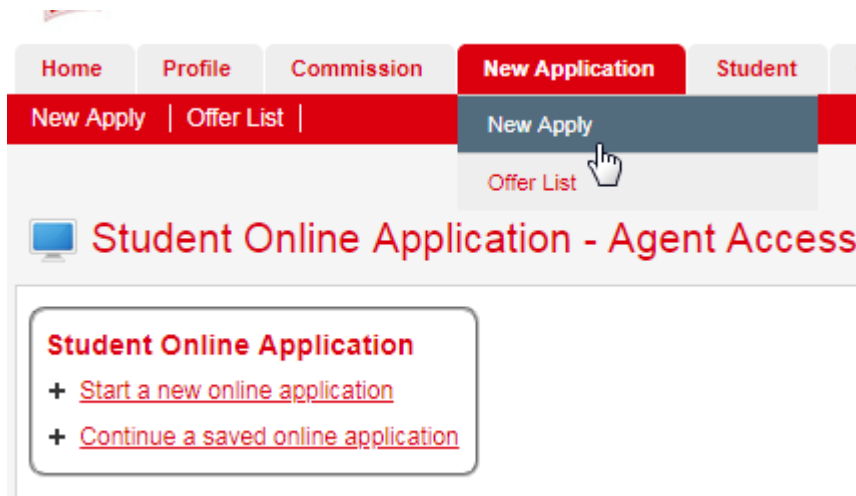
Invoice No	Student ID	Origin	Commission	GST	Valid From	Valid To
ALGSC12	ALG Sample Course 12	All	20%	<input checked="" type="checkbox"/>	01 Jan 2017	30 Jun 2030
ALGSC13	ALG Sample Course 13	All	20%	<input checked="" type="checkbox"/>	01 Jan 2017	30 Jun 2030
ALGSC14	ALG Sample Course 14	All	20%	<input checked="" type="checkbox"/>	01 Jan 2017	30 Jun 2030
ALGSC15	ALG Sample Course 15	All	20%	<input checked="" type="checkbox"/>	01 Jan 2017	30 Jun 2030
ALGSC16	ALG Sample Course 16	All	20%	<input checked="" type="checkbox"/>	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 of your students! This guarantees that we receive the application from your office and you can be informed of the student application process.

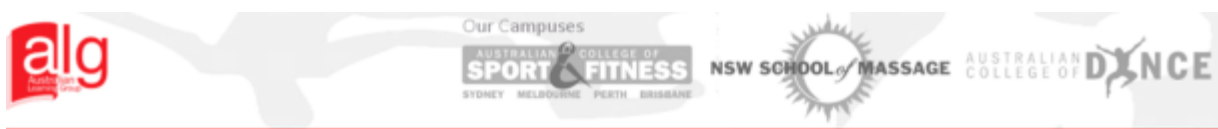
All as you do is click on the button “Student Apply” and you can continue an existing enrolment (you will be emailed an Application ID if you commence an application but do not finish it) or follow the steps to start a brand new application. When you submit the application this goes directly to the ALG 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.

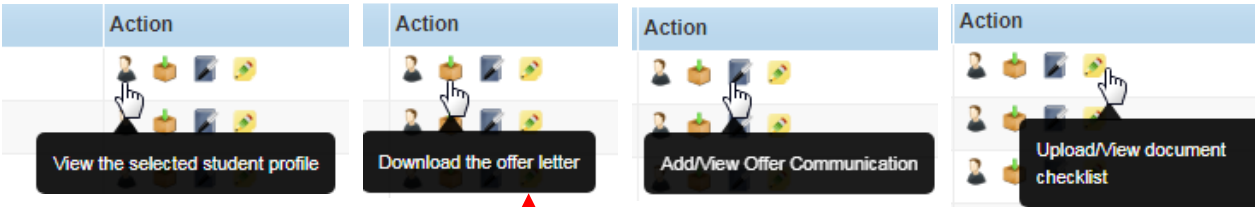
Your Students

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

Home Profile Commission Student Apply Your Student Payment History Reports										
View Sample Agent Student List										
You can view students under your management by using search criteria below. Then you can use the icons to view further information about a particular student.										
Search By Student ID Search										
Submitted By										
Student ID	Submitted By	First Name	Last Name	Offer ID	Course	Start Date	Finish Date	Status	Action	
20180002	Undefined	Sam	Test	2488	ALG Sample Course 12	25 Jan 2019	03 Oct 2019	Enrolled		
20181245	Sample Agent	John	Smith	1402	ALG Sample Course 13	04 Oct 2019	01 Oct 2020	Enrolled		
20181245	Sample Agent	John	Smith	1402	ALG Sample Course 14	25 Jan 2019	03 Oct 2019	Enrolled		
20184567	Undefined	Cara	Sample	4028	ALG Sample Course 15	20 Apr 2018	24 Jan 2019	Enrolled		
20185469	Undefined	Alistair	Cook	5434	ALG Sample Course 16	12 Jul 2019	09 Jul 2020	Enrolled		

“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 administrative 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.

FAQs – My Commission

I haven't been paid commission yet, when will I be paid and how do I find out?

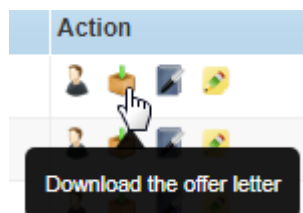
You will automatically be paid within 1-14 days of as student paying 100% of their tuition fee due.

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.

[Home](#) [Profile](#) [Commission](#) [Student Apply](#) [Your Student](#) [Payment History](#) [Reports](#)

 **View Agency Reports**

Type of report:

Please select a report to generate

Please select a report to generate

1. Student conversion report between two dates

2. Student summary (offered, enrolled, current)

3. Student nationality report


4. List of Current Students

5. List of Inactive student

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:

 **View Agency Reports**

Type of report: 1. Student conversion report between two dates
Course Type: VET
From date: 08/03/2017
To date: 08/03/2018
[View](#)

Agency Reports for Agent: agent194--1. Student conversion report between two dates

Agent ID	Agent Name	Student Offered	Student Enrolled	Conversion Ratio % (Total Enrolled / All Offered)
Sample	Sample Agent	5	5	100%

Type of report: 2. Student summary (offered, enrolled, current)
From date: 08/03/2017
To date: 08/03/2018
[View](#)

Agency Reports for Agent: agent194--2. Student summary (offered, enrolled, current)

Type	Number
Offered Student	1
Enrolled Student	1
Current Student	3

Agency Reports for Agent: agent194--3. Student nationality report

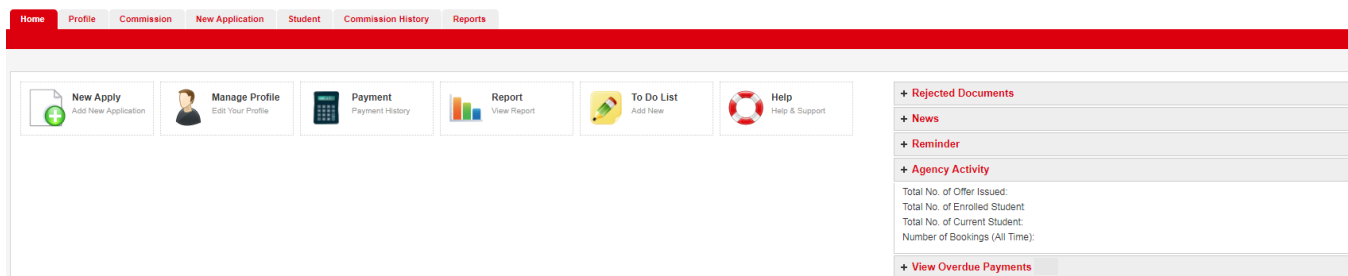
Nationality	No. of Students
English	1
French	1
German	1
Italian	1
Polish	1

Agency Reports for Agent: agent194--4. List of Current Students

Student ID	Student Name	Status	Course ID	Course Duration	Course Fee	Course Actual Fee
123	Sample Student 1	Current Student	SIS50115-FIT	364 Week	\$1000	\$1000
456	Sample Student 2	Current Student	SIS50115-FIT	364 Week	\$1000	\$1000
789	Sample Student 3	Current Student	SIS50115-GEN	364 Week	\$1000	\$1000

FAQs – Reports

Agent Activity section on the home page – what does this mean?

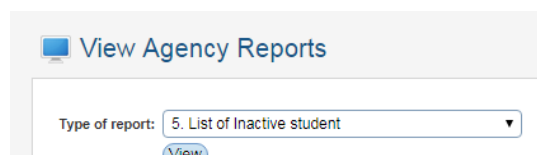


Total No. of Offer Issued:	From 1 Jan 2017 - today
Total No. of Enrolled Student:	From 1 Jan 2017 - today
Total No. of Current Student:	Students currently studying
Number of Bookings (All Time):	From 1 Jan 2017 - today

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 not 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.

