



**VET**trak

# VETtrak CRICOS Features User Guide

for VETtrak version 4.4.8.2

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# CRICOS Features User Guide

## What are the CRICOS features?

The CRICOS feature is a set of new menus and wizards in VETtrak to allow for the recording of CRICOS specific information in VETtrak. Specifically, it allows the user to:

1. Record CRICOS specific information about the RTO that is CRICOS registered.
2. Record CRICOS specific information about the courses registered as CRICOS courses.
3. Record CRICOS specific information about Agents.
4. Create Confirmation of Enrolment (CoE) records for CRICOS students.
5. Create records for Leaves of Absence, Deferrals, Suspensions, Terminations and Change of Courses for a CoE record.
6. Flag a student as 'At Risk' through an 'At Risk Assessment'.
7. More easily monitor course progress and attendance of students.
8. Export files from VETtrak to update change of details information in PRISMS, and import reports from PRISMS into VETtrak to populate CoE records.

## Why did we create these new features?

This new features were developed for several reasons:

1. To assist a CRICOS registered provider in meeting their compliance requirements.
2. To provide improved facilities within VETtrak to record CRICOS specific information.
3. To assist in the monitoring of student progress and attendance.

## What doesn't the CRICOS features do?

The CRICOS features can't save information directly to PRISMS, or provide a file for importing to PRISMS, being due to the inability for PRISMS to accept data by these methods

The features also do not allow for the importing of information entered into PRISMS to VETtrak, although this ability will be added in a future release of VETtrak.

The CRICOS feature also cannot record details of incremental payments made to agents, aside from how much the full commission for a CoE is. VETtrak has no ability to record this type of information due to limitations with its finance module.

## Why can't VETtrak save CRICOS information straight to PRISMS?

PRISMS (Provider Registration and International Student Management System) is the system used to register CRICOS students and enrolments. It has no ability to accept information through a web service or file upload (except for change of student details, course costs and payment details). All student and enrolment information must be entered directly into the PRISMS website.

## What's the difference between recording a CoE and a VET enrolment?

CRICOS registered RTO's must still report enrolment and unit completion information through NAT files adhering to the AVETMISS standard as per non-CRICOS registered RTO's. There is no change to the process for enrol students into VET courses.

The ability to record details of a CoE are additional to recording the VET enrolment. There is the ability to link VET enrolments to a CoE for the monitoring of course progress and attendance. A CRICOS registered provider is not required to enter CoE details into VETtrak. It is purely for informational and compliance purposes only.

## What VETtrak products do the CRICOS Features come with? Is there an additional cost?

The CRICOS Feature set is available for customers on the VETtrak Enterprise licence subscription. This feature incurs additional usage costs - speak with your Account Manager for more details. You will need to request activation of this feature by sending an email to [support@vettrak.com.au](mailto:support@vettrak.com.au) and you will be required to update your VETtrak registration key.

## How do I use it?

The CRICOS Feature set makes changes to several wizards and Managers within VETtrak. Changes can be broken down into the following areas:

1. Organisations in the *Configuration Manager*
2. Qualifications/Courses in the *Qualifications Manager*
3. Staff details in the *Client Wizard*
4. Student details in the *Personal Wizard*
5. Employer Types in the *Configuration Manager*
6. Employers in the *Employer Manager*
7. CoE's for Students in the *Client Manager*

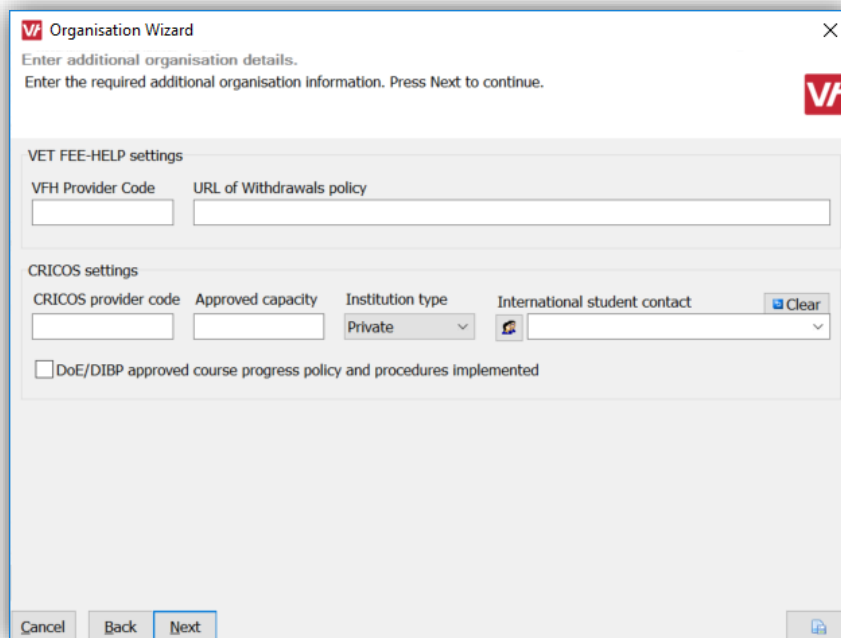
## Adding CRICOS Specific Organisation Details

You can add CRICOS specific details about your organisation by going to:

*Manage > Configuration > Organisation* and right-clicking the organisation you want to edit (you may have more than one if you have multiple RTO's).

There are now options on the second page of the wizard to record the following details:

- CRICOS Provider Code
- CRICOS Total Approved Capacity
- Institution Type
- DoE/DIBP Approved Course Progress Policy and Procedures Implemented
- International Student Contact



The screenshot shows a dialog box titled "Organisation Wizard" with a close button (X) in the top right corner. Below the title bar, there is a red logo and the text "Enter additional organisation details. Enter the required additional organisation information. Press Next to continue." The dialog is divided into two main sections: "VET FEE-HELP settings" and "CRICOS settings".

**VET FEE-HELP settings**

VFH Provider Code:   
URL of Withdrawals policy:

**CRICOS settings**

CRICOS provider code:  Approved capacity:  Institution type:  International student contact:

☐ DoE/DIBP approved course progress policy and procedures implemented

At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a blue border. There is also a small icon in the bottom right corner.

All this information is optional.

## Adding CRICOS Specific Staff Details

You can add more details about your Staff members. This is available to all VETtrak users, whether they are a CRICOS provider or not, but was indicated as specifically useful for CRICOS providers.

*Manage > Staff* and search and select the staff member. Right click *Personal* and choose *Edit Staff member...*

This can also be achieved by going to:

*Manage > Clients* and search and select the staff member. Right click *Personal* and choose *Edit client...*

If *Client is a staff* member has been checked on the first page, then on the third page of the wizard the notes section has been moved to the fourth page, and extra fields added to the third page to record:

- Department/School/Faculty
- Employment (Full Time/Part Time/Casual/Sessional)

**Client Wizard**

Enter staff details for client.  
Optionally enter staff details for the client. Press Next to continue.

Employment: Full time (dropdown)  
Department/school/faculty: [text box]

Email signature for this staff member:  
Home | Extra | Table  
[Rich text editor with Calibri font selected]

Staff types for this staff member:  
☐ Supervisor  
☐ Trainer

Email username: [text box]  
Email password: [text box]

Buttons: Cancel, Back, Next (highlighted)

## Adding CRICOS Specific Student Details

In the *Client Personal* wizard, the Citizenship/Passport/Visa information panel from the images page has been moved onto its own new page (before the image page).

The screenshot shows a software window titled "Mr Birchall, Grant (14)" with a close button (X) in the top right corner. Below the title bar, there is a red logo with a white 'V' and a checkmark. The main content area contains the following sections:

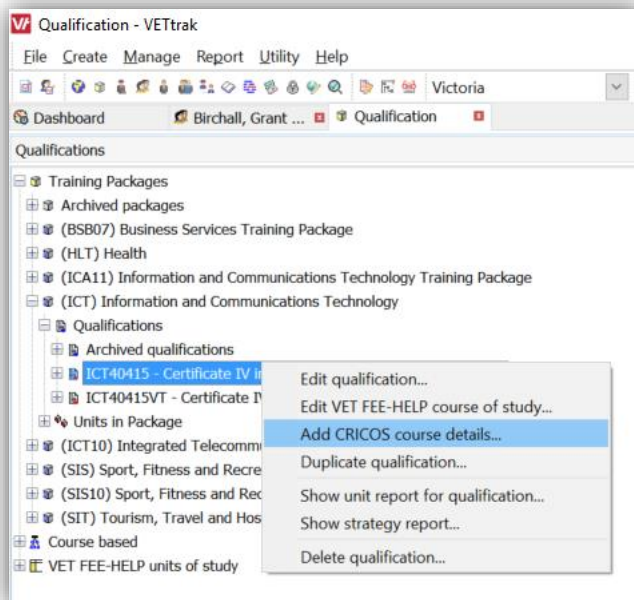
- Citizenship information**
  - Citizenship status: A dropdown menu currently showing "Not stated".
  - ☐ Student identification confirmed (details below) followed by a text input field.
- Visa/Passport information**
  - Visa number: A text input field.
  - Visa Type: A dropdown menu with a "Clear" button.
  - Visa effective date: A date picker showing "//".
  - Visa expiry date: A date picker showing "//".
  - Nationality: A text input field.
  - Passport number: A text input field.
  - Country of passport: A dropdown menu with a "Clear" button.
- Centrelink information**
  - Job seeker ID: A text input field.
  - Centrelink reference number (CRN): A text input field.
  - CRN expiry: A date picker showing "//".

At the bottom of the window, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a blue border. There is also a small red logo with a white 'V' and a checkmark in the bottom right corner.

New fields to record the *Nationality*, *Visa effective date* and *Country of passport* have been added. This page also has the *Job Seeker ID*, *Centrelink Reference Number* and *CRN Expiry Date* fields added to it.

## Adding CRICOS Specific Course Details

A new right-click menu item against a Qualification or Course has been added of *Add CRICOS course details...*



The user is then presented with a wizard to add CRICOS specific course details including the ability to select locations where this course is being delivered.

A screenshot of the "CRICOS Course Wizard - ICT40415 - Certificate IV in Information Technology Network..." window. The window has a title bar with the VETtrak logo and a close button. The main area contains the following fields and controls:

- CRICOS course code**: A text input field.
- Responsible regulator**: A dropdown menu with a "Clear" button.
- Course duration (weeks)**: A text input field.
- Course language**: A dropdown menu with "English - 1201" selected, and "Order" and "Clear" buttons.
- Estimated tuition fee**: A text input field.
- Field of Education**: A dropdown menu with "Order" and "Clear" buttons.
- Estimated non-tuition fee**: A text input field.
- Dual qualification course**: A checkbox.
- Foundation course**: A checkbox.
- Estimated total fees**: A text input field.
- This course has a work component**: A checkbox.
- Hours per week**: A text input field.
- Weeks**: A text input field.
- Total hours**: A text input field.

At the bottom of the window are three buttons: "Cancel", "Back", and "Next".






**VF** CRICOS Course Wizard - ICT40415 - Certificate IV in Information Technology Netw... X

Delivery locations.

Enter approved delivery locations for the CRICOS course. To add one to the list, select state then location, and click Add. Press Del to remove. Press Next to continue.

State Location

Victoria   

Approved delivery locations

State	Location	Del
<No data to display>		

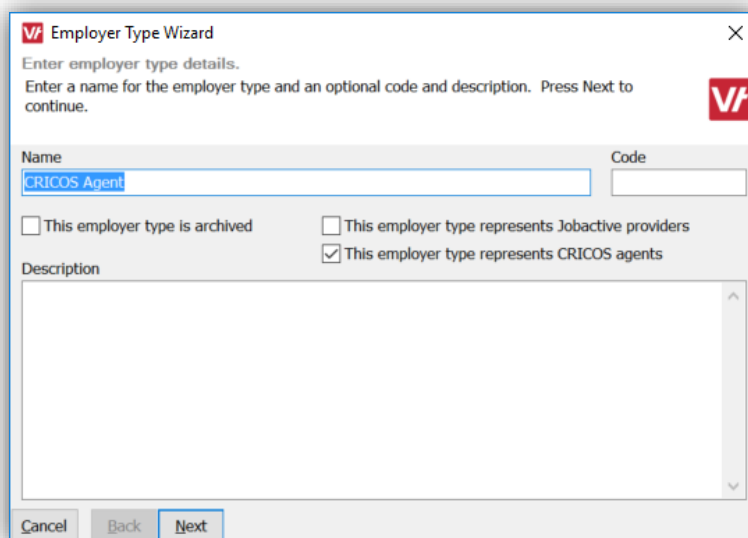
Cancel Back Next

## Adding CRICOS Specific Agent Details

There are two items to consider here; *Employer Types* and *Employers*.

### Employer Types

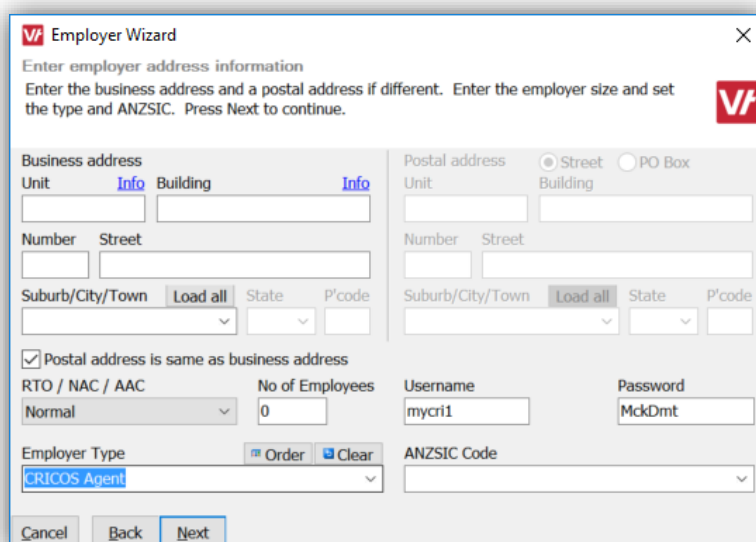
In the *Configuration Manager*, under *Employer Types* a new employer type of *CRICOS Agent* has been added. Editing this employer type shows the following wizard:



Note that this employer type has the checkbox *This employer type represents CRICOS agents* checked. Any employer type can represent CRICOS agents, as you may want to have different grouping for the agents you use, such as on-shore and off-shore agents.

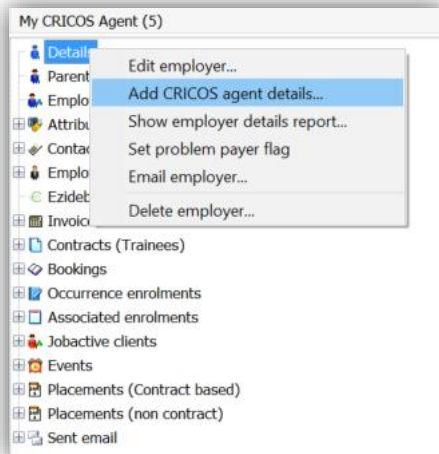
### Employers

To create a CRICOS agent you add an employer of an employer type that represents a CRICOS agent, as per below:

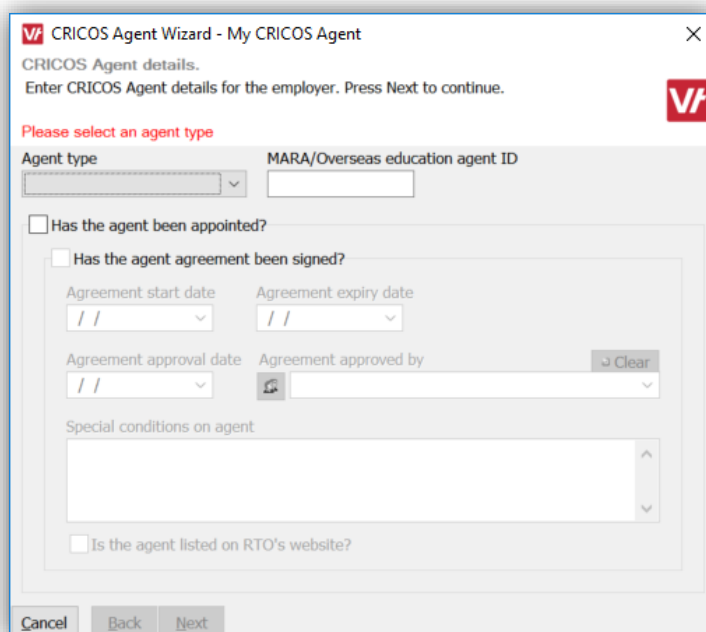


As long as the Employer Type is one that represents CRICOS agents, then they will be available throughout the other CRICOS wizards to select as an agent.

When you have created your agent, a new menu item of *Add CRICOS agent details...* will be available when you right click on the *Details* node in the Employer Manager as per below (note that this option will only appear if the employer has an employer type that has *This employer type represents CRICOS agents* ticked):



This will open a wizard for you to enter in other CRICOS specific details.



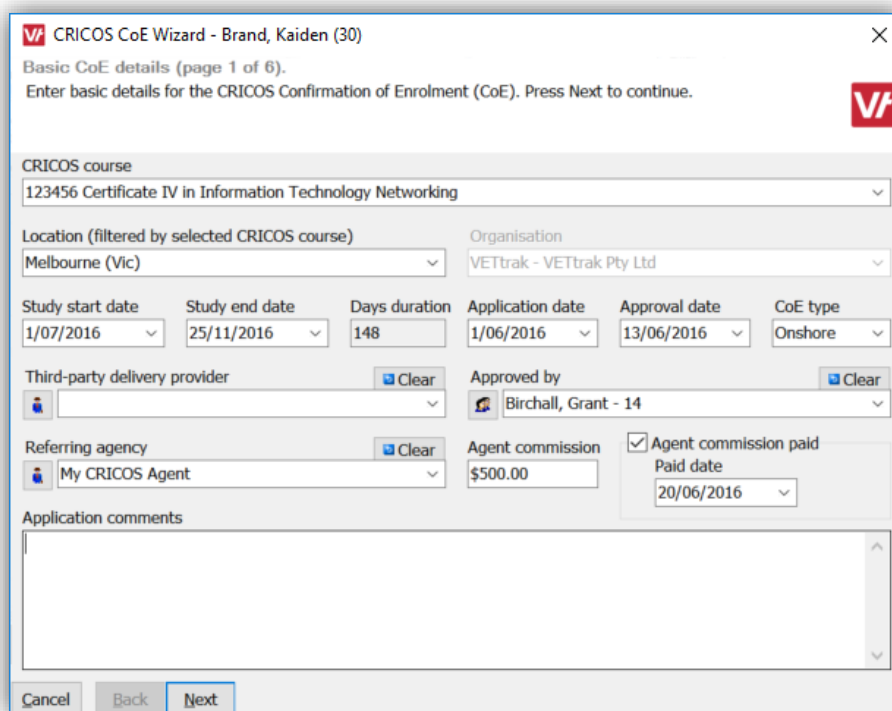
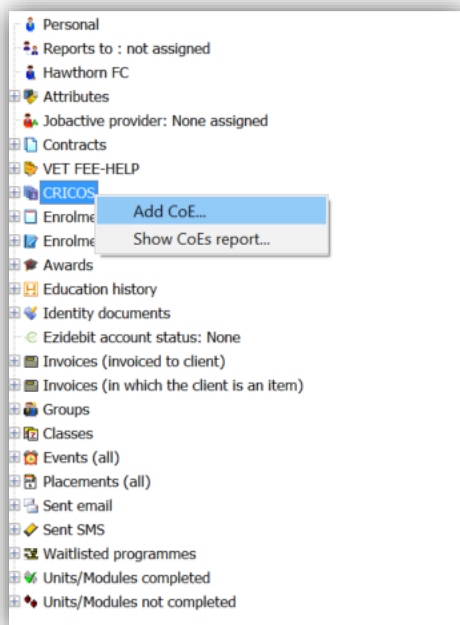
Here you can enter their agent type (on-shore or off-shore), their MARA ID, and details about the agreement.

You can also add contacts to the agent just like you would for a normal employer.

## Adding Student CoE Details

The CoE wizard is designed so you can enter information as it becomes available. You may not have all the required details to start with. You can enter proposed CoE details and save them for editing later on.

The *Add CoE...* menu is located on the *CRICOS* node in the *Client Manager*.

A screenshot of the 'CRICOS CoE Wizard - Brand, Kaiden (30)' window. The title bar includes the VET logo and the text 'CRICOS CoE Wizard - Brand, Kaiden (30)'. Below the title bar, it says 'Basic CoE details (page 1 of 6). Enter basic details for the CRICOS Confirmation of Enrolment (CoE). Press Next to continue.' The form contains several fields and sections: 'CRICOS course' with a dropdown menu showing '123456 Certificate IV in Information Technology Networking'; 'Location (filtered by selected CRICOS course)' with a dropdown showing 'Melbourne (Vic)'; 'Organisation' with a dropdown showing 'VETtrak - VETtrak Pty Ltd'; 'Study start date' (1/07/2016), 'Study end date' (25/11/2016), 'Days duration' (148), 'Application date' (1/06/2016), 'Approval date' (13/06/2016), and 'CoE type' (Onshore); 'Third-party delivery provider' with a 'Clear' button; 'Approved by' with a dropdown showing 'Birchall, Grant - 14' and a 'Clear' button; 'Referring agency' with a dropdown showing 'My CRICOS Agent' and a 'Clear' button; 'Agent commission' (\$500.00); 'Agent commission paid' (checked); 'Paid date' (20/06/2016); and 'Application comments' with a large text area. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons.

Here you can enter the details about the CoE record. Note that if the CoE is proposed you can enter the proposed dates for the *Study start date* and *Study finish date*, then update them with the actual dates at a later time. Clicking *Next* takes you to the second page of the wizard.

CRICOS CoE Wizard - Brand, Kaiden (30)

OSHC and Under 18 details (page 2 of 6).

Enter OSHC and Under 18 details. Press Next to continue.

☒ Are you arranging overseas health cover (OSHC)?

OSHC provider: Australian Health Management OSHC

OSHC start date: 1/07/2016

OSHC end date: 26/11/2016

OSHC cost: \$400.00

☒ Will the student be under 18 on commencement of course?

☒ Is the CRICOS provider accepting responsibility for approving welfare arrangements?

Welfare start date: 27/06/2016

Welfare end date: 31/12/2016

Type of stay: Homestay accommodation

Welfare comments

Client's emergency contact

Person:

Relationship:

Phone:

Mobile Phone:

Cancel Back Next

The second page of the wizard allows you to record OSHC and under 18 welfare items. Note that you can edit the OSHC providers in the *Configuration Manager* as well as set default amounts for calculating OSHC costs. Note that the Emergency Contact section is the same information as in the *Personal wizard* for the student. Clicking *Next* takes you to the third page of the wizard.

**VF CRICOS CoE Wizard - Brand, Kaiden (30)**

Tuition fees and English test details (page 3 of 6).  
Enter tuition fee and English test details. Press Next to continue.

Total tuition fee  
\$5,000.00

☒ Has the student pre-paid initial tuition or non-tuition fees?

Initial pre-paid tuition fee	Date payment received	Initial pre-paid fee from	Initial pre-paid fee to
\$3,000.00	27/06/2016	1/07/2016	25/11/2016

☒ Has the student elected to pay more than 50% of their total tuition fee?

Other pre-paid non-tuition fees  
\$500.00

☒ Has the student completed an English test?

English test type	English test score
International English Language Testing System (IELTS)	3.1

Cancel Back Next

Here you can record tuition fees as well as English test details. Clicking *Next* takes you to the fourth page of the wizard.

**VF CRICOS CoE Wizard - Brand, Kaiden (30)**

Previous RTO and visa details (page 4 of 6).  
Enter previous RTO and visa details. Press Next to continue.

☒ Was the student in Australia when applying?

Name of previous RTO	Months with previous RTO
Another RTO	6

☒ Was a release letter obtained?

Date release letter obtained  
8/06/2016

Immigration office for visa application  
Brazil

Client's visa information

Visa number	Visa type	Clear	Visa effective date	Visa expiry date
987654321	Occupational Education and Training - 572	<input type="checkbox"/>	27/06/2016	31/12/2016

Cancel Back Next

Here you can add details of the student's previous RTO if they were in Australia when applying, as well as their Visa information. This is the same information as in the *Personal wizard* for the student. Clicking *Next* takes you to the fifth page of the wizard.

**VF CRICOS CoE Wizard - Brand, Kaiden (30)**

Agreement, PRISMS and RPL/CT details (page 5 of 6).  
Enter agreement, PRISMS and RPL/CT details. Press Next to continue.

☒ Has the student agreement been signed?

Date student agreement received  
27/06/2016

☒ Have the student details been entered into PRISMS?

☒ Has the CoE been submitted for approval?

☒ Has a CoE been issued?

Date issued: 28/06/2016    Current CoE status: Approved    CoE code: 3456734556

☒ Has RPL or Credit Transfer for the student been approved?

Approval date: 28/06/2016    Approved by: Birchall, Grant - 14    [Clear](#)

☐ Are any CoE changes required due to RPL/Credit Transfer?

[Cancel](#)   [Back](#)   [Next](#)

This page allows you to record agreement details, as well as details of their PRISM record. Clicking *Next* takes you to the sixth page of the wizard.

**VF CRICOS CoE Wizard - Brand, Kaiden (30)**

LLN details and notes (page 6 of 6).  
Enter learning difficulty details and any notes for the CoE. Press Next to continue.

☐ Any learning difficulties or LLN issues reported?

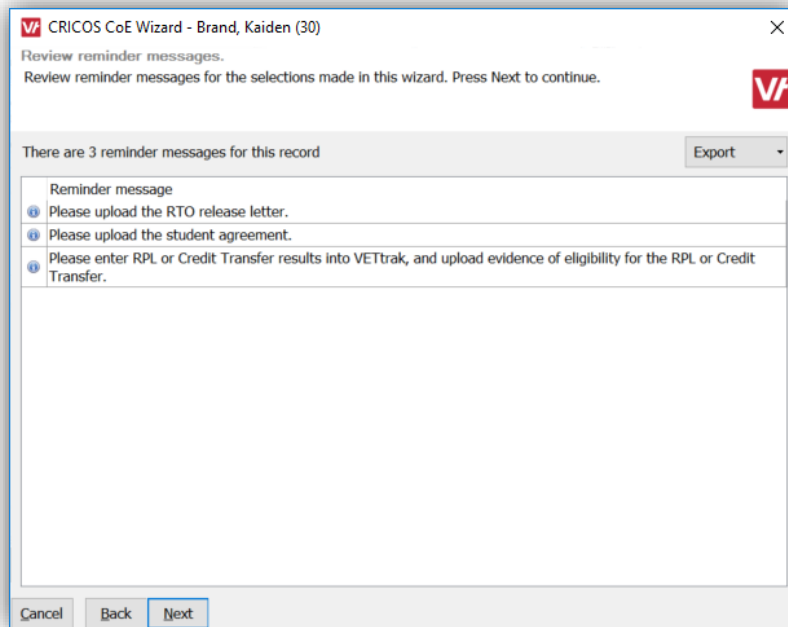
Description of learning difficulties or LLN issues

☐ Does any action need to be taken?

Additional comments

[Cancel](#)   [Back](#)   [Next](#)

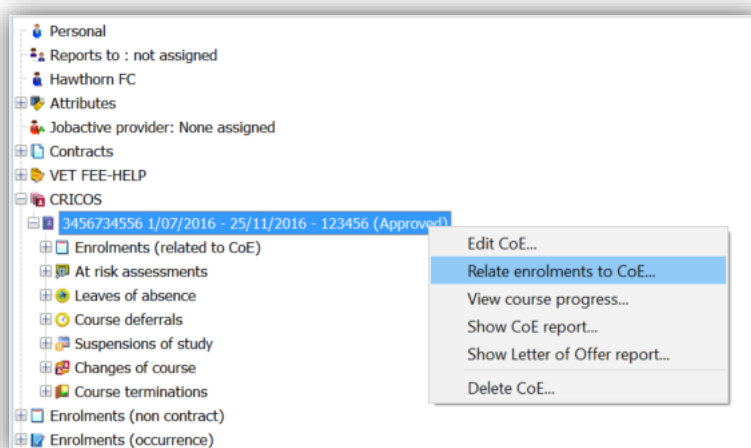
Here you can record any learning or LLN difficulties and any other comments. Clicking *Next* takes you to the seventh page of the wizard.



This page will notify you of any tasks the operator should address based on their selections throughout the previous pages of the wizard. This format is used for other wizards. Documents can be added though the use of FileTrak and the Document Database. If you do not have access to these features, you can request them by contacting the VETtrak Support Team. The list of items can be exported to a number of common formats, or printed. Click *Next* and *Finish* to save the CoE record.

## Relating VET enrolments to the CoE record

You can relate the student's VET enrolments to the CoE record by right-clicking on the CoE record and selecting *Relate enrolments to CoE...*



Doing so is only for the purpose of monitoring course progress and attendance, as the units of competence being studied and the class attendance are done through the normal reportable VET enrolments for the student.



Relating enrolments to a CoE will have no effect on the enrolments' reportability, or results. It is optional to relate the enrolments, but very useful for monitoring course progress and attendance.

**Relate Enrolments to CRICOS CoE Wizard**

Relate enrolments to CRICOS CoE.  
Tick Use for the enrolments to relate to the CRICOS CoE. Press Next to continue.

**Client**  
Brand, Kaiden (30)

**CRICOS CoE**  
3456734556 1/07/2016 - 25/11/2016 - 123456 (Approved)

Client enrolments to relate to CRICOS CoE

Use	ID	Start	Finish	Location	Qualification	Programme
<input checked="" type="checkbox"/>	103	1/07/2016	26/11/2016	Melbourne	ICT40415	ICT40415 Cert IV Networking

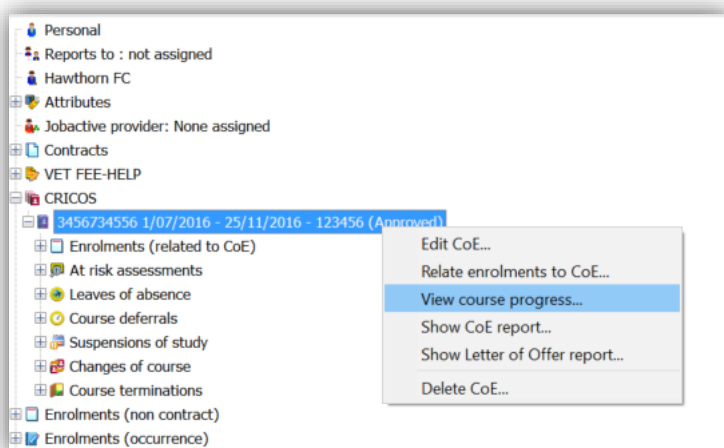
Cancel Back Next

Enrolments that overlap the date range of the CoE record previously made will be available for relating. Click *Next* and *Finish* to save.

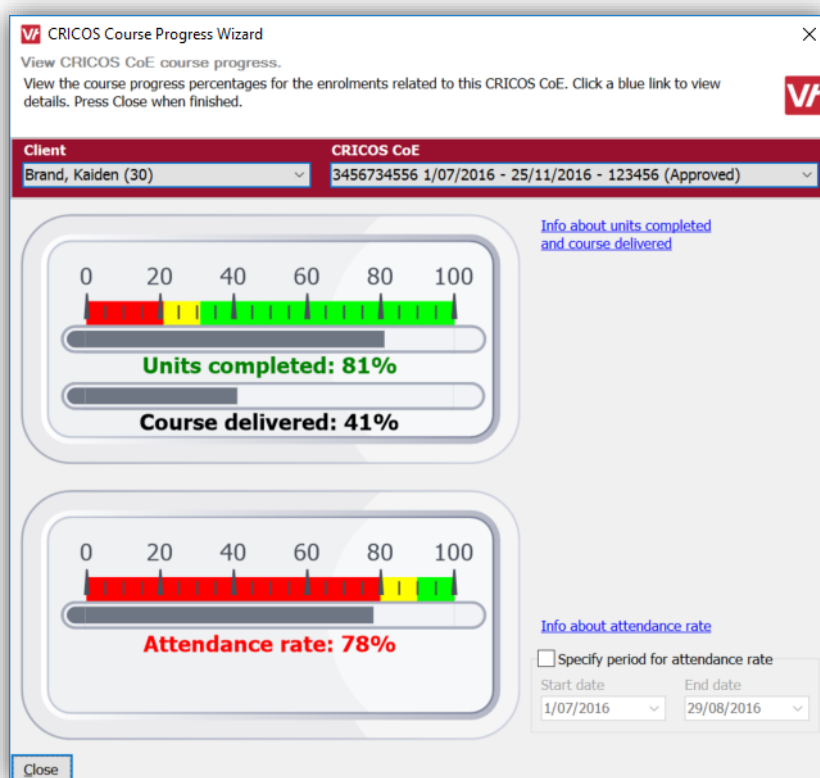
Note that you can't record results, attendances, or edit the enrolment from under the CRICOS node. You need to perform these functions using the normal methods.

## Viewing Course Progress and Attendances

Right-clicking the CoE record will present the menu item *View course progress...*



The following wizard will be displayed:



This displays both the progress of the student through the course, and their attendance rate for any related enrolments associated with the CoE.

The course progress will show the percentage of units completed and the percentage of the course is delivered. Clicking the *Info about...* text will give the exact numbers.

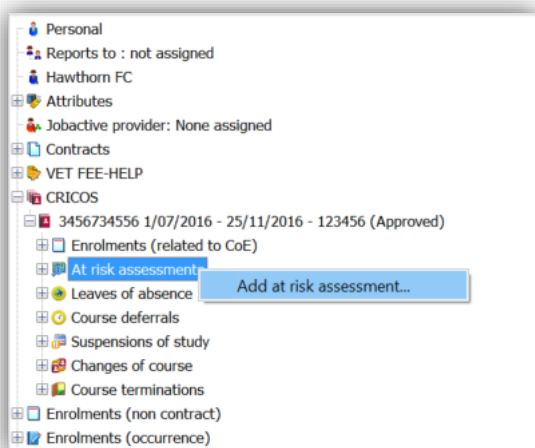
Because for this student they have achieved above 31% of the units (above a 10% variation of less than the delivery % of the course) then it will show up as green.

Similarly, the attendance rate will show their percentage of classes attended to today. It is showing red because they have dipped under the 80% minimum. You can also specify a date period to display the percentage attendance in a period.

This wizard gives the user an easy way to check how the student is progressing through their course of study.

## Recording an At Risk Assessment

You can record an *at risk assessment* by right-clicking on the *At risk assessments* node and select *Add at risk assessment...*



This will present the following wizard:

A screenshot of the 'CRICOS At Risk Assessment Wizard' window. The title bar says 'CRICOS At Risk Assessment Wizard'. Below the title bar, it says 'CRICOS at risk assessment details. Enter details for the CRICOS at risk assessment. Press Next to continue.' The main area has two dropdowns at the top: 'Client' (showing 'Brand, Kaiden (30)') and 'CRICOS CoE' (showing '3456734556 1/07/2016 - 25/11/2016 - 123456 (Approved)'). Below these is a date field for '"At risk" assessment date' (showing '29/08/2016') and a 'View course progress' button. A checkbox is checked with the label 'Is the student considered "at risk" of not completing the course within the expected duration?'. Below this is a date field for 'Date identified as "at risk"' (showing '29/08/2016'). A large text area is labeled 'Why is the student considered "at risk"?' and contains the text 'Poor attendance rate.'. At the bottom, there's a dropdown for 'Stage of intervention' (showing 'During the term'). At the very bottom are three buttons: 'Cancel', 'Back', and 'Next'.

This wizard is designed to be a 'work in progress' and can be added to as the assessment progresses. As with other wizards checking the box will enable options within the grouped area. If you have indicated the student is *at risk* then the following page is displayed when you go *Next*.

**CRICOS At Risk Assessment Wizard**

At risk intervention details.  
Enter intervention details for the CRICOS at risk assessment. Press Next to continue.

**Client**  
Brand, Kaiden (30)

**CRICOS CoE**  
3456734556 1/07/2016 - 25/11/2016 - 123456 (Approved)

☐ Have intervention strategies been implemented?

What actions were taken?

Use Action	Date
<input type="checkbox"/> Informal meeting and academic support	
<input type="checkbox"/> Student counselling	
<input type="checkbox"/> Student interview	
<input type="checkbox"/> External referrals	

After intervention, was the student still considered "at risk"?

☐ Yes

Follow-up actions

Use Action	Date
<input type="checkbox"/> First warning letter	
<input type="checkbox"/> Second warning letter	
<input type="checkbox"/> Third warning letter	
<input type="checkbox"/> Letter of intention to cancel enrolment	

☐ No

Date cleared of "at risk"  
/ /

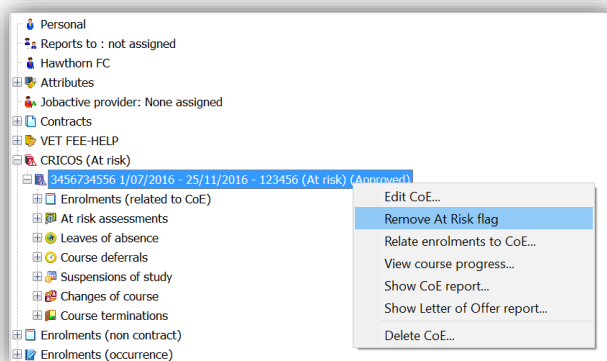
☐ Have any of the actions affected student's course duration?

Cancel Back Next

You can add further details of the assessment as it progresses. This can be saved and then added to at a later date.

Clicking *Next* and *Finish* will save the *at risk* record.

When you create an *at risk* record, the icon for the CoE and the *CRICOS* node change, and the words *at risk* are displayed. The *at risk* flag can be reset by right-clicking the CoE record, and choosing *Remove At Risk flag*.



## Recording a Leave of Absence

You can record a leave of absence from study by right-clicking the *Leaves of Absence* node and selecting *Add leave of absence...*

The screenshot shows the 'CRICOS Leave of Absence Wizard' window. At the top, it says 'CRICOS leave of absence details. Enter details for the CRICOS leave of absence. Press Next to continue.' Below this is a red header bar with 'Client' and 'CRICOS CoE'. The 'Client' dropdown is set to 'Brand, Kaiden (30)' and the 'CRICOS CoE' dropdown is set to '3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...'. Below the header bar, there are three input fields: 'Start date' (25/07/2016), 'Finish date' (8/08/2016), and 'Estimated working days' (11). To the right of the 'Estimated working days' field is a warning icon and text: 'Warning: This leave may exceed the maximum of 10 working days'. Below these fields is a text area for 'Reason for leave of absence' with the text 'Holiday'. Below the text area are three checkboxes: 'Is the leave of absence within the allowable period as per RTO's policy?', 'Has the leave been approved by the RTO?', and 'Is the absence impacting this or subsequent enrolments?'. The 'Has the leave been approved by the RTO?' checkbox is checked, and it has sub-fields for 'Approval date' (//) and 'Approved by' (a user icon). Below these is another checkbox: 'Did the student take the leave of absence without approval?'. At the bottom are three buttons: 'Cancel', 'Back', and 'Next'.

Note that the maximum period for a leave of absence is 10 working days (excludes weekends and holidays).

You can record multiple leaves of absence for any CoE.

Note also the question: *Is this absence impacting on this or subsequent enrolments?* This question is asked through most of the wizards from here on. If answered *Yes*, then a flag is set against the CoE and *CRICOS* nodes of '*CoE Update Required*', to remind you to update the enrolment in VETtrak and the CoE in PRISMS. It can be reset in a similar way to resetting the *at risk* flag.

## Recording a Suspension of Studies

You can record a suspension of studies by right-clicking the *Suspensions of Study* node and selecting *Add suspension of study...*

The screenshot shows the 'CRICOS Suspension of Study Wizard' dialog box. It contains the following fields and options:

- Client:** Brand, Kaiden (30)
- CRICOS CoE:** 3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...)
- Start date:** 8/08/2016
- Finish date:** 20/08/2016
- Number of days:** 13
- Initiated by:** Student
- Reason for suspension of studies:** Serious illness or injury
- Comments:** Broke foot falling down stairs.
- ☒ Has the suspension been approved by the RTO?
- Approval date:** 9/08/2016
- Approved by:** Birchall, Grant - 14
- ☐ Have the travel itineraries / air ticket copies been provided?
- ☐ Is the suspension impacting this or subsequent enrolments?
- Buttons:** Cancel, Back, Next

The Reason options are different if you choose initiated by student or college.

You can record multiple suspensions for any CoE.

Note also the question: *Is this suspension impacting on this or subsequent enrolments?* This question is asked through most of the wizards from here on. If answered *Yes*, then a flag is set against the CoE and *CRICOS* nodes of '*CoE Update Required*'. It can be reset in a similar way to resetting the *at risk* flag.

## Recording a Course Deferral

You can record a course deferral by right-clicking the *Course deferrals* node and selecting *Add course deferral...*

The screenshot shows the 'CRICOS Course Deferral Wizard' dialog box. It has a title bar with a close button. Below the title bar, it says 'CRICOS course deferral details. Enter details for the CRICOS course deferral. Press Next to continue.' There is a red 'Vf' logo in the top right corner. The form is divided into several sections. The first section has two dropdown menus: 'Client' (showing 'Brand, Kaiden (30)') and 'CRICOS CoE' (showing '3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...)'). The second section has three fields: 'Start date' (1/07/2016), 'Finish date' (29/07/2016), and 'Number of days' (29). The third section has two dropdown menus: 'Initiated by' (Student) and 'Reason for deferral of studies' (Serious illness or injury). The fourth section is a text area for 'Comments' with the text 'Broke foot falling down stairs'. Below this are two checkboxes: 'Has the academic term already commenced?' and 'Has the deferral application been approved by the RTO?'. The fifth section has two rows of fields: 'Date application lodged' ( / / ) and 'Is the student currently in Australia?' (checkbox), and 'Approval date' ( / / ) and 'Approved by' (dropdown menu). The sixth section has a checkbox 'Is the deferral impacting this or subsequent enrolments?'. At the bottom are three buttons: 'Cancel', 'Back', and 'Next'.

The options are different if you choose initiated by student or college.

You can record multiple deferrals for any CoE.

Note also the question: *Is this deferral impacting on this or subsequent enrolments?* This question is asked through most of the wizards from here on. If answered *Yes*, then a flag is set against the CoE and *CRICOS* nodes of '*CoE Update Required*'. It can be reset in a similar way to resetting the *at risk* flag.

Note also that recording a deferral after the academic term has already started will cause a warning that a suspension of studies should be applied for.

## Recording a Change of Course

You can record a course deferral by right-clicking the *Changes of course* node and selecting *Add change of course...*

The screenshot shows the 'CRICOS Change of Course Wizard' dialog box. At the top, it says 'CRICOS change of course details. Enter details for the CRICOS change of course. Press Next to continue.' Below this is a header bar with 'Client' and 'CRICOS CoE'. The 'Client' dropdown is set to 'Brand, Kaiden (30)' and the 'CRICOS CoE' dropdown is set to '3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...'. Below the header, there are two columns: 'Application received date' with a dropdown set to '1/07/2016' and 'Comments' with a text area containing 'Would rather study management.'. Below these are three checkboxes: 'Has the student completed any units in the current course?' (unchecked), 'Will RPL / Credit Transfer apply to the new course?' (unchecked), and 'Was an interview conducted?' (checked). Below the 'Was an interview conducted?' checkbox is a dropdown for 'Reason for change of course' set to 'Change in career goals/aspirations'. Below that is another checkbox 'Has the change of course been approved by the RTO?' (unchecked). Below this checkbox are two fields: 'Approval date' with a dropdown set to '/' and 'Approved by' with a dropdown set to a user icon. Below these are two more fields: 'Date of effect' with a dropdown set to '/' and 'Is an adjustment in student's course duration required?' (unchecked). At the bottom are three buttons: 'Cancel', 'Back', and 'Next'.

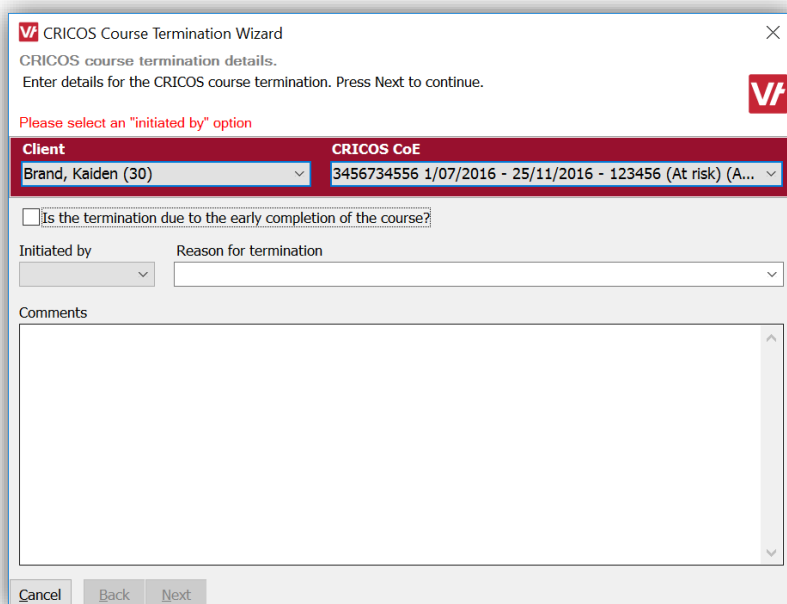
Note also the question: *Is an adjustment in the student's course duration required?* If answered *Yes*, then a flag is set against the CoE and CRICOS nodes of '*CoE Update Required*'. It can be reset in a similar way to resetting the *at risk* flag.

You can record multiple changes of course for any CoE.



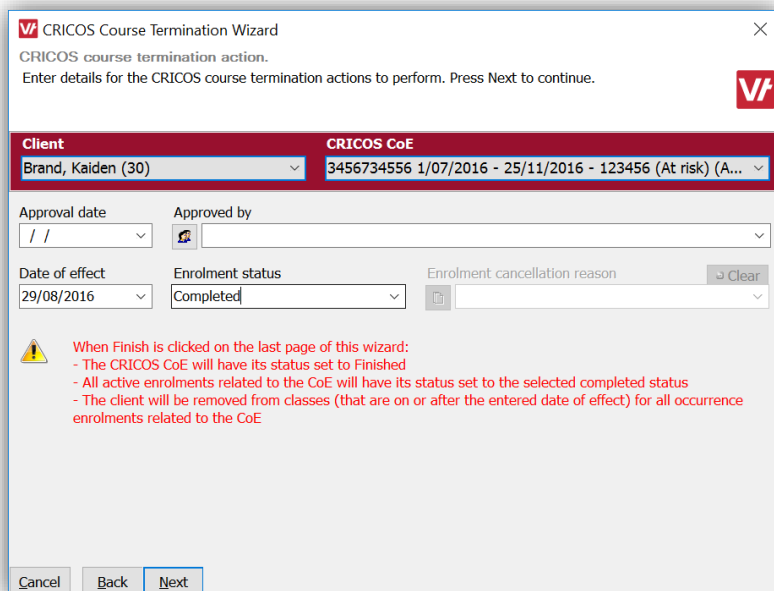
## Recording a Course Termination

You can record a course termination by right-clicking the *Course termination* node and selecting *Add course termination...*



The screenshot shows the 'CRICOS Course Termination Wizard' window, page 1. The title bar says 'CRICOS Course Termination Wizard'. The main heading is 'CRICOS course termination details.' Below it, a sub-heading says 'Enter details for the CRICOS course termination. Press Next to continue.' A red instruction line says 'Please select an "initiated by" option'. The form has two main sections: 'Client' and 'CRICOS CoE'. Under 'Client', there is a dropdown menu with 'Brand, Kaiden (30)' selected. Under 'CRICOS CoE', there is a dropdown menu with '3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...' selected. Below these, there is a checkbox labeled 'Is the termination due to the early completion of the course?'. Underneath, there are two dropdown menus: 'Initiated by' and 'Reason for termination'. At the bottom, there is a large text area labeled 'Comments'. At the very bottom, there are three buttons: 'Cancel', 'Back', and 'Next'.

If you check *Is the termination due to the early completion of the course?* You do not need to make any further selections and you are taken directly to the fourth page of the wizard.



The screenshot shows the 'CRICOS Course Termination Wizard' window, page 2. The title bar says 'CRICOS Course Termination Wizard'. The main heading is 'CRICOS course termination action.' Below it, a sub-heading says 'Enter details for the CRICOS course termination actions to perform. Press Next to continue.' A red instruction line says 'Please select an "initiated by" option'. The form has two main sections: 'Client' and 'CRICOS CoE'. Under 'Client', there is a dropdown menu with 'Brand, Kaiden (30)' selected. Under 'CRICOS CoE', there is a dropdown menu with '3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...' selected. Below these, there are several fields: 'Approval date' (a date picker showing '/ /'), 'Approved by' (a dropdown menu with a user icon), 'Date of effect' (a date picker showing '29/08/2016'), 'Enrolment status' (a dropdown menu with 'Completed' selected), and 'Enrolment cancellation reason' (a dropdown menu with a 'Clear' button). At the bottom, there is a large text area with a warning icon and red text: 'When Finish is clicked on the last page of this wizard: - The CRICOS CoE will have its status set to Finished - All active enrolments related to the CoE will have its status set to the selected completed status - The client will be removed from classes (that are on or after the entered date of effect) for all occurrence enrolments related to the CoE'. At the very bottom, there are three buttons: 'Cancel', 'Back', and 'Next'.

Here you can enter the date of effect and the status. Note the warnings:

- The CoE will have its status set to **Finished**

- All active enrolments related to the CoE will have its status set to the selected **completed** status.
- The client will be removed from classes (that are on or after the entered date of effect) for all occurrence enrolments related to the CoE.

On the first page of the wizard, if the '*early termination*' box is left unchecked, and you choose *Student* as the initiated by, along with a reason as below:

Clicking *Next* takes you to the second page of the wizard:

If the termination is approved, you are taken to the fourth page, otherwise you are taken to the *Finish* page. Below is the fourth page and the options:

**CRICOS Course Termination Wizard**

CRICOS course termination action.  
Enter details for the CRICOS course termination actions to perform. Press Next to continue.

**Client** **CRICOS CoE**

Brand, Kaiden (30) 3456734556 1/07/2016 - 25/11/2016 - 123456 (At risk) (A...

Approval date 15/08/2016 Approved by Birchall, Grant - 14

Date of effect 29/08/2016 Enrolment status Cancelled Enrolment cancellation reason Personal and health reasons

When Finish is clicked on the last page of this wizard:  
 - The CRICOS CoE will have its status set to Cancelled  
 - All active enrolments related to the CoE will have its status set to the selected cancelled status  
 - The client will be removed from classes (that are on or after the entered date of effect) for all occurrence enrolments related to the CoE

Note that the enrolment status available is of the Cancelled type. Cancellation reasons can be edited in the *Configuration Manager*. Note also the change in warnings:

- The CoE will have its status set to **Cancelled**
- All active enrolments related to the CoE will have its status set to the selected **cancelled** status.
- The client will be removed from classes (that are on or after the entered date of effect) for all occurrence enrolments related to the CoE.

On the first page of the wizard, if the 'early termination' box is left unchecked, and you choose *College* as the initiated by, along with a reason as below:

1. Disciplinary reasons
2. Non-payment of fees
3. Unsatisfactory attendance
4. Unsatisfactory course progress

You will be presented with the third page of the wizard:

Only if you check the box next to *Is the student's enrolment to be terminated after reviewing the response* or *Have 20 working days elapsed since the letter was sent, and the student's enrolment is to be terminated?* then you are taken to the fourth page as earlier described to complete the cancellation, otherwise you are sent to the *Finish* page.

Although the *course termination* wizard is quite complex, but the logic will assist you in reaching the right end.

## Reports

There are a number of reports available in the CRICOS feature. The most important one is the *Letter of Offer report*

This is a Custom Report that can be created for you by the VETtrak report writing team, based on your design and specifications. Having a Letter of Offer report available within VETtrak will give you an easy way of providing this important document to your students.

## Importing and Exporting

The CRICOS feature has the ability to import and export files between VETtrak and PRISMS.

VETtrak can:

1. Import/update VETtrak using the *Student CoE Export Report* generated from PRISMS.
2. Import/update VETtrak using the *Student Contact Details Export Report* generated from PRISMS

3. Import/update VETtrak using the *Welfare Arrangement Details Export Report* generated from PRISMS
4. Export a file from VETtrak for the *Student Contact Upload* bulk process in PRISMS.
5. Export a file from VETtrak for the *Payment Details Upload* bulk process in PRISMS
6. Export a file from VETtrak for the *Course Costs Upload* bulk process in PRISMS

These utilities are available under the *Utility > CRICOS*

