Webinar Questions

The following are answers to questions asked by those attending the VETenrol Webinar held on the 2nd March 2016.

Q: With the form generation are you saying that it could produce a hard copy of the enrolment for students to sign?

A. Yes.

Q: Is there something in the system to prevent a student from enrolling on an occurrence date that has past?

A: Yes. Enrol/Register Now buttons will be disabled for expired occurrences (although this can be turned off in your Client Admin if you tick the site setting 'Allow enrolment in expired occurrences') . Providing an occurrence specific link will also bypass this.

Q: What if we offer ongoing enrolments i.e. no set occurrence can we still collect enrolment data online

A: Yes you can. You would create a single occurrence, hide course dates in your Site Settings and enable 'Allow enrolment in expired occurrences'. Then as registrations come in you can deal with them in VETtrak.

Q: Do all licences need to be Enterprise or can a business choose 1 of x # of licences and the rest be Standard or Professional?

A: All licences need to be Enterprise. You can no longer mix-and-match licence types.

Q: If you want to display a note for only a specific course, for e.g. "it is highly recommended the textbook x is purchased for this course" can this be done or is it then displayed for all of the courses on offer?

A: You would use the Programme Description field in VETtrak to write this note. VETenrol will only display the Programme Description contents when that specific programme is displayed.

Q: Is there a limit on the number of custom questions?

A: No.

Q: We are on VETtrak Enterprise hosted version. Is VETenrol available to us and is it included in our Enterprise package?

A: Yes, VETenrol is available. No it is not included.

Q: Once enrolments are full, does it stop more enrolments in the course?

A: Yes. Subsequent users will receive an error message if they try to enrol in a course without vacancies.

Q: Can you connect payment to an external provider, i.e. Paystream or to a bank?

A: Yes. We've already integrated with some popular services including eWay, SecurePay, ANZ, CommWeb (CBA), and NAB. In addition, we can quote to integrate with your own chosen provider.

Q: If the registration is rejected, will the person that enrolled receive a notification that their registration was rejected?

A: No, VETenrol doesn't receive this information through the API. The best process in this situation would be to use the Cancel Registration button from the VETenrol Client Admin and email the client manually with the reasons for the rejection.

Q: Is there an option to have the LLN outcome reflecting the ASF Core Skills?

A: VETenrol cannot check the LLN answers, a qualified trainer must do this. VETenrol does provide the suggested answers and the ACSF Skill level indicators to assist with assessing the LLN.

For example:

Question	ACSF skill level indicator	
1	3.03, 3.09, 3.10, 3.11	
2 & 3	3.10, 3.11	
4	3.10, 3.11	
5	3.05, 3.06	
7 (e - h)	3.01, 3.02	
LLN Questions		
Question	Answer	Correct Answer
1a) Bedroom 1	1	25m²
1b) Study	1	16m²
1c) Kitchen	1	29.25m²
1d) Bedroom 2	1	20m²
1e) Living room	1	45.5m²
2) How much floor covering, in square metres (m²), will you need?	1	45m²
3) What is the total cost?	1	$4,950.00
4) What is the total area of the decking?	1	41.4m²
5) Please write 5 - 6 paragraphs on your chosen topic.	1	Freeform answer to be assessed based on: Length of 5 - 6 paragraphs, Correct spelling, punctuation and grammar, Response relevance to the topic, Coherence and cohesiveness of response.
6) Explain why you wish to enrol in this course?	1	Freeform answer for government compliance.

Q: Do you currently have the ability to charge enrolment fees via VETenrol and then pass these details in to VETtrak to allow for future payment plan payments?

A: Not currently, but we have an integration with Ezidebit in the pipeline.

Q: Does the Contact Diary synchronise with VETtrak notes?

A: No, it is separate.

Q: Can we customise the status types that are shown in the admin area?

A: Yes. The two defaults, Registration received and Approved cannot be altered, however you can make any of the others active/inactive. Note that if you make a status inactive and it has been used in the past, the status will still display as a filter option on the Registrations page.

Q: How and/or can we stop online enrolments if we get bookings out of office hours/weekends and we can't process them until Monday morning please?

A: Vacancies are deducted based on successfully received registrations, not what is or isn't processed. If you reject an enrolment, the vacancies will be incremented to reflect this.

Q: Will it do this automatically once it reaches the max limit without us processing them?

A: Once the vacancies are reached, subsequent registrations are prevented.

Q: What happens if the course start date is delayed and commences a month later? When the occurrence is moved in VETtrak does it move the start date on any registrations completed to date?

A: Participants that have already enrolled will have received their confirmation email at the time of their registration with the original start date. You would need to email everyone already enrolled through VETtrak to let them know of the change – this easily done through the Programme Manager by selecting the occurrence in question, then right-clicking Enrolments and choosing Email clients. After the occurrence is moved, VETenrol will display the new course dates so all future registrations will have the new course dates.

Q: If the course is full, can we reject them and issue a refund?

A: Yes. You will need to handle the refund manually though (or through the facilities provided by your automated payment system).

Q: Can you show how the employer "group enrolment" works?

A: There is a manual for this process. If you request one it can be sent to you.

Q: Can enrolment forms be customised for different occurrences?

A: Partially. The major steps in the enrolment process can only be customised by Programme Type, however you can create Custom Forms for specific occurrences. Custom Agreements can be included based on price type, which can limit which occurrences are affected and similarly, LLNs can be different per Programme and excluded based on price type as well.

Q: Blended delivery. Can a student indicate which specific unit they can study online and face to face?

A: No. VETenrol only works with Occurrences. You could offer separate occurrences for these delivery methods if necessary.

Q: Can you assign a different occurrence to the student at the time of checking in VETtrak?

A: No, you either accept or reject the Web Enrolment as it is. However, after the enrolment is accepted you could then move the student to a different occurrence via Transfer Enrolment.

Q: Is it possible to extract an excel report from the Program Summary Report?

A: There isn't an export feature, but you can copy and paste into excel. Just open the Summary Report, click and drag to highlight the entire table, then right-click and choose Copy. In Excel, click Cell A1 and then click the Paste icon from the ribbon.

Q: How do you enter multiple costings for courses i.e. ACFE course concession rate vs full fee paying?

A: Enter the price types when you create or edit an Occurrence. It's the third step in the wizard. Price items that have a tick in the Pub column will be viewable online.

Q: Can students save and return to the enrolment?

A: No. They must complete it in one go or start over next time.

Q: Is there an option for potential enrolments to be provided with a code prior to enrolling online?

A: Typically no, but it would depends what you were trying to achieve with the code? If instance, you can send code to enable someone to enrol in specific occurrence and even a specific price type without having them choose the occurrence and pricing themselves.

Q: Are the AVETMISS questions set as mandatory?

A: No. It is mandatory to ask, but not mandatory to receive an answer. The prior education and disability questions are and exception and these are required. There are settings to make a few others mandatory too – like Year Completed and Study Reason.

Q: Would like to know how eligibility for VTG funding can be established

A: You can enable the VTG step, which will gather answers from the student and make a document, which the RTO must then complete.

Q: Do you have to have a particular version of VETtrak to use the VETenrol?

A: The latest version of VETtrak and the API is recommend. VETenrol can accommodate older versions, but we do not provide support for them – if anything goes wrong, such as a feature released in a VETenrol update isn't working, you will be asked to upgrade to the latest version.