RTO | SOFTWARE

TEAMS Software Like No Other

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Client Experiences

Barry Johnston – Director
Australian College of Sports Development,
Bendigo, VIC

ACSD have been TEAMS clients since 2005. We are happy to report they are still our client and continue to enjoy and be amazed at what TEAMS has to offer.

How does TEAMS help your business?

TEAMS for us has been great! It not only looks after our members but we are also able to keep tabs on them in relation to AQTF compliance and funding compliance. We see it as a very important tool for us. We especially selected TEAMS so that we could use the one software for all our students including CRICOS. It's an investment in our future...

What has been your experience with the people behind TEAMS?

The people behind TEAMS have always responded very promptly, they have been good to deal with and we have had no complaints.

If someone was looking to purchase software, why should they choose TEAMS?

I would say they take a look at the features and the things that TEAMS can actually do and compare that to what other providers will give you. Do a cost comparison as well and I think you will be surprised.

Alan Wilson – Director
Australasian Golf Academy,
Gold Coast, QLD

AGA was one of our original clients that we signed up in 2003. Typically once our clients have implemented TEAMS we have a more than 93% client retention rate over 7 years.

What were some of the problems you experienced prior to using TEAMS?

Originally, we went to another software package and it was quite cumbersome. It was really slow, it was taking us twenty minutes to upload an invoice and which was totally time wasting for our clients and also for our staff.

So what did TEAMS do for you?

As an International Golf School we had certain requirements we needed, which were quite different than a normal college or business college. TEAMS was a program that was easily customised to suit us and it worked very effectively.

How did you find their support and services?

Anytime we had any issues, we simply either called or emailed them and they had a response straight away. We also telephoned them as we initially had many questions and many changes and they were more than happy to help us.

What would you say to another RTO or college looking to purchase TEAMS?

Well I've been involved with TEAMS and Sandeep now for quite a few years. I can fully recommend TEAMS to anyone. It is obviously a product that can be tailor made to suit an individual college like myself and it works!! It has certainly saved our staff and all our clients a lot of time in admin. I fully recommend it to anyone who is looking for something new.

Dear College Owner / Manager

So much has happened in 2012 for the RTO and VET Sector. We have had new regulations along with an overhaul of existing structures and compliance rules. To top it all off, for a lot of organisations within the sector there is increased competition and shrinking student numbers.

I understand that it is a tough market right now, however it is in these conditions that we see a lot of opportunity. Opportunity to challenge the status quo. To invent, to innovate and to look at what is working and what needs improving to help us stay competitive. Times of crisis also present the greatest rewards to those that are prepared to grow, change and meet the challenge head on, instead of pretending it wasn't there or wishing it went away altogether.

In the following pages, you will see how we helped clients in the VET sector that faced the same issues that are on your plate right now. Issues of dealing with constant industry regulatory change, increased compliance and paperwork, increased costs and lowered government payments, lower student affordability, increased competition and pressure to lower fees whilst still maintaining quality and integrity of what you offer.

Sandeep Sethi, founder

TEAMS is a unique software that has empowered colleges and has been a 'secret weapon' that a lot of organisations have kept to themselves. While their peers struggled with disjointed, fragmented, incomplete systems and processes, a select few organisations have enjoyed the benefits of a top quality, comprehensive and powerful system and support at their disposal. They have been able to integrate marketing, financials management, time-tabling, student management and compliance reporting all in one easy to use tool.

Believe it or not, until now more than 80% of all TEAMS clientele has come from referrals. We hardly ever advertised, went to industry events or ran marketing campaigns. As we had a premium offering and we only dealt with some of the top quality VET organisations including CRICOS, ELICOS and Domestic RTOs, TEAMS has not been available or marketed to the general VET industry until now.

Now as we see the industry going through drastic change and a lot of pain, we want to do something about it. Instead of just being a premium offering used by a selected few, we want to genuinely see the whole industry benefit. As a result, we have relaunched TEAMS to the market and you will hear a lot more from and about us in the future. We have also changed its price point to make it easily affordable and more readily available for all in the industry. Rest assured, our premium service and all the comprehensive features remain as is. Our expertise (we have staff who have more than 40+ years of combined industry experience) and our dedication is greater than ever.

We would like to invite you to go through this detailed information pack at your leisure and see how TEAMS can help take your organisation to the next level in terms of efficiency, cost savings and increased compliance. If you are intrigued and see yourself and your organisation benefitting from our offering, please contact us and book a demo. I promise it would be the best half hour you have ever spent for your organisation's future.

Warm regards,

Sandeep

Sandeep Sethi, CEO

The TEAMS Story

My name is Sandeep Sethi and I am the founder of **TEAMS.** It all began in 2000 when I first founded a company called "Software Dreams."

I have been involved and working with computer systems all my adult life. At 18 I started a small software company called "Computer Oasis" (yes, I'm into some interesting company names) in India in 1992 whilst still in high school. We built accounting and other management databases for businesses.

I migrated to Australia in 1993 and went on to finish a Bachelor of IT at Griffith University. After consulting for numerous companies including McDonalds, Trendwest Resorts, Technology One, I realised that small to medium business simply didn't have decent quality management software to benefit from.

I witnessed first hand that the difference between "Big Business" and (the sometimes struggling) "Small Business" rested largely with their "Systems" and "Marketing" (or lack thereof).

It became my desire to help businesses of all sizes benefit from Management Software the quality of which was enjoyed by large corporations; I knew Internet Applications was the way to go. So I set out with a strong desire to serve and make a difference, hence **"Software Dreams"** was founded.

We were the early adopters of the Software as a Service (SasS) concept and when we released our first web based applications back in 2001 no-one knew what they were! That of course made the journey more challenging as it was not just offering small business a cutting-edge but also educating them on the benefits of Open Applications and helping change their mindset about fears around the Internet too.

Since opening our doors we have attracted large clients like: Griffith University, Gold Coast institute of TAFE, Cambridge International College in Melbourne and Australian Pacific College in Sydney (to name a few) who essentially audited everything that was there in the marketplace. These big players in the industry chose **TEAMS** out of the entire range of RTO Management products that were available. Our continued feedback proves how powerful and comprehensive our software is.

We also service a variety of industries that include Internet Service Providers, which enabled us to take concepts of task assignment and efficient workflow to the education industry.

We have gained a lot of experience by dealing with a variety of clients ranging in size from 100 to 5000+ current students.

We have also established relationships in various education departments, which further helps us to serve our clients better.

When people meet me or my key staff members they understand we do more than talk; we know the legislation, regulations and industry, and understand it at the same level as they do, if not in more detail. Importantly, we know how to translate that know how into software and business process flows.

We are not afraid to question businesses in relation to their process flows and show them how we can make improvements where needed. It is our job to identify the shortcomings or problems and offer solutions that are viable and easy to follow.

It is also important to note that we don't consider **TEAMS** a student management system. From a business perspective, Colleges know how to track/monitor their students. They know how to mark results, attendance etc. They usually get this part of their business right. That is what they do best, but what they don't know how to do at times is manage their business in other areas such as: marketing, financials, and relationships with agents and employers etc. The truth is they concentrate so much on student management they forget about other areas of their business. This is why **TEAMS** is a complete business management solution. We integrate the key functions of Marketing, Compliance and Academics in a neat comprehensive system.

In 2010 at our 10th anniversary we renamed Software Dreams to RTO Control Systems. This name better reflects what we do and also signifies to us a coming of age. We started off with a strong desire to serve and to make a difference. Now, in the RTO sector we believe we have found a niche where we can do just that. TEAMS has been growing strong and has been in use since 2003. Over that period close to 450,000 enrolments have been processed within TEAMS and thousands of users rely on TEAMS daily.

I hope you find this information useful in deciding the direction for your business and I wish you all the best for the future.

To your success,

Sandeep

Sandeep Sethi, Founder of TEAMS

TEAMS – Software Like No Other

I know you might be thinking... Aren't all Student Management Systems the same? After all don't they all have to do some mandatory reporting for the government and that is the only reason you buy them? Nothing could be further from the truth. TEAMS is much more than just 'mandatory' software you have to have for compliance.

With TEAMS, the experience is totally different. Marketing, Admin, Academics and Management departments all use the same software, share their information (based on permissions) and enjoy true collaboration like never before.

Most organisations use multiple systems (generally one per department) and none of the systems talk to each other or share data. As a result, they suffer from fragmentation, mis-information (or simply no information) across departments and very poor visibility for management.

Consider this, average wage for a capable middle manager level admin staff is in excess of $60,000 per annum. Even a 15 to 20% improvement in efficiency of this person's role equates to between $9,000 and $12,000. An average organisation can expect to see an improvement of 20% and more across the entire admin department not just one staff member! This adds up to substantial savings for an organisation and the ability to employ the staff towards more productive activities than being immersed in administration.

TEAMS not only encourages your organisation to be super collaborative, it is designed to be easy to use and encourages full participation like no other software. Quite simply, what is an option with some other software, is included at no charge with TEAMS.

If you take into consideration increased compliance readiness, the ability to combine CRM, Marketing, Accounts, Student Management, Student Portals and Document Management all within the one software the benefits really start to stack up high.

Some key inclusions that you get with TEAMS (at no cost) are –

- ✓ **Unlimited Concurrent User Licences** – Let everyone in your organisation use TEAMS.
- ✓ **Unlimited Phone and Email Support** – Never again hesitate to call and ask for help.
- ✓ **Upgrades and Updates included** – Always enjoy the latest updates. Never get left behind.
- ✓ **Training and Implementation Included** – No surprise hidden costs.
- ✓ **Data Backups Released Weekly** – You have complete control over your data.
- ✓ **No Lock In Contracts** – You can pay by the month, quarter or annually with no minimum term.
- ✓ **Feedback based new Development** – Suggest changes and improvements, see them get done.
- ✓ **Regular Seamless Updates** – Done automatically every week. No more waiting for a small bug fix.
- ✓ **Satisfaction Guaranteed for Life** – Have issues? Contact us. We stand by our clients for life.

Typical Software Provider **vs** TEAMS

TEAMS is not only powerful and packed full of features, it also is excellent value when compared with typical software providers.

Our once off registration costs range from $2,500 to $7,500 (a big drop from earlier pricing of between $4,500 to $19,000).

Our monthly all inclusive usage costs start from as little as $195 per month and is based on the size of your current student numbers.

No Hidden Costs

TEAMS is completely transparent when compared to most other providers that have complex pricing and a lot of added 'extras' that start to really add up as you tick the option boxes. You know extras such as a Student or a Trainer Portal. With most software providers these extra costs are simply 'brushed under the carpet' while the deal is being done. After the software has been purchased, all these extra costs then come into play easily blowing your budget or worse.

When you buy TEAMS you get ALL the features that TEAMS has today as well as all the features that we may build in the future.

Lower Total Cost of Ownership

With TEAMS you only have two costs. The upfront registration cost, followed by a fixed usage charge based on your college 'current students' size. This costs includes everything that other providers generally charge extra for. Things like updates and upgrades, phone support, charge per student for student portals etc. Over time our simple fees and charges are predictable and can be broken down into small monthly payments.

Guaranteed Returns

Client studies have confirmed that a typical organisation with 600 students will be able to gain $1.72 for every dollar they spend with us in the first year. From the second year onwards this ratio increases to more than $3.25 and continues to go up from there based on the level of TEAMS usage within the organisation. This makes TEAMS an absolute no brainer for any organisation looking to save money and gain more efficiency.

Genuine Service and Care - Priceless

We provide our clients with the highest levels of support and assistance in the industry. This is something that our clients reiterate to us over and over. **We have clients that have come to us from almost every other system that is available today** and they repeatedly compliment us on how we look after them compared to how they were treated by their past provider.

We have studied and compared client after client. We found our clients benefit by –

Saving of staff time and **gains in efficiency** based on streamlining of workflow and newly automated processes

Increased staff satisfaction as they are able to do more and be less frustrated due to improved workflow

Improved audit readiness due to using the numerous compliance features in TEAMS

Please find below some key points of comparison between TEAMS and most other providers that are currently in the market. The information presented in the column 'Other Providers' below is a representation of most of the software providers that we have researched. We encourage you to conduct your own comparisons and we believe you will be pleasantly surprised with TEAMS.

Typical Software Provider vs TEAMS

Once off Costs

	TEAMS	Other Providers
Upfront charge for registration	Yes	Yes
Student Portal	Included	Extra
Charge per Student to access Student Portal	Included	Extra
Trainer Portal	Included	Extra
Employer Portal	Included	Extra
Agent Portal	Included	Extra

Ongoing Costs

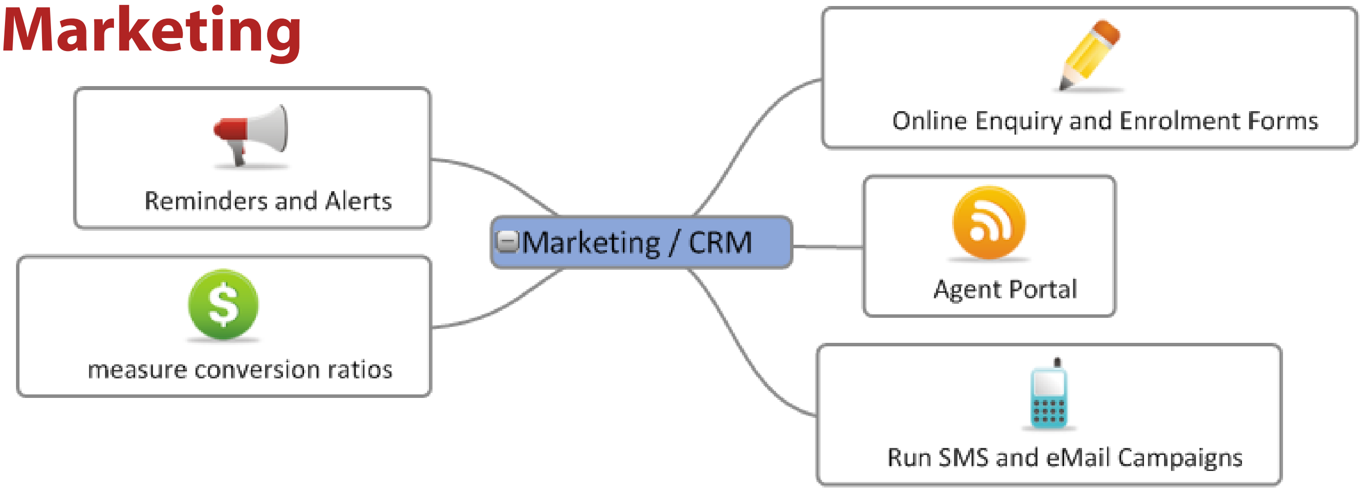
	TEAMS	Other Providers
Per User Fee (annually)	No	Yes
Annual Fee for upgrades and updates	No	Extra
Per Enrolment Charge	No	Yes
Backup / Data Release	Included	Extra
System changes / Modification requests	Included	Extra

Support and Maintenance

	TEAMS	Other Providers
Unlimited Phone Support	Yes	No
Unlimited Email Support	Yes	Yes
Online Training Webinars	Included	Extra
Video Help and Support Materials	Included	Extra
Regular updates to software	1-2 updates a month	2-3 updates a year
Remote Assistance on client computers	Included	No
Support Staff well versed in Industry know-how and regulations (not just a techie who knows computers)	Yes	No

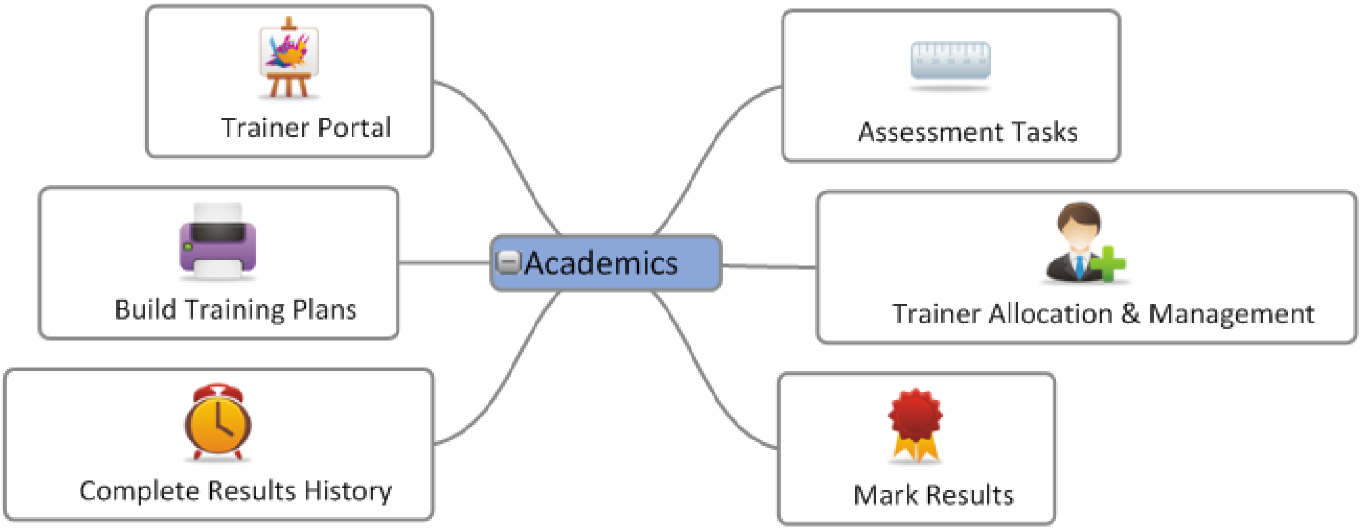
TEAMS – Features and Benefits

Marketing



What TEAMS can do	Why you must have it
Tracks each enrolment from point of enquiry to enrolment to alumni with ease	Integration of data for the entire lifecycle of a student. Keep it all centrally located in TEAMS in electronic format and no more 'archiving' areas/storage requirements that can run into big $$$ (thousands) each month.
Online enrolment form that links to your website	No more double handling of new enrolments. Potential students can enrol online and their enrolment information is entered directly into TEAMS.
Centralises communication for your entire sales team	Gives you control over all communications within your marketing team including agents, sales people and admin staff. No one gets left in the dark.
Send mass messages to students, prospective students, employers, agents, staff by email, SMS or regular letters (mail merge)	Easy implementation of marketing campaigns for prospects, management of your agents and/or employers and communicating important messages to your students.
Generate statistical performance reports for agents and sales staff	Allows you to track marketing promotion results, conversion rates, and agent and sales staff performance.
Tracking and measuring of prospective clients against actual clients. A client can be a student, employer or even agent	With the marketing lifecycle you can track your prospective students, including apprentices/trainees who haven't signed on yet. This allows for more accurate reporting. You can also track prospective employers and agents and how many went from prospects to doing business with you.
Measure proposal conversion and invoices generated with breakdown according to region, agent, salesperson and nationality	Allows concrete statistical analysis of which proposals are working, in what locations and measured against sales person, region, course and other criteria.
Built in reminders and alerts to make sure every enquiry is accounted for and measured in sales and performance reports	Provides automated verification on performance of follow-up on leads, and prospect attrition and conversion rates.
Manage, record and track agent commissions, invoices and receipts	No need for excel spreadsheets, MYOB or other tools. Run complete student financials in TEAMS without having to use anything else.
Manage group study tours and produce bulk invoicing	Ease admin and marketing staff workload and stress whilst saving time and running costs.
Generate up-to-the-minute reports of outstanding agent payments and student fees	Provide accurate snapshots of primary incoming and outgoing revenue streams including forecasting based on prospective students.
Easily set up special agent bonuses or joint marketing promotion structures	Open up multiple marketing and promotion options and allow the testing of more creative financial partnering solutions. Share costs and track it all.

Academics

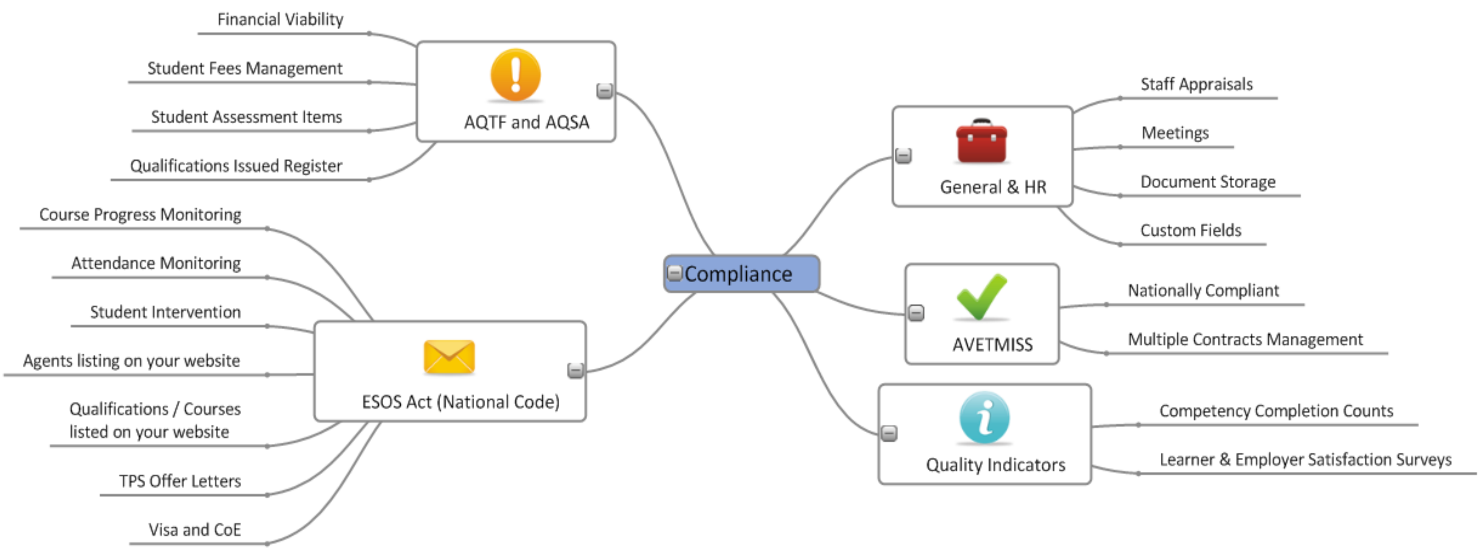


What TEAMS can do	Why you must have it
Flexible Academic Structures	Build your academic structures freely in TEAMS. No more being forced to enrol a student in a second qualification just because they need to do a few units from a different training package. TEAMS allows you to add those 'few units' to any qualification from any training package with ease. Allows you to tailor your training to the needs of the clients not the needs of the system.
Automate your Assessment Tasks	Generally Assessment Tasks prove to be a time consuming manual and labour intensive process for colleges with a huge paper trail. Instead, in TEAMS you can Drill down and mark results at the student's assessment level for each unit of competency/module. TEAMS will then manage and automate the final outcome for a competency/module. You can also do 'holistic' assessment tasks against multiple competencies/modules.
Assessment Tasks on the fly	Tailor your assessment tasks for competencies/modules for a specific student's enrolment on the fly. Allows you to tailor to the needs of a student. You can also generate new assessment tasks that are different to your general set of assessment tasks for the same competencies/modules.
Competency and Grading Based Results for a student's course of study	TEAMS allows you go mark a graded result and a competency based result against a student's competencies/modules with ease. This is especially useful where you may have to produce two academic transcripts for a student with a pathway to a University degree. You can do this with ease without having to raise two enrolments or doing anything 'special' within the system.
Trainer Allocation and Management	Allocating a trainer to a student's enrolment on an individual or bulk basis is simple and easy. Review your trainer allocation and move trainers from one enrolment to another. TEAMS also keeps extensive 'audit logs' to help you review the history and any changes made in this regard.

TEAMS – Features and Benefits

What TEAMS can do	Why you must have it
Academic Results	Whether you are using assessment tasks or just marking results at the competency/module level you can view and mark results either in bulk or on a one to one basis. See and mark all that you need easily and quickly.
Training Plans	Automatic calculation of training plan dates that you can overwrite where you wish to tailor a training plan that meets a specific student's needs.
Trainers Portal * also available for the Apple iPad from August 2012	Allows your trainers to log in and see their list of trainees and all relevant information linked to that student and their course of study. Your trainers only see what is linked to them and what you want them to see. Allows your trainers to quickly and easily search for other student's that they need to take over responsibility for at a moment's notice where they have permission to do this.
Timetables and Classes	Create timetables with classes that you can allocate teachers, assets such as projectors, white boards, laptops etc. Print class rolls in bulk and manage attendance/absence easily.

Compliance

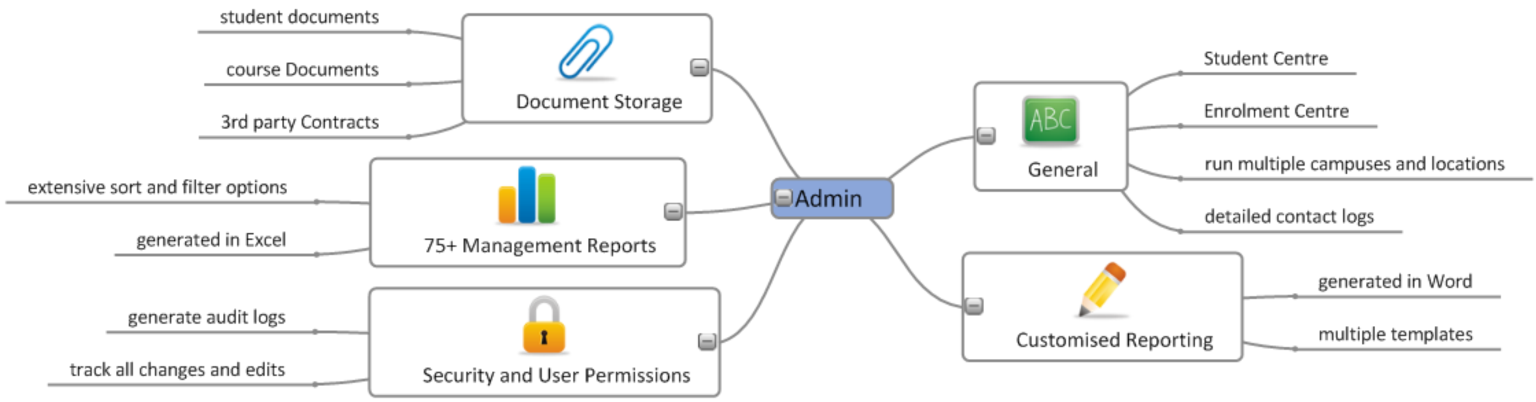


What TEAMS can do	Why you must have it
AVETMISS Multiple State Submissions. It comes with all the rules and requirements for each State including Western Australia	You can manage single State submissions or multiple State submissions and TEAMS knows about all the business rules and requirements for each State.
AVETMISS Multiple Contracts Management	Manage multiple course/qualification contracts for AVETMISS. This means in the one financial year or contract period you can have multiple contracts against the one course/qualification as well as different contracts against different States. Also upload and store scanned copies of your funded contracts against the courses/qualifications or the organisation level. You can also store employer level contracts that you have against your employers.

TEAMS – Features and Benefits

What TEAMS can do	Why you must have it
Quality Indicators - Competency Completion Counts	No more manual counting and relying on an Excel spreadsheet for your figures. Follow our simple process of training dates for enrolments (that can be automated) and TEAMS knows exactly when a student is going to start and finish a competency/module so your counts will be accurate. TEAMS can also manage multiple State Competency Completion Counts.
ESOS Act - **Tuition Protection Scheme Offer Letters** (*effective 1st July 2012)	With the changes to the ESOS Act, you must identify 'study period' invoices and display them as part of your Letters of Offer. With TEAMS you can create 'templates' of your invoice structures for each course identifying what study period it belongs to and all the required information so that your staff just selects a template and does not have to manually recreate instalment invoices every time they do an enrolment. Minimise mistakes and handle this complex requirement with ease.
Quality Indicators - Learner and Employer Satisfaction Surveys	Built in master templates that allow your students to access from the student portal or via an encrypted hyperlink unique to them. Employers receive an encrypted hyperlink unique to them as well and TEAMS stores all their answers for you to easily and efficiently export and upload into the SMART government software for producing the required reports for submission.
AQTF/ASQA and ESOS Act - Financial Viability and Student Fees Management	Create student invoices with instalments and manage when and where student fees are overdue. Follow the Fees Monitoring process to send bulk emails, SMS or letters warning the student's of their overdue fees.
Contact Logs that record all communication you have with your clients, staff and suppliers.	Log future dates for staff appraisals, meetings, assessments for staff and future strategies such as focus groups. This is a simple yet very powerful tool but can be manipulated in many ways. You can also track your complaints and appeals, intervention logs (which are great from a compliance prospective). Even at the organisation level you can log 'contact logs' of all your meetings (including documents for meetings) in relation to your continuous improvement.
Document Storage capabilities	Allows you to upload and store any kind of document from results transcripts, assessments tasks documentation, to staff appraisal forms and more. Keep all the information together in the one place.
Custom Fields you can create	Create new fields for students, prospects, trainers, agents, employers and more. You can use them to track your staff members' qualification levels, current training completion due dates, delivered dates and outcomes and other important information as you see fit. TEAMS can grow with you.
ASQA - Student Assessment Items Retention Requirements	Students can submit assessment items which are stored with your TEAMS site. Alternatively, your staff can scan and upload any document against a student enrolment and link it to the competencies/modules that they relate to. This helps you to become compliant with this important requirement as well as reducing the physical burden of keeping manual files.
ESOS Act (National Code) - Attendance Monitoring	With TEAMS you can monitor and enter absences as well as attendance. There is also a simple attendance monitoring process to identify students that have fallen below 80% in any given study period. You can also warn these students via email, SMS or traditional mail merge letters. All communication via these methods is stored against the student's enrolment so it is viewable at audit time. TEAMS also helps to initiate and monitor any intervention strategy that you may have in place for your organisation.

Administration



What TEAMS can do	Why you must have it
Extensive Security and User Permissions	Drill down on your levels of permission at either the User or a Group level. Create restrictions and data privacy for each trainer and location as needed. You can also stop users logging into TEAMS on public holidays or only on set days of the week or from specific IP addresses.
Run multiple Campuses / Locations / Streams of Study in one database	TEAMS is a web-based application and is available 24/7. Enjoy data privacy as well as combined reporting for management. Easy web-based access to all student information, documents, policies and any other resources needed by your staff (even when on the road).
Generate over 75 management reports, more than 200 reports in the system for all departments	More than 75 management reports including cash flow reports, debtors reports, statistical reports, marketing analysis reports and region-based sales breakdown reports. Comprehensive reporting is available throughout TEAMS with more than 200 reports available. Since all internal reporting is in Excel it is easy to manipulate and work with the reports once they are produced.
Digitally store student documents including academic records, identification information, and other important student documents	Centralise student record keeping and eliminate the need for managing student documents in-house. TEAMS gives you the convenience of a paper-less office with all your documents digitally stored for easy, quick access. You can also setup your own downloads and mirror this information locally if you needed to.
Audit Logs	TEAMS tracks all the changes that are done at the Student and Enrolment level. You will always know what each staff member did and what they changed and when. For important information, we also track a history of previous changes allowing you to view a past snapshot.
Extensive sort, group and filter options for generating reports	Optimised filter options for every report. By using these comprehensive options, you can view the same data through different viewpoints to gain deeper insights into what is happening in your organisation.
Generate and output all management reports in Microsoft Excel	Allows easy manipulation and graphing as required. Excel is well known by most users allowing them the ability to run formulas, create charts etc.
Customised Reports (letters)	All TEAMS reports will generate to either Excel or Word. Where a report is generated to Word you can customise extensively and add your logos, colours, hard coded text etc and upload for the system to use. Excel generated reports have a level of customization as well.

Organisation

Australian Pacific College (APC) - Sydney, NSW

"TEAMS has been a great help to our business. It helps to manage our high school, VET and English students.

TEAMS Support staff are very friendly and helpful. They have made numerous improvements to the software for us over the years.

We now are also using TEAMS to do a lot of customised development and they have been working very well with us.

We are happy with the product and would highly recommend it."

Pedro Duran,
IT Manager

Overview: Australian Pacific College is dedicated to Quality, Equity, and Advancement in education. They offer a variety of courses including English, Business and IT as well as having a Senior High School campus. They have training locations throughout Australia including Sydney and Brisbane. They pride themselves on being a unique and enjoyable place to study.

Year started using TEAMS: September 2004

Previous programs used: APC were managing their own in-house custom developed system that was starting to become difficult.

Departments that use TEAMS

Marketing – APC use TEAMS to enter their prospects and proposals and print off letters of offers so they can accurately track their conversion rates, also making it easy to identify who they need to follow up etc.

Accounting - The finance department at APC use the varying reports to manage their accounts including their Agent commission payments. They run their Fees Overdue Report to see what is outstanding, printing off their Student Statement of Accounts, Invoices and Receipts.

Administration – The administration department use TEAMS thoroughly to print off their reports, upload photos of students to the Student Centre so their staff can become familiar with the student's faces. They also use TEAMS to store their documentation against each student. Everything is all in the one place for APC.

Academics – APC are very successful in using TEAMS to manage their academic department through the changes they have made to the system for their unique management style. They can generate reports to identify what are the best subjects to run in the next term based on student numbers. They can also run reports to see which students are eligible to sit exams for subjects based on their requirements.

APC have used their internal IT department to ensure the changes made in their system are of the highest level to assist their staff. We were also able to customise TEAMS to allow their academic department to get the extra special attention it required. This included adding many screens and reports to TEAMS to fit in with their unique learning structures.

Success Stories

Organisation

Academia International (Academia)
Melbourne, VIC

"TEAMS is feature-rich allowing us to manage our students, enrolments and agents through the Customer Relationship Management (CRM) features.

Many features within TEAMS have allowed us to centralise our record-keeping which has greatly reduced the administrative burden on our organisation. T

he key areas we must comply with of Academic Progress and Attendance Monitoring are managed within TEAMS.

The system is online, easy to use and the support is second to none."

Tony Kluytmans,
Compliance Manager

Overview: Academia International is a CRICOS RTO that also has funded contracts in Victoria. They ensure their students receive as much practical hands on experience in the Hairdressing/Hospitality trades as possible.

Year started using TEAMS: November 2006

Previous programs used: Wise.NET

Departments that use TEAMS

Marketing – Academia track their proposals into each course based on Account Managers. They can then measure performance of their sales staff individually.

Accounting - Academia use TEAMS to print and manage their student's receipts and invoices. They also track their Agent Commission payments through TEAMS.

Administration – Academia use TEAMS for all their administration procedures. They also send emails out to their students from TEAMS, print letters to send to their students and send emergency messages via SMS. They print many reports to give accurate figures of their forecast of students etc.

Academics – Academia have worked closely with us to extend TEAMS to track their assessment tasks and students progress. They use TEAMS for time-tabling, for storing and reporting student results and to generate transcripts.

Training Plans – Along with some other clients Academia have worked with us to produce training plan report templates so that their users no longer have to produce training plans for their funded students manually.

Academia have also implemented the Student Resource Centre from within TEAMS. This allows their students to access their results online, check and change their contact details and view any messages and alerts quickly from this area.

Organisation
Employment and Training Australia (ETA)
Gosford, NSW

Overview: Employment and Training Australia (ETA) specialises in Government funded programs, Traineeship programs and Fee for service programs. ETA are a team of enthusiastic and qualified staff with backgrounds in vocational counselling, training, welfare and business. They are dedicated to achieving appropriate employment outcomes for their unemployed customers and to fulfilling the needs of the broader business community.

Year started using TEAMS: March 2009

Previous programs used: An internal Access database written for them.

Departments that use TEAMS

Marketing – ETA use the marketing section to enter all their leads and track the progression of the lifecycle of that lead. This includes their apprentices and trainees. This allows them to track their conversion rates, track trends of where their clients are being referred from and keeping their student numbers accurate.

Administration – ETA's administration staff use TEAMS to log all the communication with student's, as do their trainers and management. They also send bulk SMS and emails to their student's as well as produce letters that they need to send.

Academics – ETA had some very specific needs when they purchased TEAMS. They wanted to manage class room based attendance, especially for their younger funded students. They wanted to make sure they were showing up and if they weren't then they could be communicated with easily and quickly. They also wanted to mark student results but freely control what was submitted via their AVETMISS exports in a better fashion than their existing system was allowing them. They also wanted one location for all communication logs from trainers and admin staff.

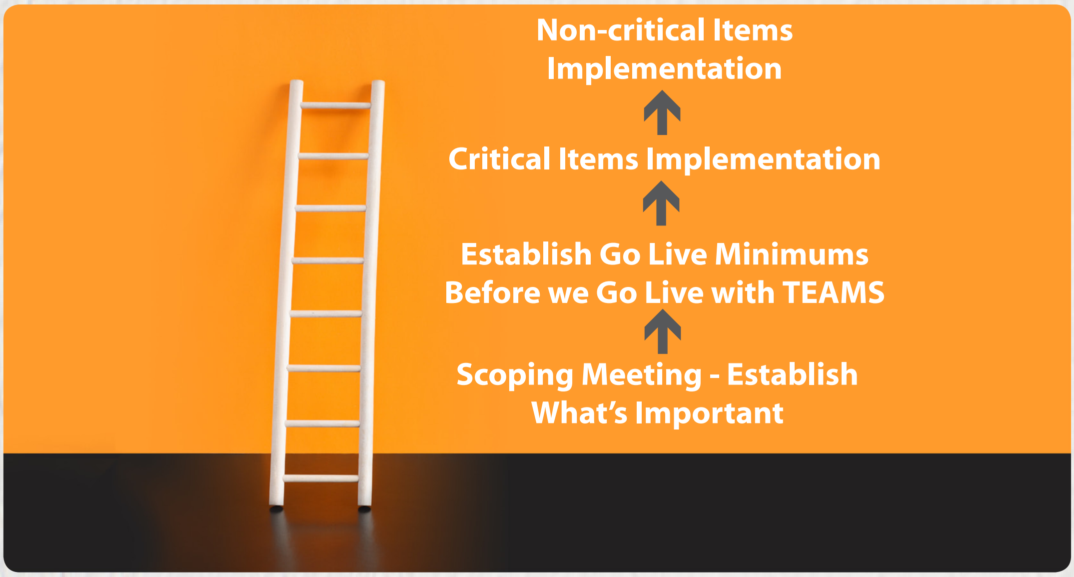
TEAMS – Implementation, what to expect

We understand that it is **not just the system** but also **how you implement** it that makes all the difference. We know that as soon as you have TEAMS in your organisation, you will be eager to implement it and benefit from its numerous features and capabilities straight away.

Our implementation process is quite comprehensive and consultative. We take it as our responsibility to guide you through the different stages of implementation so that each stage is setup correctly and your staff is trained to take full advantage of it.

What makes us very different from the rest is that we take a comprehensive all inclusive approach to training. The amount of training that your organisation would need is included as part of the implementation.

What are the stages of implementation?



1 Scoping Meeting

Build your business profile and establish what's important

We meet with you (face to face or online) and understand the profile of your organisation. We identify what's 'critical' to start using TEAMS first. This typically is all your compliance requirements such as:

- AVETMISS
- Quality Indicators – Competency Completion Counts
- Quality Indicators – Learner Questionnaire and Employer Satisfaction Surveys (where applicable)
- Attendance Monitoring (where applicable)
- Course Progress (where applicable)
- Student Fees Monitoring (where applicable)

As part of setting up these compliance areas there is a large amount of data that gets reviewed and cleaned before it is imported into TEAMS. If you are stretched for time or staff, we also offer temporary outsourced staff that can help clean up your data, validate it and import it into TEAMS from your old system.

This data also helps to setup the foundation for future areas such as:

Academic Structures – To setup and use the Student Portal for students to submit assessment tasks (maybe in Stage 2 or 3). It also is the foundation for monitoring course progress or creating training plans and printing them. You can also mark results against a student's competencies or modules.

Financial Structures – TEAMS can manage student invoices or receipts. You can also pay Agents their commissions and export this data to MYOB and monitor students' overdue fees in TEAMS. You can also setup your overdue fees alerts and processes here.

Report Templates – this is where we show you how to create your 'customised' printouts that TEAMS can do for you. Think about how many letters your admin staff produce, regularly and manually? We help to identify what is the best report for your 'letters' and show you how to create your custom templates. This step ensures you can print out your Student Certificates, Academic Transcripts, Confirmation of Enrolments or Enrolment Confirmation letters etc with ease and complete customization using Word and Excel templates.

System Settings – after we have understood your organisation and know what you are planning to achieve from TEAMS, we create all the settings for how TEAMS should behave so that you get what you want out of TEAMS.

We understand all of the above from the business profile we build and from the questions we ask in our meeting.

TEAMS – Implementation, what to expect

IMPORTANT: Depending on whether you have the staff who can do this, at this stage we also identify what student data you have in your existing systems and what needs to go into TEAMS. Many RTO's don't have IT staff or staff capable of doing data work so we have staff that can help you. All we need is assistance to extract the data from your existing systems and then our staff can:

- ✓ Merge your data into the correct format TEAMS needs.
- ✓ Quality check the data for problems that need to be cleaned up.
- ✓ Identify duplication of data and what isn't needed and remove it before it gets into TEAMS (based on your approval)
- ✓ After the data is imported another data quality check is completed.

2 Establish Go Live Minimums

Your MUST HAVES to start using TEAMS at a minimum?

From the business profile meeting we create the list and plan of what needs to happen for Stage 1 implementation. Generally we recommend the following for this stage:

a) Entering Students and Enrolments. This does not include the Prospect and Proposal section of the system unless you are a CRICOS provider.

b) Starting Enrolments and uploading documents to the student records.

c) Generating training plan dates for a student's competencies/modules. This is very important for both domestic and international RTOs as it affects compliance requirements of:

i) AVETMISS
ii) Competency Completion Counts
iii) Course Progress

d) Marking Results. This is only final outcomes for competencies and modules, not for assessment tasks. Also where applicable, course progress monitoring.

e) Marking attendance and monitoring attendance process. This includes timetables and allocation to classes (where applicable).

f) Raising invoices and receipts for a student's study if you decide to use TEAMS for student financial management.

g) Logging communication that you have with your students, employers and/or agents where applicable.

h) Printing 'critical letters' such as Confirmation of Enrolments, Letters of Offer, Certificates and Academic Transcripts etc.

i) AVETMISS data exports (where applicable). Competency Completion Counts. Sending Learner Questionnaires and Employer satisfaction surveys. We also train you on how to export and submit all of the above data.

At this stage all your 'current student' data from your existing databases would also be available. This includes demographic data, enrolment data (course of study), their competencies/modules and their results. We also import your 'historical/old' student data as determined by you when we had collected and analysed your data.

IMPORTANT POINT TO NOTE: Unlike most other software providers that just work blindly as per your instructions and their software's limitations, we do this stage quite differently. While we always work with you to implement TEAMS into your existing 'processes and procedures', many times we can even help you identify new processes and ways of doing things that are far more efficient and useful. At times we have even helped clients do changes to existing processes or even create new processes and procedures that we help put in place before training of TEAMS is to occur. This ensures that you are getting the best possible gains in efficiency, compliance levels and ease of workflow.

3 Critical Items Implementation

The time line between Step 2 and this step is completely up to you and your business. Many clients say they want to get to this stage as soon as possible after the 'go live' stage in step 2. However, we recommend that you allow your staff time to get familiar with TEAMS and any new processes you have implemented to be firmly in place before moving to this stage. All our free training is valid for up to 12 months so there is no pressure from our side as far as time lines are concerned.

As we work with you, we start identifying other features/ benefits of TEAMS that you may wish to use and we get you to prioritise them into 2 groups that are 'critical' and 'non-critical' and this becomes your next two stages of implementation.

Typical items in this stage include:

a) Where it hasn't been introduced, introducing the marketing and CRM features in TEAMS. This includes prospects and proposals, bulk emails/SMS for marketing, newsletters etc. Where applicable using the online web enrolment form.
b) Assessment Tasks structure setup and then marking results manually by trainers or admin staff.

c) MYOB exports and Revenue Take up process (where applicable)

e) Other surveys. Apart from your Quality Indicator surveys for Learners and Employers you can use the survey section of TEAMS for your day to day continuous improvements. (Where applicable)

We will help your staff setup TEAMS with our guidance. This may also include updating or even creating new processes and procedures in your business. Once the setup and processes/procedures are ready then training the relevant staff in these areas is done and you then 'go live' with these added features/processes.

4 Non-critical Items Implementation

By this stage your core staff will be using TEAMS on a daily basis and getting more confident with its power and functionality. Implementing this step is generally quite easy and your staff only need the occasional guidance with what to do and how to do it. Generally at this step things that get implemented are:

a) Student portal implementation (where applicable)
b) Employer portal implementation (where applicable)
c) Agent portal implementation (where applicable)

This may not sound like much but implementing each portal should be done in a planned and gradual manner so that your staff are not overloaded with the 'extra' data that is coming from external parties. There is a difference between your staff entering the data on behalf of a 3rd party such as a student (results) or an agent and letting those 3rd parties do this themselves. It is also recommended at this stage that you put in some strict 'data check' processes and procedures to make sure the data coming in from these external parties is of good quality and if it isn't making sure it is resolved quickly.

Frequently Asked Questions

Who does the implementation? My staff or staff from TEAMS?

It is a joint process. We assist and guide your nominated staff to setup and implement TEAMS. As part of the purchase of TEAMS you will be given a certain amount of 'hours' that can be used for both training and implementation. It is worthwhile keeping at least 40% of the hours for your training requirements. When it comes to data cleanup and import, our staff can use your allotted hours to do that work for you. We also have 'virtual assistants' based overseas that you also can chose to avail (at a small cost) to assist with your implementation. All our virtual offshore staff are fully versed in TEAMS and industry terminology and are also aware of the various implementation steps.

Can we implement all the features/benefits of TEAMS straight away?

This is a business decision you need to make after consultation with us. You must consider the extra time it will take to complete the implementation and what staffing requirements you will need to complete it. Do you have a strong 'core' team of staff who can manage their day to day duties as well as implementing TEAMS? Our advice generally is that if you follow the steps that we recommend, you will end up using more of TEAMS quicker than if you tried to do it all in the one go. As the saying goes, how do you eat an Elephant? One bite at a time. ☺

Can we restrict what our staff can do in TEAMS?

Yes. We have a very tight set of permissions that you can setup. You can even create roles and groups and assign every staff member to belong to those groups.

Which staff of ours should be involved in TEAMS implementation?

There are 3 types of staff that you should use when implementing TEAMS that are:

Management – get managers involved in the 'Business Profile and What's Important' so they can assist with decision making on how things are done when it comes to their department. When it comes to business processes and any changes these are all discussed here.

Core Staff - you should always identify at least 2 staff members that you consider to be 'core' staff members. It is recommended that they be responsible for managing the implementation of TEAMS and for collecting the data and answers to questions we will have. They manage the setup and communicating with our staff and manage the 'data staff' as below. We recommend that core staff not be the ones that are also fetching and typing or cleaning data and spreadsheets.

Data Staff – this is staff that do the data collection and cleaning work. While it can be the repetitive or time consuming work, staff that are able to pay attention to detail and can ensure that the data provided is of good quality are the ones best suited to this role.

An Invitation

I hope that this detailed information about TEAMS has been of value to you. In particular, I hope you have had a good chance to see what we have to offer and how we are different from the rest of the providers out there. Our approach, our software and our client service and support is recognised by many as the best in the business. We would like you to be able to test that first hand by booking an interactive live demo of the software.

At this present time, you may or may not be in the market for a new system to manage your organisation. However, if you are or you are simply curious and would like to see TEAMS first hand, I would urge you to contact us and book a demo.

There is no obligation and it only takes about 30-40 minutes of your time. **All our demos are done by technical staff that will work with your RTO rather than a 'sales person'.** This ensures that you get real-world examples and answers rather than a blanket statement such as 'I know the system does it but I can't show you as I am not of a technical background'.

We only want you to choose TEAMS after you have put it through its paces and are overjoyed by it. More than likely the demo you book may give you some new ideas about different workflow or things you can change or improve (even before you bring in TEAMS) within your organisation.

We wish you the very best for the future growth and success of your organisation. We look forward to serving you and working with you soon. Just call 1300 305 302 or visit our website on www.rtosoftware.com.au and arrange a demo for yourself and your team at a suitable time.

We are very much focussed on helping the industry and making a difference to the lives of our clients. The fact that our clients enjoy the highest levels of compliance, efficiency and peace of mind is what brings us the most amount of satisfaction and a sense of a job well done. We would love to count you among our family of TEAMS clients and to see you profit from our experience.

TEAMS Fact File (as at 1st July 2012)

First Launched in: **August 2003**

Nationally AVETMISS Compliant: **January 2004**

Number of Clients: **83**

Number of Users: **2,598**

Enrolments Processed: **442,887**

Number of Students: **269,929**

Potential Students Processed: **224,421**

Number of Updates: **851**

Number of Client Requests Implemented: **5,247**

Programming and Design Hours: **57,283**

Questions?

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RTO Control Systems Pty Ltd

ABN 19 094 248 227, incorporated August 2000

TIME TO REST ASSURED, *'TEAMS'* HAS YOUR COLLEGE COVERED

TEAMS is the ultimate feature rich and easy to use software that will take your RTO management to the next level. Using TEAMS allows automation of your marketing and reduces admin costs. Get compliance ready and access comprehensive reports at your finger tips!

- ✓ AVETMISS Compliant
- ✓ Email, SMS and CRM features
- ✓ Timetable and Attendance
- ✓ Competency Counts and Surveys
- ✓ Complete Student Financials

RTO | SOFTWARE

Contact RTO Software on **1300 305 302** for an online demo or a detailed proposal.