



# Web Plugin Guide

Updated November 2023

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# 1. Introduction

PowerPro offers a Web Plugin that allows RTOs to integrate various online functions with the PowerPro software. These functions include:

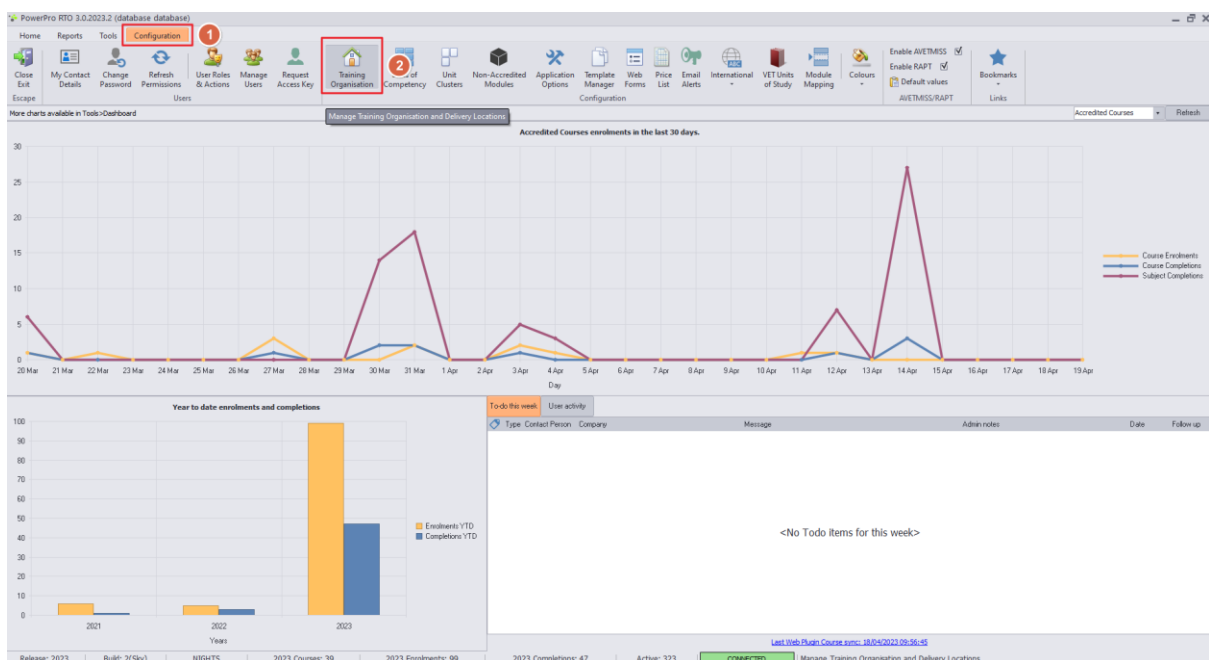
- **Online Enrolments** – Listing PowerPro course intakes (embedded on your website or using a link) and enabling Students to enrol online using a NCVER compliant enrolment form. Online payments and group enrolments are also available.
- **Learner Feedback Surveys** – Collecting Student feedback on Training Delivery using a regulator endorsed questionnaire.
- **Employer Feedback Surveys** – Collecting Employer feedback on Training Delivery using a regulator endorsed questionnaire.
- **Enquiries** – Collecting online enquiries by Course.

# 2. Configuration

Once your organisation subscribes to the Web Plugin, the PowerPro Team will contact the RTO to install, configure, and activate it. Time allowing the team may run you through how this Plugin works and answer any questions related to its functions.

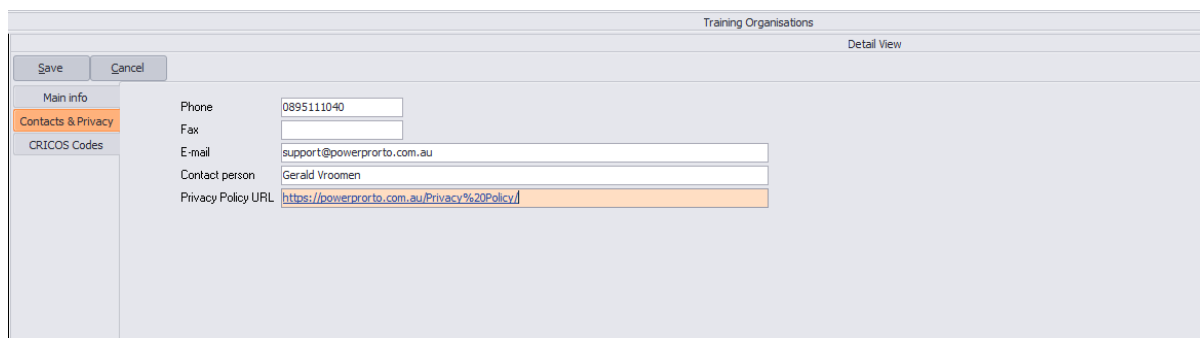
An important detail that is required for compliancy purposes is the inclusion of a privacy policy. This consists of a link to the RTO privacy policy web page and the RTO contact details. These details should be entered in the Training Organisation>Contacts & Privacy PowerPro area.

Click on the Configuration Menu (1) then click on the Training Organisation button (2).



■ Picture above – Opening the Training Organisation window

Use the Contacts & Privacy tab, to edit the record entering the current contact details as well as the URL to the RTO privacy policy (typically on the RTO web site).



The screenshot shows a web application interface for 'Training Organisations' in 'Detail View'. At the top, there are 'Save' and 'Cancel' buttons. A left-hand navigation menu includes 'Main info', 'Contacts & Privacy' (which is highlighted in orange), and 'CRICOS Codes'. The main content area displays the following fields:

Phone	0895111040
Fax	
E-mail	support@powerprorto.com.au
Contact person	Gerald Vroomen
Privacy Policy URL	<a href="https://powerprorto.com.au/Privacy%20Policy/">https://powerprorto.com.au/Privacy%20Policy/</a>

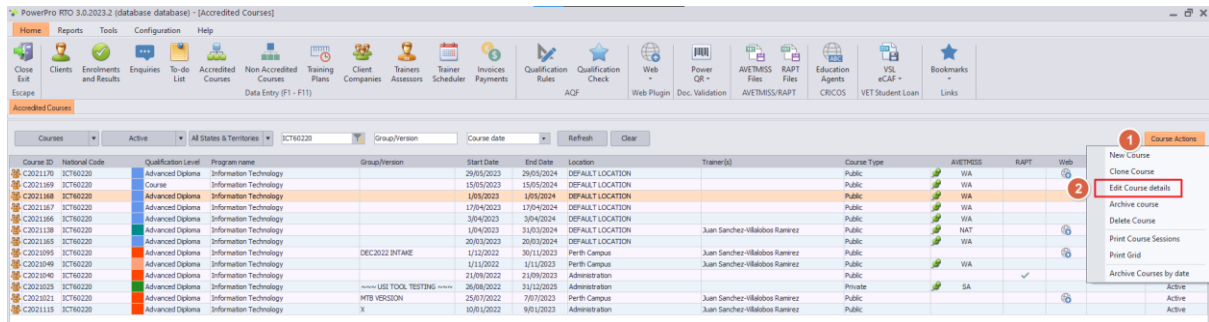
■ Picture above – Contacts and Privacy tab

## 3. Online Enrolments

### 3.1. Setting up a Course to Appear Online

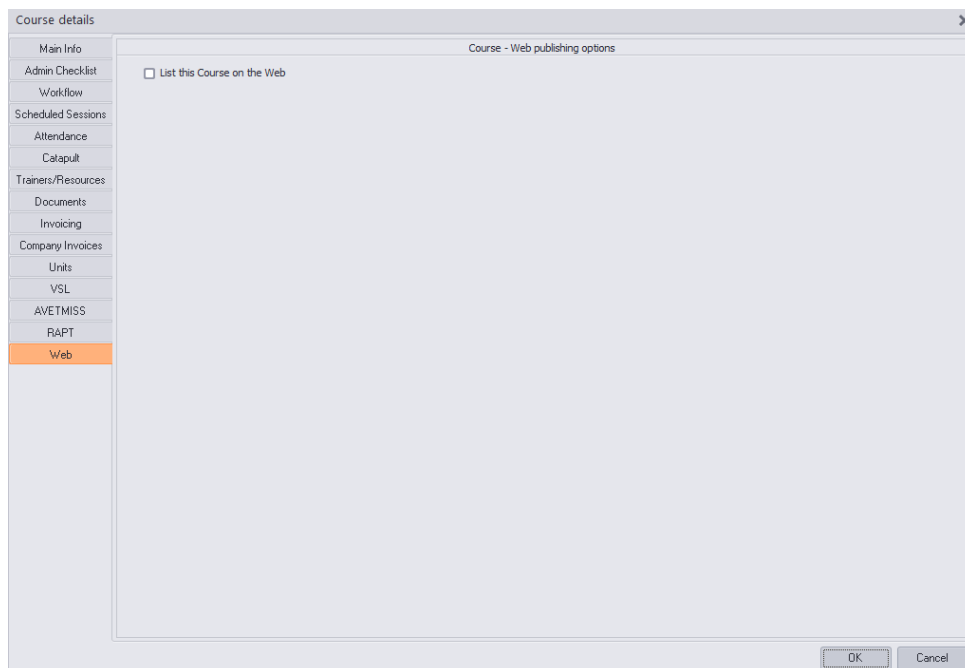
Both accredited and non-accredited courses can be listed online allowing prospective students to enrol. The setup process is the same in both instances.

Open either the Accredited or Non-Accredited Courses screen and edit the course that you wish to display online.



■ Picture above – Editing an Accredited Course

The Course Details screen will appear. Ensure the Web>'List this course on the Web' checkbox is ticked.



■ Picture above – Course Details screen (Web tab)

■ Picture above – Course Details screen – Web tab with checkbox ticked

Update each field accordingly – see [Online Course Details Field Options and Settings](#) for more information on each field – and on completion click on the OK button to save the changes.

### 3.2. Online Course Details Field Options and Settings

The following is a list of course detail fields, their options, and settings.

Course Option	Function
List this Course on the Web	Self-explanatory. Please note that other settings (below in this table) may cause the Course not to be listed
List as (Course Name)	Course title as listed online
Course Fee	Full price of the Course. If left blank, the price will appear as "N/A" online
Charge GST	Affects the Invoice created upon Web enrolment. Typically, GST does not apply to Training delivery
Enrolment Fee	Fee to be charged upon online enrolment if integrated with a Payment Gateway. A value of "0" (Zero) means the Course Fee will be charged
Account No	Deprecated - The Accounts Ledger account number to use when exporting to Xero or MyOB
Discounted Value	Amount charged when the matching Discount Code is entered. Only applicable if the student pays online
Discount Code	Alphanumeric code to access the Discounted Value. Only applicable if the student pays online
Online Payment (Not required / required / disallowed)	Determines online payment options/behaviour at the end of the enrolment form. Not relevant unless a Payment Gateway is configured

Web Form	Allows specific questions to be included with the online enrolment that maps to specific MyFields in Enrolments and Results. For more information refer to <a href="#">Web Forms</a> .
Course Online from date	Optional. If this date is set, the course will not be listed until that date. Leave blank to list immediately. <b>Please note: This can be used to schedule upcoming courses.</b>
Course Online until (inclusive)	Specifies the last date when the course is listed
Show Course Dates	Select whether course star/end dates are shown in the course list
Visible to the public	If not selected, the course will not be listed however it may still be accessible using a direct link. <b>See Direct link/URL field</b>
Send Student Confirmation email	Enable/disable the automatic student confirmation email
Credit Transfer completed Units	Result any previously completed Units as Credit Transfer
Course Description	A text block displayed on the enrolment form header. Specific information on this course should be included here (e.g. course pre-requisites)
Notification Email Address (1 and 2)	There is a default notification email address set for each RTO configured in the Web Plugin account. However, if this field is set for a particular course, any enrolment notifications (for that course) will be sent to the specified email address
Direct Link/URL	Provides the link to this course enrolment form bypassing the course list. Can be useful to direct clients to enrol in this specific course
Group Enrolments Link/URL	Provides the link to this course group enrolment form bypassing the course list. Can be useful to direct companies/organisations to enrol participants in this specific course

### 3.3. Sync Web Course List and Uploading Courses

The Web Plugin renders a list of Courses based on a data file that should be periodically uploaded by PowerPro users. Whenever course details are updated or students are manually enrolled/transferred in PowerPro, this process to sync the information, otherwise any newly updated information will **NOT** display online.

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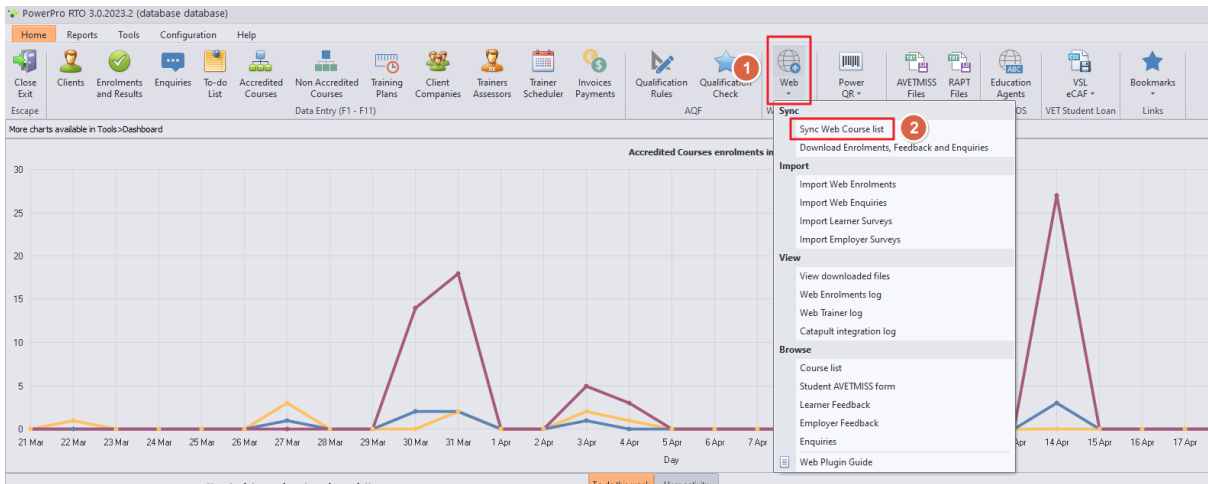
**IMPORTANT!** There is no constant communication between PowerPro and the Web Plugin.

Every time any course details are updated, you **MUST** follow this process to sync the information, otherwise any newly updated information will **NOT** display online.

---

From the Home menu, click on the Web icon (1), and then select Sync Web Course List (2).





■ Picture above – Sync Web Course List menu option

The Web Upload Course List screen will display. All courses will default to be uploaded and have the Upload checkbox ticked. If you do not wish to upload specific courses, untick those that you wish to remain offline.

Web upload Course list

Courses	Course ID	Course Name	Version/Group	Location	Start Date	Show Dates	Seats	Online from	Online until	Visible	Enrol. Fee	GST	Disc. Code	Disc. Fee	Upload
Options	2021018	TheSpreadingMultiverse	ASSEMBLE	Perth Campus	21/07/2022	Yes		27/07/2022	16/07/2025	No	\$100.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
Settings	2021021	Information Technology	MTB VERSION	Perth Campus	25/07/2022	Yes		<Immediately>	7/07/2023	Yes	\$265.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021129	Information Technology		DEFAULT LOC:	9/01/2023	Yes		<Immediately>	8/01/2024	Yes	\$150.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021134	Fire Protection Inspectic		Training Centre	3/04/2023	Yes	4	<Immediately>	31/08/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021150	Bicycle Maintenance		DEFAULT LOC:	3/04/2023	Yes	4	<Immediately>	22/04/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021153	Bicycle Maintenance		DEFAULT LOC:	24/04/2023	Yes	6	<Immediately>	23/04/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021154	Bicycle Maintenance		DEFAULT LOC:	1/05/2023	Yes	6	<Immediately>	30/04/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021086	Electric Bicycles Skill Se	SA VERSION	SA Regional	1/05/2023	Yes	1	<Immediately>	30/04/2023	Yes	\$100.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021155	Bicycle Maintenance		DEFAULT LOC:	8/05/2023	Yes	6	<Immediately>	7/05/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021156	Bicycle Maintenance		DEFAULT LOC:	15/05/2023	Yes	3	<Immediately>	14/05/2023	Yes	\$0.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>
	2021170	Information Technology		DEFAULT LOC:	29/05/2023	Yes		<Immediately>	28/05/2023	Yes	\$1.00	\$0.00		\$0.00	<input checked="" type="checkbox"/>

Log technical details

OK Cancel

■ Picture above – Web Upload Course List screen

Review all courses for correctness then click on the OK button in the bottom right corner to upload the ticked courses to the web.

### 3.4. Troubleshooting Courses that Don't Appear Online

There are three main scenarios as to why a course may not appear online:

**Scenario 1** – The date chosen to be listed online has already passed.

**Resolution** – Check the *Course Online from date* and/or *Course Online until* date and update accordingly.

Course details

Course - Web publishing options

List this Course on the Web

List as (Course Name) Information Technology

Course Fee \$4,500.00 (ex GST) Charge GST

Enrolment Fee \$500.00 (ex GST) Account No

Discounted value \$1,000.00 (77.78 % discount)

Discount Code INFOTECH77

Online payment Payment not required (optional)

Standard Course fee is \$4500. Discount Code "INFOTECH77" fee is \$1000

Web Form <Default web form>

Course Online from date

Course Online until (inclusive) Course Start Date

Show Course dates

Visible to the public

Student Confirmation Email

Credit Transfer completed Units

Course description

Notification Email address 1

Notification Email address 2

Last updated by RTOADM on 12/4/2023 at 16:24

Direct link/URL <https://web.powerprorto.com.au/vidatek/wp/enrol/form/2021170/bedro>

Group enrolments link/URL <https://web.powerprorto.com.au/vidatek/wp/enrolgroup/form/2021170/bedro>

OK Cancel

■ Picture above – Course Details screen Web Tab

**Scenario 2** – The date chosen in the *Course Online from Date* is in the future.

**Resolution** – Check the date and update accordingly.

Course details

Course - Web publishing options

List this Course on the Web

List as (Course Name) Information Technology

Course Fee \$4,500.00 (ex GST) Charge GST

Enrolment Fee \$500.00 (ex GST) Account No

Discounted value \$1,000.00 (77.78 % discount)

Discount Code INFOTECH77

Online payment Payment not required (optional)

Standard Course fee is \$4500. Discount Code "INFOTECH77" fee is \$1000

Web Form <Default web form>

Course Online from date

Course Online until (inclusive) Course Start Date

Show Course dates

Visible to the public

Student Confirmation Email

Credit Transfer completed Units

Course description

Notification Email address 1

Notification Email address 2

Last updated by RTOADM on 12/4/2023 at 16:24

Direct link/URL <https://web.powerprorto.com.au/vidatek/wp/enrol/form/2021170/bedro>

Group enrolments link/URL <https://web.powerprorto.com.au/vidatek/wp/enrolgroup/form/2021170/bedro>

OK Cancel

■ Picture above – Course Details screen Web Tab

**Scenario 3** – The course has reached, or is over, the maximum seat capacity.

**Resolution** – If required, update the number of seats for the course via the Main Info tab of Course Details.

The screenshot shows the 'Course details' window with the 'Main Info' tab selected. The 'Course ID' is 2021170. The 'Maximum Seats' field is highlighted with a red box and contains the value 12. Other fields include Qualification Rule (Adv Dipl Information Technology), Qualification level (Advanced Diploma), National code (ICT60220), Program name (Information Technology), Start Date (29/05/2023), End Date (29/05/2024), Completion Document (AQF Qualification / Statement of Attainment), Training Organisation (Cervelo Training), and Delivery Location (DEFAULT LOCATION). The 'Profile' section shows Course Type (Public) and Colour coding (CornflowerBlu). The 'Other settings' section shows Use Training Plans (checked) and LMS Days from CRS Start.

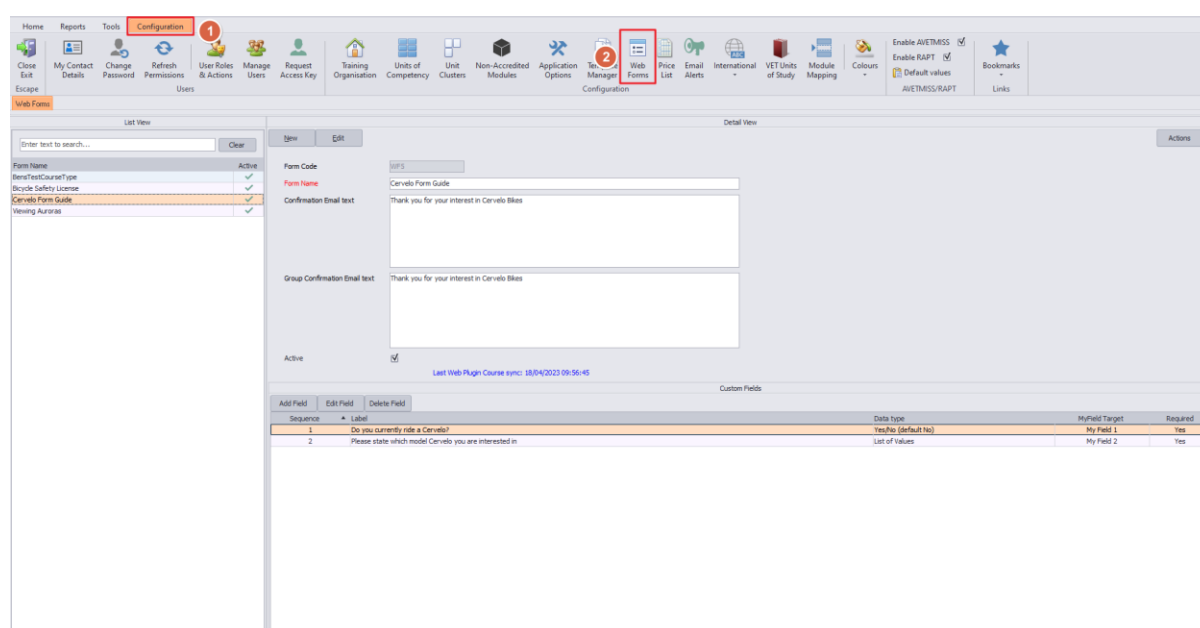
■ Picture above – Course Details screen Main Tab

## 4. Web Forms

A Web Form is a data structure where MyFields can be labelled/mapped for a specific course type. Additionally, a Web Form allows for specific information to be included in the Confirmation email sent to the student upon enrolment.

For example, an RTO may wish to gather information on a potential client's previous experience in a field related to the course. The Web Forms can be used to gather this information during the web enrolment process.

Web Forms can be accessed from the Configuration menu (1) then clicking on the Web Forms button (2).



■ Picture above – Web Forms screen

To ensure data integrity the Web Form fields have a specific data type. These can be:

Data Type	User Experience	Enrolment Form
Free text	Student can enter any text	Text Box
Numeric	Student enters a number value	Number input
Date	Student selects a date	Calendar
Yes/No	Student chooses Yes or No	Drop-down with 'Yes' and 'No'
Yes/No (default Yes)	Student chooses Yes or No (default is Yes)	Drop-down with 'Yes' and 'No' – 'Yes' is preselected
Yes/No (default No)	Student chooses Yes or No (default is No)	Drop-down with 'Yes' and 'No' – 'No' is preselected
List of Values	Student chooses from a list of predefined values	Drop-down with a list of values

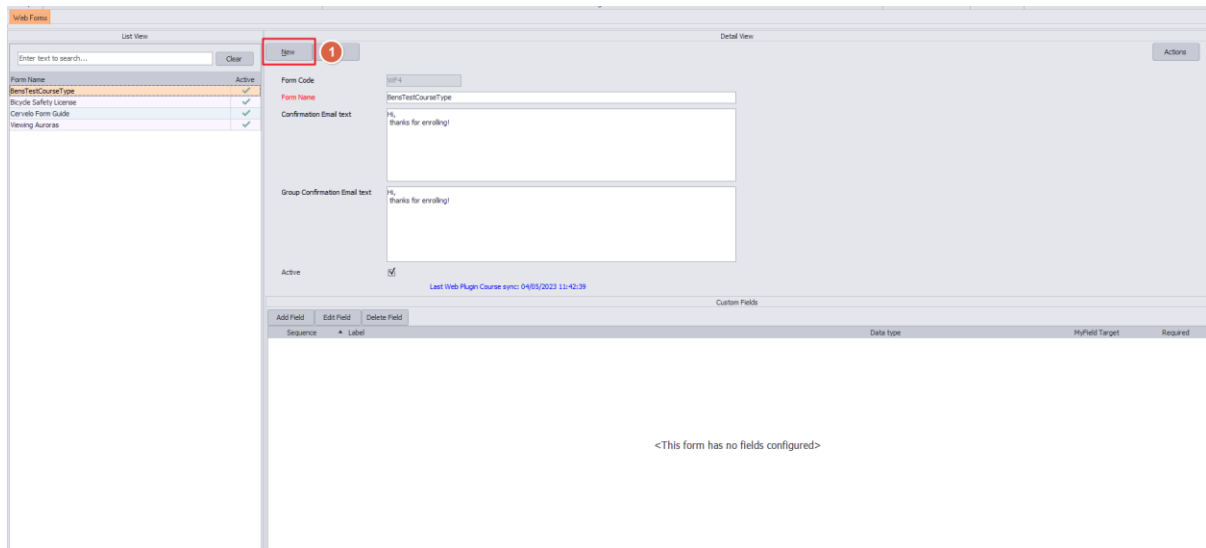
■ Table above – Web Forms Data Type

Of all the data types, the "List of Values" data type allows the RTO to define the possible answers for a question.

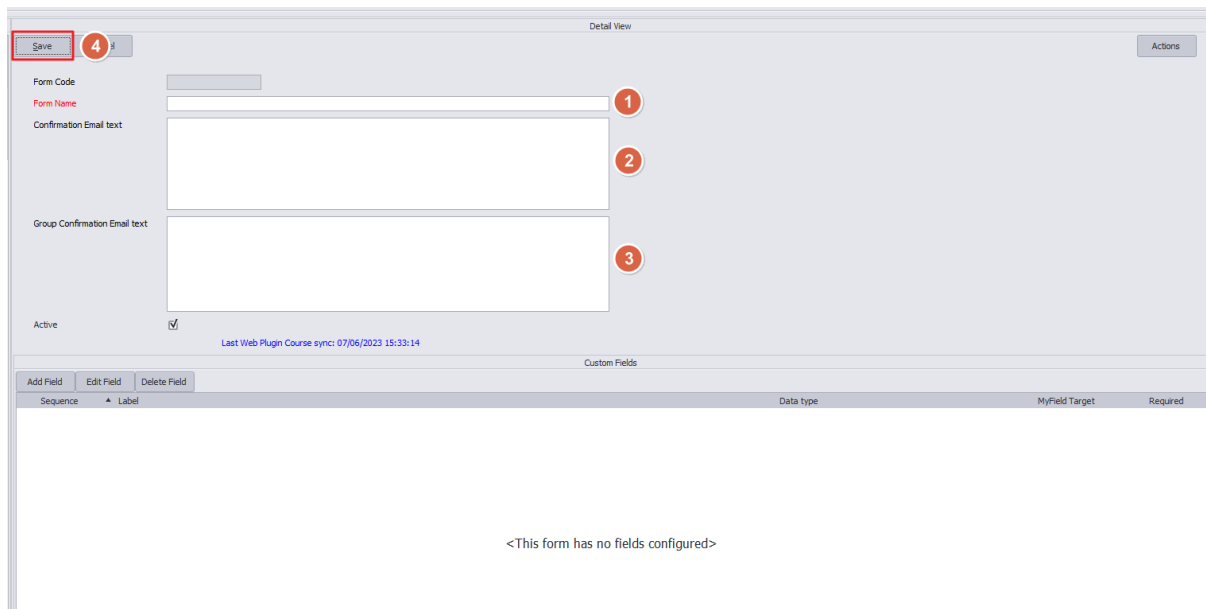
Note that there is also the option to make the Web Form field a required or mandatory field.

## 4.1. Creating a New Web Form

Open the Web Forms screen and click on the New button (1).



■ Picture above – Web Forms screen



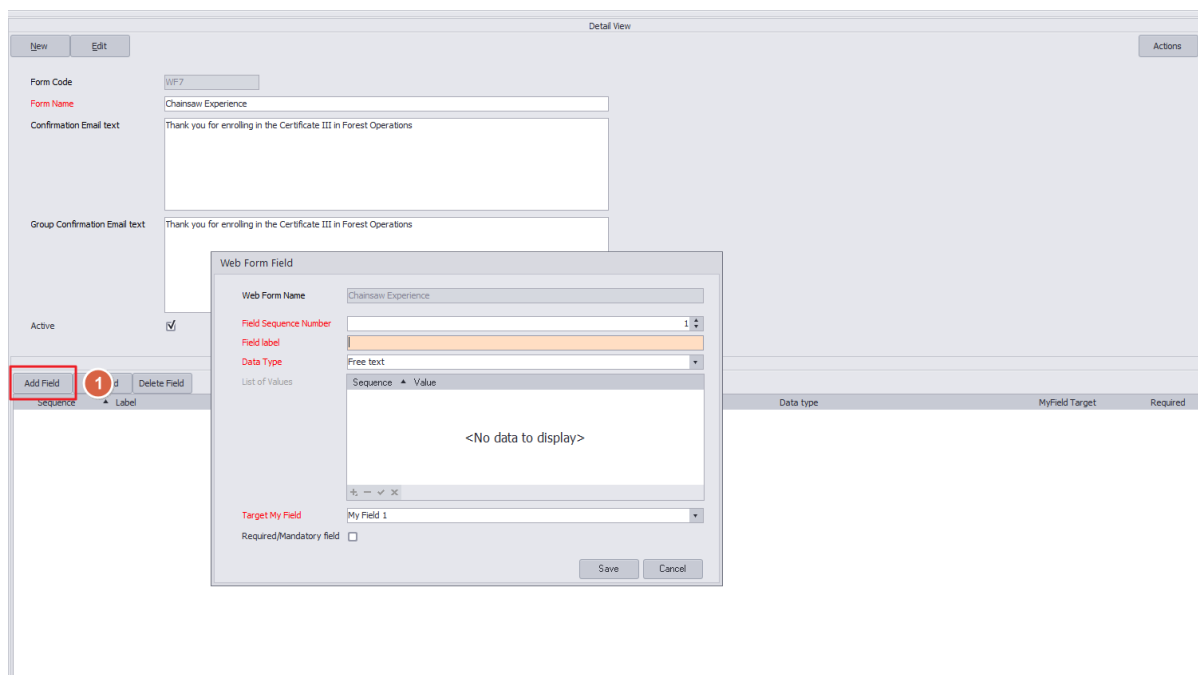
■ Picture above – New Web Forms screen

Enter the Form Name (1) which is a mandatory field.

If the RTO would like specific text displayed in the confirmation email, then it can be included in the Confirmation Email text field (2) and/or Group Confirmation Email text field (3).

Once those details are entered click on the Save button (4). Once the web form has been saved (denoted by details showing in the Form Code field i.e. WFxxx)

To add a new field to the Web Enrolment - click on the Add Field button (1).



■ Picture above – Web Form Field Pop-up Screen

The Web Form Field pop-up screen will be displayed where questions, information and/or answers can be set up.

Enter the mandatory information:

- *Field Sequence Number* – this is the order in which the question or information required is displayed.
- *Field Label* – the question to be asked or information required is entered in this field.
- *Data Type* – enter the data type required. Refer to the Web Forms Data Types matrix shown at the start of Chapter 4 for more information on each data type.
- *Target MyField* – the MyField that will be used to store the information entered.

If the Field needs to be a mandatory field, i.e., the client must answer the question or provide information during the enrolment process, then ensure the Required/Mandatory Field checkbox is ticked.

An example Web Form Field is shown below using a List of Values data type. When answering the question clients enrolling will need to select one of the values. When the enrolment is downloaded and imported into PowerPro, the answer provided by the client will be stored in MyField1.

Web Form Field

Web Form Name: Chainsaw Experience

Field Sequence Number: 1

Field label: How much experience have you had with chainsaws?

Data Type: List of values

Sequence	Value
1	Less than 6 months
2	6 - 12 months
3	1 - 2 years
4	2 - 5 years
5	5+ years

Target My Field: My Field 1

Required/Mandatory field:

Save Cancel

■ Picture above – Web Form Field with example data entered

When using the List of Values data type only, values can be added by clicking on the '+' symbol, removed with the '-' symbol and saved with the tick symbol.

## 4.2. Assigning a Web Form to a Course

Once the Web Form has been created, it is available to choose from via the Web tab of the Course screen as a new field:

New Course

Course - Web publishing options

List this Course on the Web

List as (Course Name): Forest Operations

Course Fee: \$0.00 (ex GST) Charge GST:

Enrolment Fee: (ex GST) Account No:

Discounted value: \$0.00

Discount Code:

Online payment: Payment not required (optional)

No Course fee information. Course fee will show as "N/A" online

Web Form: <Default web form> 1

Course Online from date: <Default web form>

Course Online until (inclusive): WF1 - Bicycle Safety License

Show Course dates: WF2 - Viewing Auroras

Visible to the public: WF4 - BensTestCourseType

WF5 - Cervelo Form Guide

WF7 - Chainsaw Experience 2

Student Confirmation Email:

Credit Transfer completed Units:

Course description:

Notification Email address 1:

Notification Email address 2:

OK Cancel

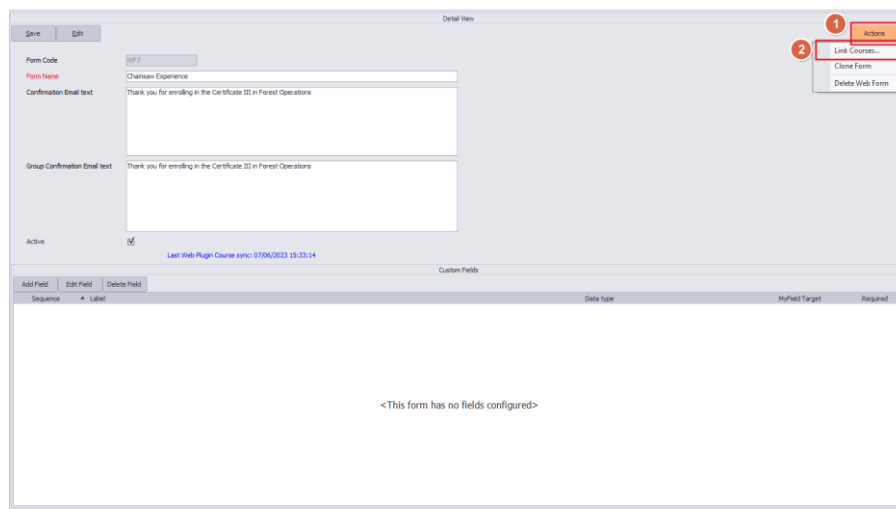
■ Picture above – Course Screen with Web Form drop-down list

### 4.3. Adding a Web Form to a Course Retrospectively

Ideally the Master Course is linked to the relevant Web Form and any cloned Courses will inherit the link to the correct Web Form.

Where Web Forms need to be added retrospectively to any course/s already created, there is a simple way to do this via the Link Courses screen.

Via the Web Forms screen in the top right corner is the Action button (1) and then select the Link Courses option (2).



■ Picture above – Web Forms screen with Link Courses option displayed

The Link Courses screen will display and show the Web Form details (1). A Search field (2) allows the user to type in the keywords to narrow down the courses. Use the Select All button (3) to select all courses to link or the Set checkbox (4) to select only those courses needed.

When finished, click on the Set button (5) to link the forms. The Courses will then disappear from the list of courses to be linked.



Link Course(s) to a Web Form

Web Form: WF7 Chainsaw Experience

Select Courses to link to this Web Form

fvpl

Set	Course ID	National Code	Program name	Group/Version	Start Date	Current Form
<input type="checkbox"/>	C02021207	FWP30122	Forest Operations		17/07/2023	
<input type="checkbox"/>	C02021208	FWP30122	Forest Operations		14/08/2023	
<input type="checkbox"/>	C02021209	FWP30122	Forest Operations		18/09/2023	
<input type="checkbox"/>	C02021210	FWP30122	Forest Operations		16/10/2023	
<input type="checkbox"/>	C02021211	FWP30122	Forest Operations		20/11/2023	

Select All

Set Close

■ Picture above – Link Course to Web Form screen

The Web Form number will show on the Enrolments and Results screen indicating the Web Form is attached.

Enrolments and Results: Web Forms

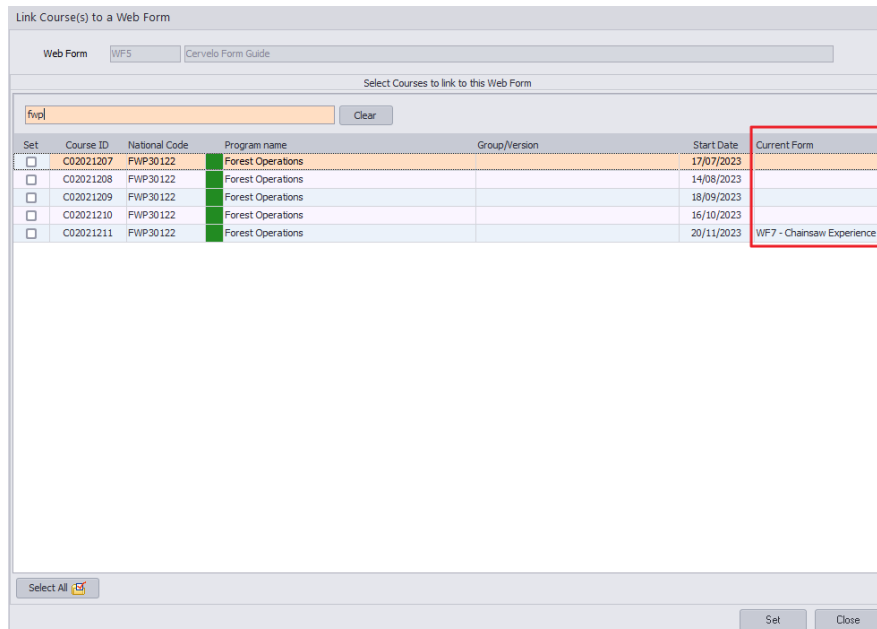
Course ID	National Code	Qualification Level	Program name	Group/Version	Start Date	End Date	Location	Trainer(s)	Course Type	Seats left	AWETMDSG	RAPT	Web	Web Form	Status
C0201207	FWP30122	Certificate III	Forest Operations		17/07/2023	17/01/2024	WA Training Centre		Public	8	WA	✓			Active
C0201208	FWP30122	Certificate III	Forest Operations		14/08/2023	14/02/2024	WA Training Centre		Public	8	WA	✓			Active
C0201209	FWP30122	Certificate III	Forest Operations		18/09/2023	20/03/2024	WA Training Centre		Public	8	WA	✓			Active
C0201210	FWP30122	Certificate III	Forest Operations		16/10/2023	17/04/2024	WA Training Centre		Public	8	WA	✓			Active
C0201211	FWP30122	Certificate III	Forest Operations		20/11/2023	22/05/2024	WA Training Centre		Public	8	WA	✓	WF7		Active

■ Picture above – Enrolment and Results screen

#### 4.4. Changing a Web Form Attached to a Course

Sometimes changing the Web Form that is attached to a course is required. The process for doing this is the same as assigning a Web Form to a course retrospectively.

Open the new Web Form and click on the Actions button and select Link Courses. Find the course/s that need changing. If a Web Form is already linked it will show in the Current Form column.



■ Picture above – Link Courses screen with current form shown

Use the Select All button to select all courses to link or the Set checkbox to select only those courses needed.

When finished, click on the Set button to link the forms. The Courses will then disappear from the list of courses to be linked.

---

**IMPORTANT!** The Web Forms gets 'locked' as soon as a client enrolls in a Course that is linked to the Web Form.

When a Web Form is applied to a Course and clients begin to enrol, the Web Form becomes 'locked', and no further updates can be made to that Web Form. This is enforce data integrity. Should you need to make some alterations to a Web Form for future usage, an option to Clone the Web Form is available (see next section).

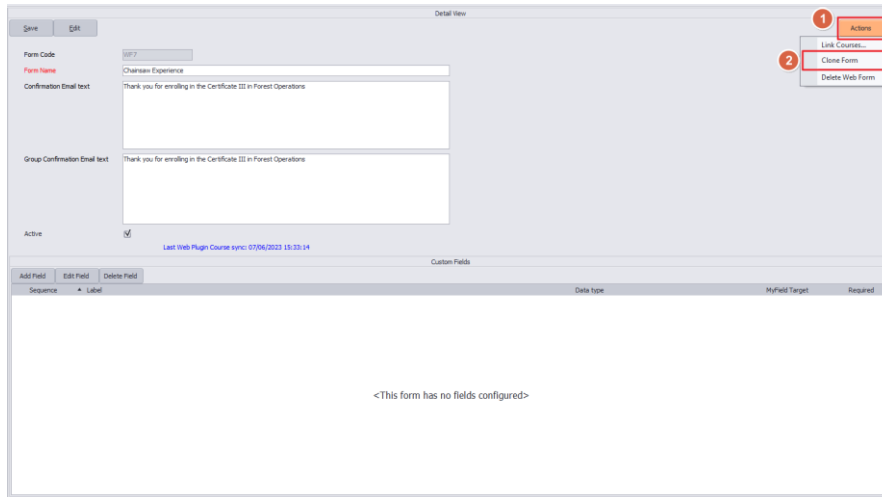
It is recommended to thoroughly think through what information needs to be collected and how questions should be framed before committing to use Web Forms.

---

## 4.5. Cloning a Web Form

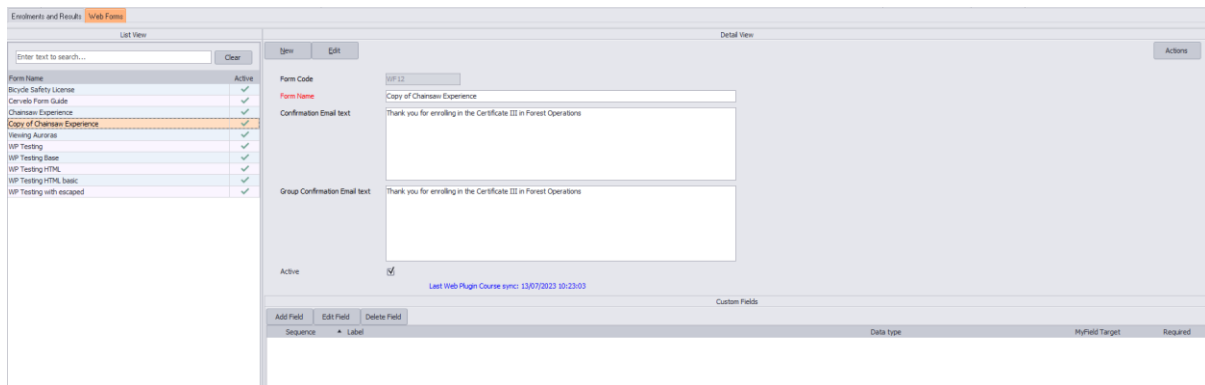
Similar to cloning a Master Course or a Qualification Rule there is also the ability to clone a Web Form. This is handy if most of the information in a current Web Form is needed but more questions may or may not be needed, or even if more specific questions are required.

Open the new Web Form and click on the Actions button (1) and select Clone Form (2).



■ Picture above – Web Forms screen with Clone Form option displayed

After Clone Form is selected a copy of the Web Form will be created and displayed under the original form as 'Copy of ...'.



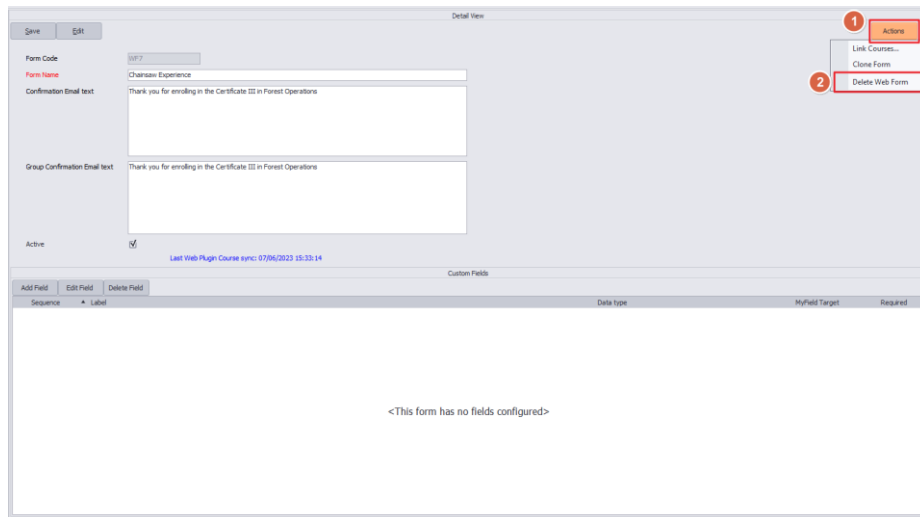
■ Picture above – Web Forms screen

The cloned copy of the Web Form can then be modified as needed by clicking on the Edit button.

## 4.6. Deleting a Web Form

There may be instances where a Web Form may need to be deleted such as when it might be cloned by mistake.

To delete a Web Form, open the Web Form and click on the Actions button (1) and select delete Web Form (2).



■ Picture above – Web Forms screen with Delete Web Form option displayed

After confirming that the Web Form is to be deleted the form will be removed from the list and deleted.

## 5. Downloading and Importing Web Enrolments

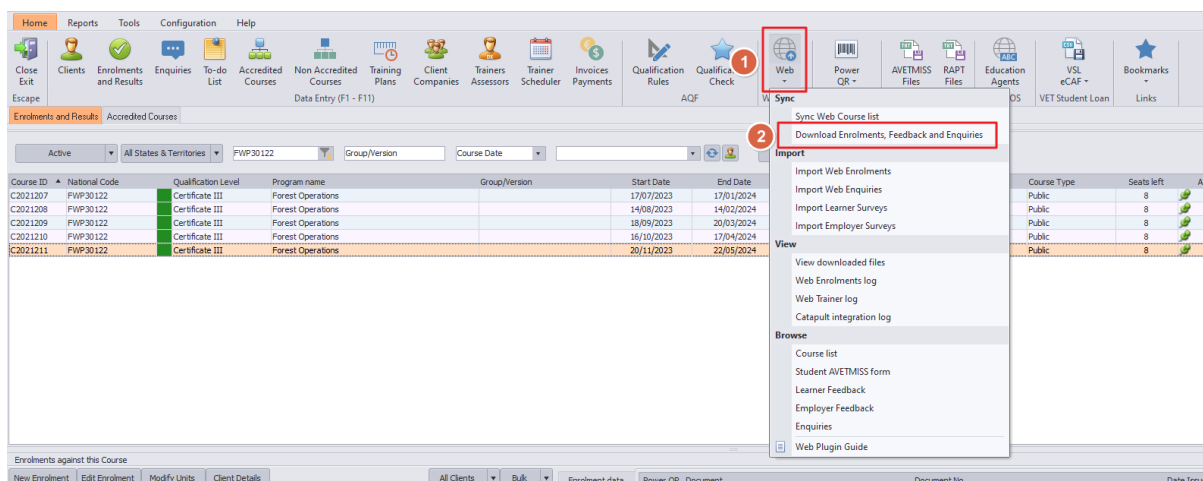
Periodically, or when the RTO receives an email notification, web enrolments need to be downloaded and imported into PowerPro. This is a simple two-step process.

---

**NOTE:** Downloading and importing Enquiries and Learner Feedback is completed in the same manner as Web Enrolments.

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To download Web Enrolments, from the Home menu, click on the Web button (1) then select Download Enrolments, Feedback and Enquiries (2).



■ Picture above – Home menu with Web drop-down menu displayed

The Download Server files screen will display indicating the number of files ready for download for each tab. This is shown by the number in brackets next to the heading in the tab (1).

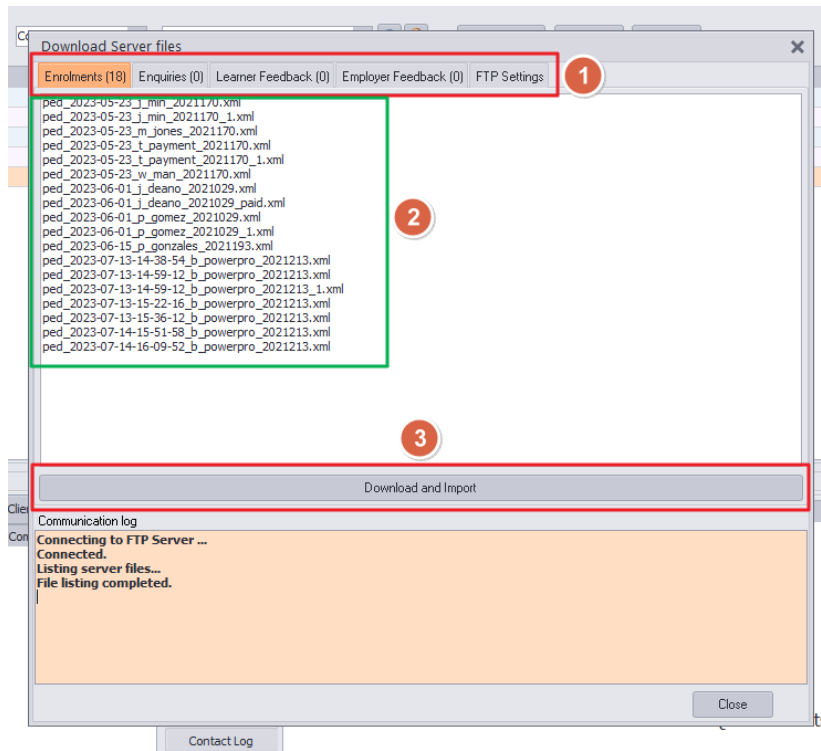
Each tab will show a list of all files to be downloaded (2). Select the files to be downloaded and then click on the Download and Import button (3).

---

**Note** This process can be automated for PowerPro Sky subscribers.

If your organisation uses PowerPro Sky, the PowerPro Support Team can configure an automation to automatically process online enrolments. This means PowerPro users do not need to carry out the steps described in this section since the automation will download and processes any recent enrolments every few minutes. This automation also processes group enrolments.

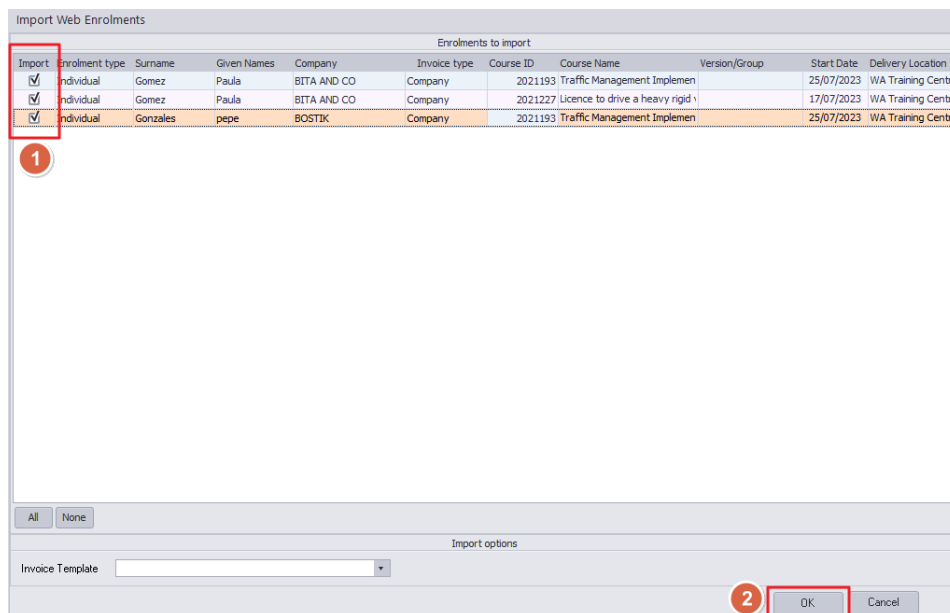
---



■ Picture above – Download Server Files pop-up screen

The Import Web Enrolments screen will then display the clients to be downloaded.

To import Web Enrolments, ensure that the Import checkbox for each line is ticked (1), and optionally select an Invoice template before pressing OK (2).



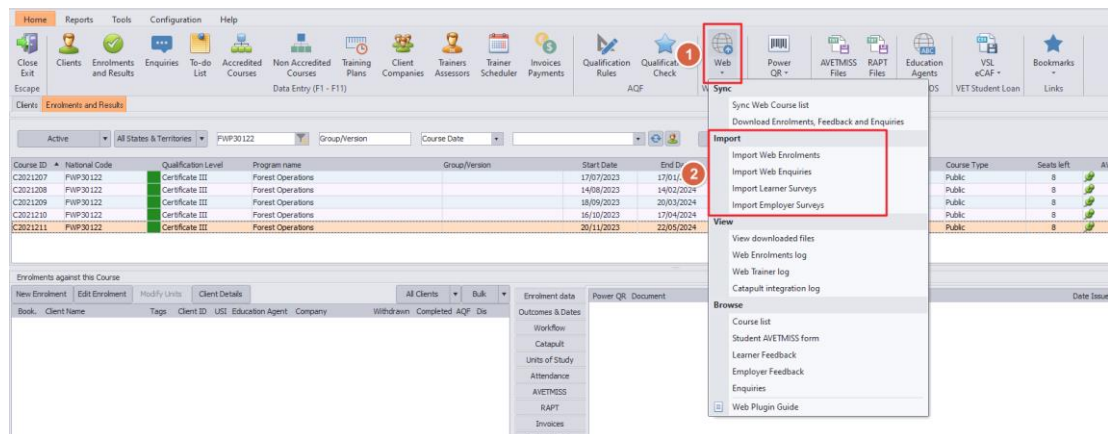
■ Picture above – Import Web Enrolments pop-up screen

The clients will then be enrolled and listed in the Enrolments and Results screen within the corresponding Courses.

## 5.1. Importing Previously Downloaded Files

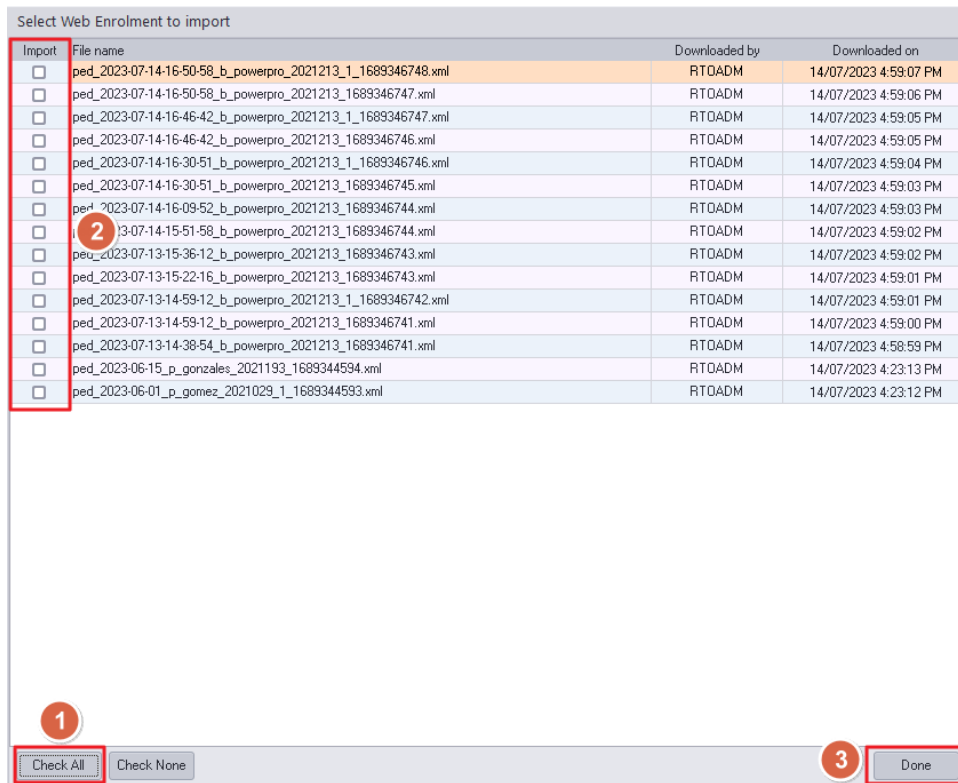
This is rare however it is worth mentioning here. If for some reason any Enrolment, Enquiries, Learner Feedback or Employer Feedback surveys files were downloaded but not imported, these records (Enrolments, Enquiries, etc) are not listed in PowerPro.

To import such records use Import section of the Web drop-down menu as per image below:



■ Picture above – Home menu with Web button drop-down

The corresponding Import screen (Enrolments in the following example) lists the enrolment records waiting to be imported. Use the Check All button (1) or check the Import checkbox individually (2) before pressing the Done button (3) to import web enrolments.



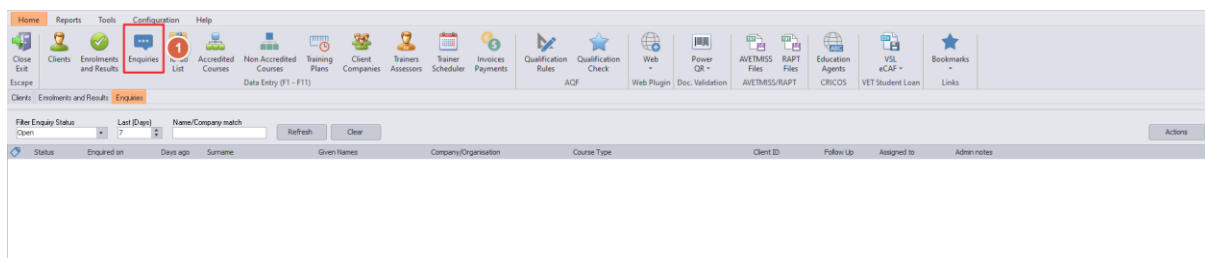
Picture above – Web Enrolments to Import pop-up screen

Once completed the enrolments will appear in the relevant courses in the Enrolments and Results screen.

## 5.2. Locating Enquiries, Learner and Employer Feedback in PowerPro

### 5.2.1. Enquiries

The Enquiries screen can be found from the Home menu then clicking the Enquiries button (1).



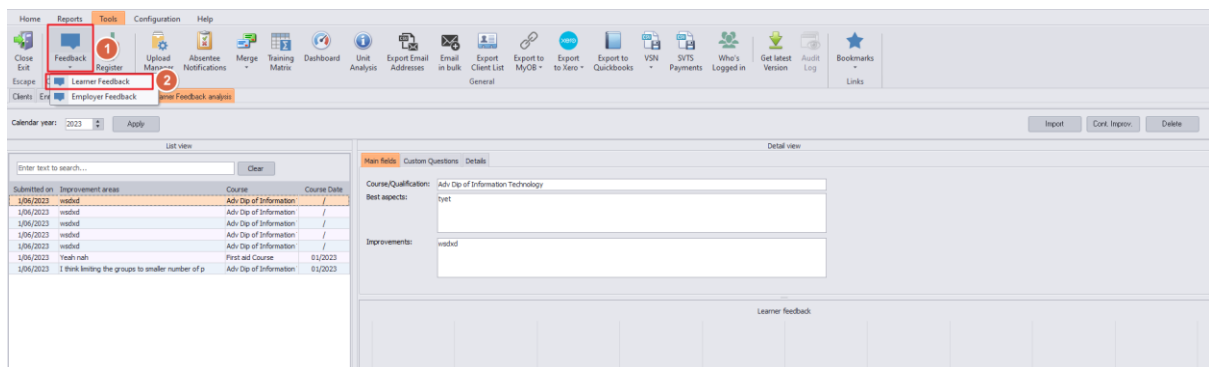
Picture above – Enquiries screen

When opened the screen will default to showing all open enquiries over the last seven days.



## 5.2.2. Learner Feedback

The Learner feedback screen can be opened using the Tools> Feedback drop-down button (1) and selecting Learner Feedback (2).

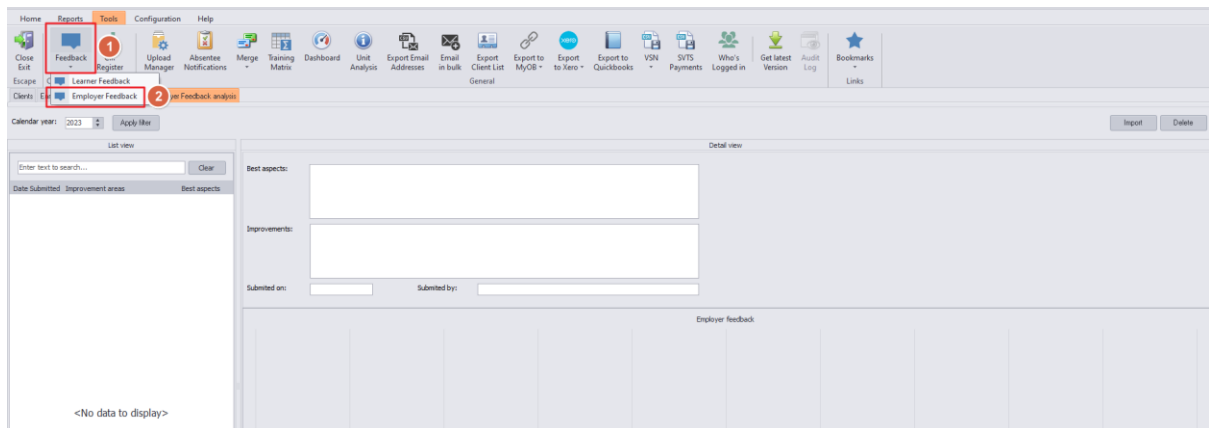


■ Picture above – Learner Feedback screen

When opened the screen will show the Learner Feedback related to Training completed in the current calendar year.

## 5.2.3. Employer Feedback

The Employer feedback screen can be opened using the Tools>Feedback drop-down button (1) and selecting Employer Feedback (2).

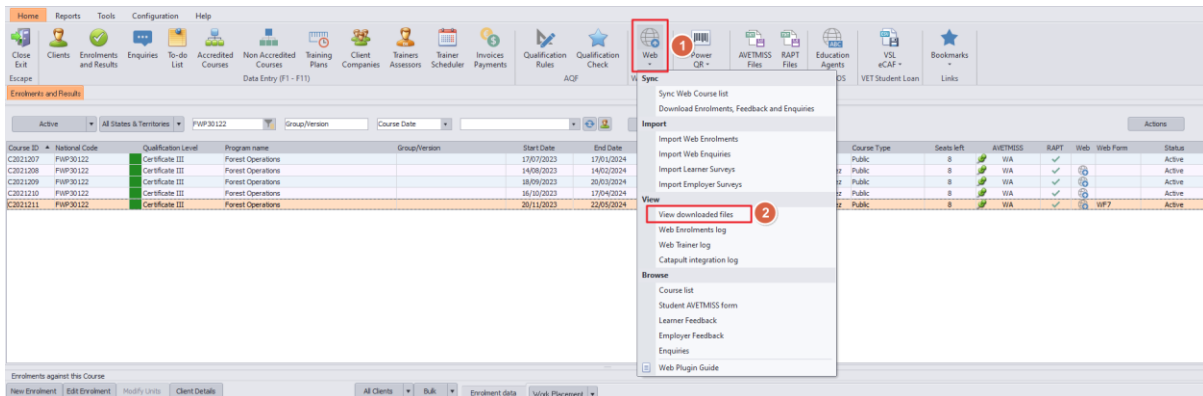


■ Picture above – Employer Feedback screen

When opened the screen will default to showing all Employer Feedback that has been downloaded and imported in the current calendar year.

## 5.3. Viewing Downloaded Files

Downloaded web files can be viewed after importing. To view downloaded files from the Home Menu, then click on the Web button (1) then select View Downloaded Files (2).



■ Picture above – Home menu with Web drop-down menu displayed

The View/Edit Web Downloaded Files screen will open.

The File Type option will default to Enrolment files. Use the drop-down menu to list other file types: Enquiry, Learner Feedback or Employer Feedback.

Use the date range and the Apply/Refresh button to narrow the results if required.

View/Edit Web downloaded files

Filters

File type:  Submitted between:  and

File Name	Date Submitted	Downloaded by	Downloaded on	Status	Imported by	Imported on
ped_2023-07-13-14-59-12_b_powerpro_2021213_1_1689346742.xml	13/07/2023	RTQADM	14/07/2023 4:59:01 PM	New (not imported)		
ped_2023-06-15_p_gonzales_2021193_1689344594.xml	15/06/2023	RTQADM	14/07/2023 4:23:13 PM	New (not imported)		
ped_2023-06-07_a_last_2021193_1686152212.xml	7/06/2023	NIGHTS	7/06/2023 5:36:51 PM	Imported	NIGHTS	7/06/2023 5:36:56 PM
ped_2023-06-02_t_nvarkov_2021193_1689569190.xml	2/06/2023	NIGHTS	2/06/2023 11:46:32 AM	Imported	NIGHTS	2/06/2023 11:49:48 AM
ped_2023-06-01_p_gomez_2021029_1689344593.xml	1/06/2023	RTQADM	14/07/2023 4:23:11 PM	Imported	RTQADM	14/07/2023 4:57:15 PM
ped_2023-06-01_p_gomez_2021029_1_1689344593.xml	1/06/2023	RTQADM	14/07/2023 4:23:12 PM	New (not imported)		
ped_2023-05-12_g_smith_2021196_1684410478.xml	12/05/2023	NIGHTS	18/05/2023 1:47:58 PM	Imported	NIGHTS	18/05/2023 2:09:45 PM
ped_2023-05-12_g_smith_2021196_1684410478.xml	12/05/2023	NIGHTS	18/05/2023 1:47:57 PM	Imported	NIGHTS	18/05/2023 2:09:44 PM
ped_2023-05-11_e_head_2021170_1684410477.xml	11/05/2023	NIGHTS	18/05/2023 1:47:55 PM	Imported	NIGHTS	18/05/2023 2:09:43 PM
ped_2023-05-11_e_head_2021170_1684410478.xml	11/05/2023	NIGHTS	18/05/2023 1:47:57 PM	Imported	NIGHTS	18/05/2023 2:09:43 PM
ped_2023-05-11_e_head_2021170_1684410477.xml	11/05/2023	NIGHTS	18/05/2023 1:47:56 PM	Imported	NIGHTS	18/05/2023 2:09:43 PM
ped_2023-05-10_s_fonseca_2021170_1684410476.xml	10/05/2023	NIGHTS	18/05/2023 1:47:55 PM	Imported	NIGHTS	18/05/2023 2:09:41 PM
ped_2023-05-08_s_smith_2021129_1684410475.xml	8/05/2023	NIGHTS	18/05/2023 1:47:54 PM	Imported	NIGHTS	18/05/2023 2:09:41 PM
ped_2023-05-05_l_costa_2021170_1684410460.xml	5/05/2023	NIGHTS	18/05/2023 1:47:46 PM	Imported	NIGHTS	18/05/2023 2:09:31 PM

Field/Value view

Field name	Value
enrolments	
course_id	2021193
price	0.00
surname	LAST
given_names	ANNIE
dob	2000-12-12
ust	
gender	F
company	CERVELO TRAINING P/L
email	steveprto@outlook.com
email_notify	
mobile	0490014273
phone	

Raw data view

```
<?xml version="1.0"?>
<enrolments>
<course_id>2021193</course_id>
<price>0.00</price>
<surname>LAST</surname>
<given_names>ANNIE</given_names>
<dob>2000-12-12</dob>
<ust></ust>
<gender>F</gender>
<company>CERVELO TRAINING P/L</company>
<email>steveprto@outlook.com</email>
<email_notify></email_notify>
<mobile>0490014273</mobile>
<phone></phone>
<preferred_contact></preferred_contact>
<addr></addr>
<flat></flat>
<street_no></street_no>
<street_name></street_name>
```

■ Picture above – View/Edit Web Downloaded Files

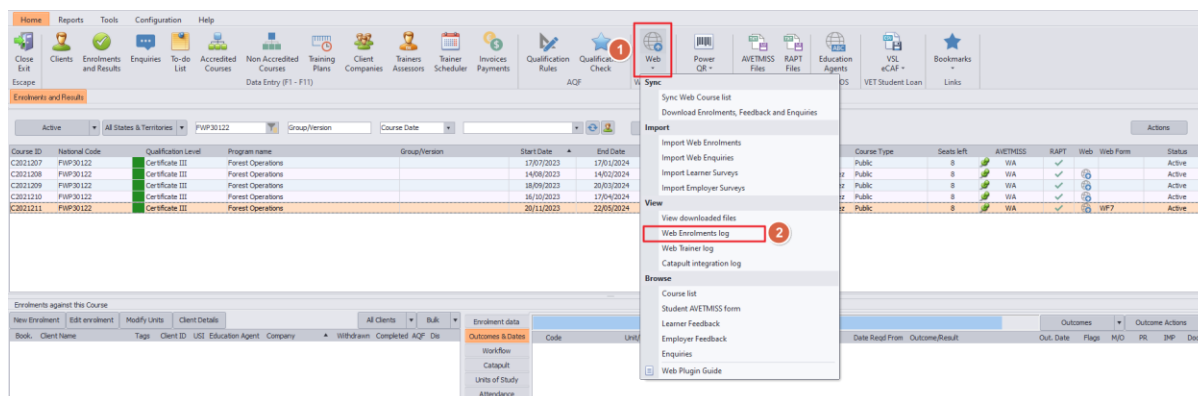
Double click on a file to view the form fields as submitted by the user. This is displayed in the bottom half of the screen using a “Field/Value” view and a raw format view.

This information is valuable should there be any doubts about the information provided by the Student.

## 5.4. Viewing the Enrolment Log

For even more detailed information about a client's web enrolment including registration details, use the Web Enrolments Log screen. This screen also includes the ability to add Admin notes.

From the Home Menu, click on the Web button (1) then select Web Enrolments Log (2).



■ Picture above – Home menu with Web drop-down menu displayed

The Web Enrolments screen will list web enrolments for the last seven days by default. To refine your search, use the Status, Last days and Company fields (1) then click on the Refresh button (2).

A list of matching web enrolments will be displayed. Click on the Enrolment record to be viewed (3) and their registration details will be displayed in the bottom panel (4). Note that this section is read-only. Use the Edit button (5) to edit the Admin Notes and Status fields if required.

Web enrolments can also be imported in this screen via the Import button (6). Refer [this section](#) for details on importing web enrolments.

Registered on	Reference	Surname	Given Names	Client ID	Company	Course ID	Group/Version	Enrolled	Booking	Admin notes
7/8/2023	ALAST/2021150	LAST	ANNIE	202100910	CERVELO TRAINING PA	2021193		Enrolled	✓	
4/5/2023	LDAUBERMANN/2	DAUBERMANN	LEONIE	202100939	CERVELO TRAINING PA	2021170		Enrolled	?	
18/04/2023	SBALAZS/20210	BALAZS	SYLVESTER	202100939	CERVELO TRAINING PA	2021066 SA VERSION		Enrolled	?	
18/04/2023	YDESHE/202117	DESHE	YOTAM	202100939	CERVELO TRAINING PA	2021170		Enrolled	?	
18/04/2023	DALLES/202108	LILLO	DARIO	202100936	CERVELO TRAINING PA	2021066 SA VERSION		Enrolled	?	
18/04/2023	COPR/2021170	OPR	CAMERON	202100935	CERVELO TRAINING PA	2021170		Enrolled	?	
18/04/2023	DSOETE/202113	SOETE	DMAN	202100937	CERVELO TRAINING PA	2021134		Enrolled	?	
18/04/2023	AMIT TORI/2021	YITONE	ANDREAS	202100934	CERVELO TRAINING PA	2021134		Enrolled	?	
4/04/2023	MLOO/2021150	LOO	MARTIN	202100934	CERVELO TRAINING PA	2021150		Enrolled	✓	
31/03/2023	FCASTAREDA MO	CASTAREDA MONSALVE	Fabio Hernando	202100936	CERVELO TRAINING PA	2021135		Enrolled	?	
31/03/2023	FCASTAREDA MO	CASTAREDA MONSALVE	Fabio Hernando	2021009370	CERVELO TRAINING PA	2021135		Enrolled	?	
31/03/2023	FCASTAREDA MO	CASTAREDA MONSALVE	Fabio Hernando	2021009370	CERVELO TRAINING PA	2021135		Enrolled	?	
31/03/2023	SFOU/2021135	FDX	SAM	2021008971	CERVELO TRAINING PA	2021135		Enrolled	✓	
31/03/2023	JMORALES ORTEGA	MORALES ORTEGA	JACOB	202100936	CERVELO TRAINING PA	2021135		Enrolled	?	
31/03/2023	JMORALES ORTEGA	MORALES ORTEGA	JACOB	202100936	CERVELO TRAINING PA	2021135		Enrolled	?	
31/03/2023	JMORALES ORTEGA	MORALES ORTEGA	JACOB	202100936	CERVELO TRAINING PA	2021135		Enrolled	?	
24/03/2023	MLENDE/2021	LENDE	Man Tabasa	202100963	CERVELO TRAINING PA	2021129		Enrolled	?	
24/03/2023	GGH/20211	GHJ	GOBEN	202100962	CERVELO TRAINING PA	2021129		Enrolled	?	
24/03/2023	FMartin/20211	Marin	FANGER	202100961	CERVELO TRAINING PA	2021129		Enrolled	?	

Registration Details (read-only)

Reference: SFOU/2021135	Mobile: <input type="text"/>	Day Phone: <input type="text"/>	Email: <input type="text" value="@outlook.com"/>
Client Notes: Permission to locate USC no [Invoice_InvoiceTypeInvoice_Type] Registration sent to: ppcacada@gmail.com		Contact preference: Phone	
Import log: Imported on 31/03/2023 at 15:41 by NCPHTS. SAMPOL_WEB client. ID=2021009371. Enrolling Client 2021009371 in Course 2021135. Planned for meeting. Individual enrolment. InvoiceID: New Client Invoice #: 63991		Client age: <input type="text" value="22"/>	

Admin notes

Admin Notes:

Status:  Admin user:  Modified on:

Picture above – Web Enrolments screen

## 6. Web Plugin Customisation

The Web Plugin is somehow customisable allowing it to suit the organisation enrolment process. Areas in which it can be customised include:

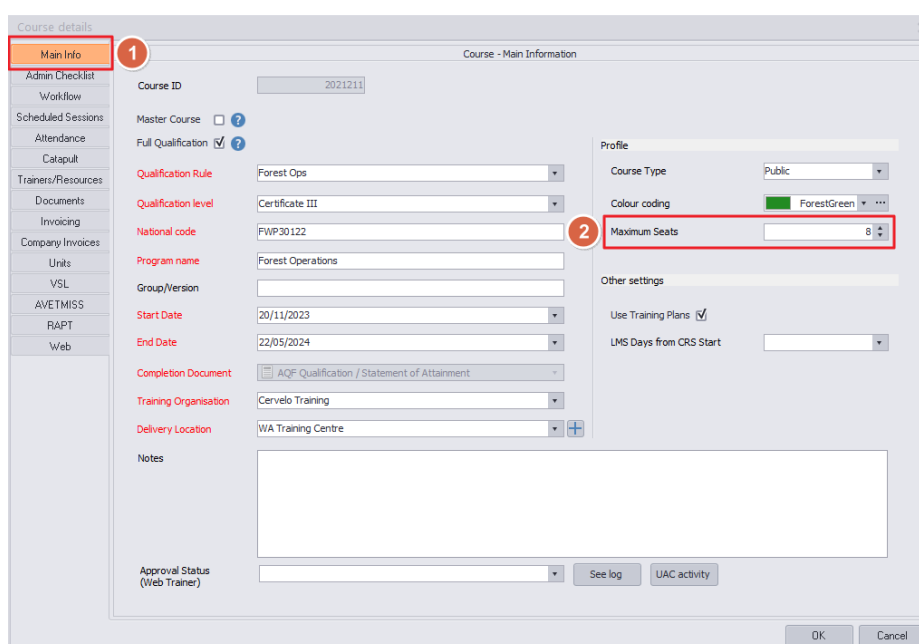
- The maximum number of seats per Course
- The booking status of online enrolments (to either Pending or Confirmed)
- The fields to be included in the Online Enrolment Form
- Whether each field is required or optional
- A Payment Gateway (EWay, PinPayments, etc)
- The confirmation email sent to the Student upon online enrolment
- The presence of a navigation panel
- Extra questions for the Learner Survey form

### 6.1. Setting Maximum Number of Seats

Setting the maximum number of seats will minimise the risk of overbookings in a course.

When an online course has reached its seat limit it will no longer be listed for Web enrolments. Additionally, that course it will be excluded from subsequent PowerPro web sync – this is another reason to perform periodic web syncs throughout the course of the day.

To set the maximum number of seats open the Enrolments & Results screen and double click on the relevant course to open the Course Details window. The Main Info tab (1) contains the Maximum Seats field (2).



The screenshot displays the 'Course details' window, specifically the 'Main Info' tab. The window title is 'Course - Main Information'. The 'Main Info' tab is highlighted with a red box and a circled '1'. The 'Maximum Seats' field is highlighted with a red box and a circled '2'. The field is currently set to '8'. Other fields include Course ID (2021211), Qualification Rule (Forest Ops), Qualification level (Certificate III), National code (FWP30122), Program name (Forest Operations), Start Date (20/11/2023), End Date (22/05/2024), Completion Document (AQF Qualification / Statement of Attainment), Training Organisation (Cervelo Training), and Delivery Location (WA Training Centre). The 'Profile' section shows Course Type (Public) and Colour coding (ForestGreen). The 'Other settings' section includes Use Training Plans (checked) and LMS Days from CRS Start.

■ Picture above – Course Details screen

Update the maximum seats and click on OK when done.

**IMPORTANT!** Every time any (Web enabled) course details are updated, Students are manually enrolled, removed, or transferred into a Course, you **SHOULD** run the Web Sync to reflect the seats availability on the Web Plugin. Refer to [Sync Web Course List](#) on how to perform a Web Sync.

## 6.2. Setting the Booking Status of Incoming Enrolments

The default booking status for web enrolments is 'Pending' for clients who have not paid online and 'Confirmed' for clients that have paid online.

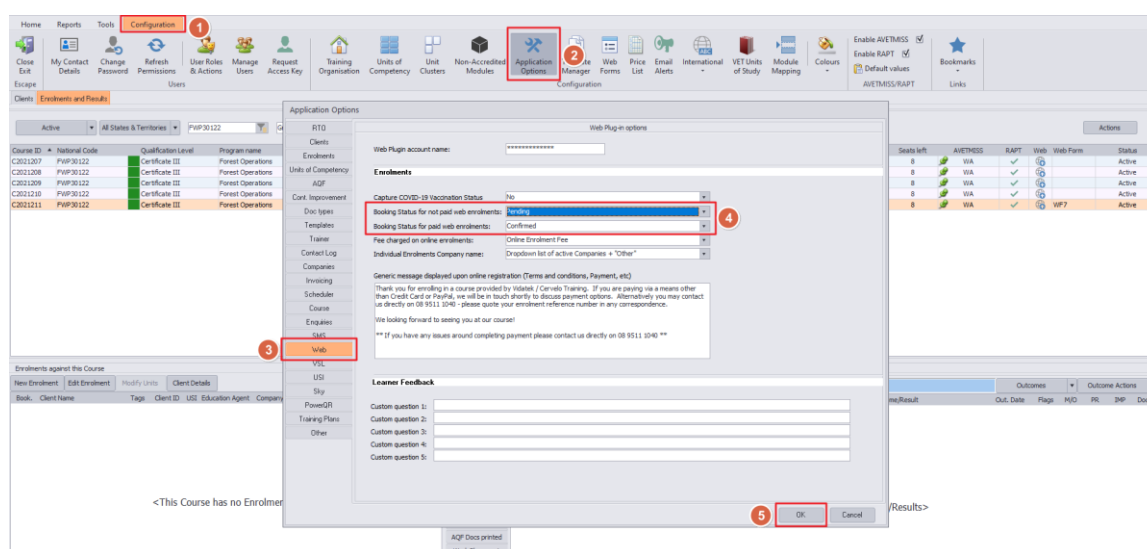
These can be changed if required via the Application Options screen in PowerPro.

**NOTE:** Not everyone has access to the Application Options screen. If you do not have access, the Application Options button will be greyed out in the Configuration menu. Seek out someone within the organisation with access if needed.

From the Configuration menu (1), click on the Application Options button (2) to open the Application Options screen. Go to the Web tab (3) and look for 'Booking Status for not paid web enrolments' (4). The available options for both are either 'Pending' or 'Confirmed'.

Make the necessary changes and then click on OK (5).

**NOTE:** Log off and back on to PowerPro for the changes to take place.



Picture above – Application Options pop-up screen

### 6.3. Customising Online Enrolment Information

The behaviour of the online form is customisable at your request. AVETMISS fields, including the USI field, can be set to mandatory or optional. It is also possible to hide any fields the RTO would like to.

Please contact us to discuss your specific requirements.

### 6.4. Payment Gateways and Payment Options

A payment gateway can be set up for the RTO. This allows the RTO to charge an enrolment fee or the full as the student enrolls online. Each Course in PowerPro has a Web section with several options including payment related preferences.

At the time this document is being written, the list of currently supported gateways is as follows:

- eWAY
- Pin Payments
- PayPal

RTOs using PowerPro Lite must ensure the invoicing module is activated. All other versions of PowerPro have this module built in.

For more information about the supported gateways please [click here](#). Please feel free to contact us for further information.

Provided a payment gateway is configured, the RTO can profile each individual Course intake to request user (Student) payment in three different ways:

- Payment not required
- Payment required
- Payment disallowed

To set the payment option open the Course>Web tab (1) and the Online Payments field (2). Make the necessary changes before pressing OK (3).

■ Picture above – Course Details screen with online payment options

Careful consideration should be made as to whether the client should pay at enrolment and the Online Payment field should be adjusted accordingly.

---

**IMPORTANT!** Every time any (Web enabled) course details are updated, Students are manually enrolled, removed, or transferred into a Course, you **SHOULD** run the Web Sync to reflect the seats availability on the Web Plugin. Refer to [Sync Web Course List](#) on how to perform a Web Sync.

---

## 6.5. Customising Course Information Displayed to Enrolling Clients

We believe accurate information about the course is vital to the prospective student at the point of enrolment. Questions such as “What to expect from this training program” and “What can I potentially achieve on its completion” can be answered in the enrolment form header. This assists the student assessing how relevant the course is for them.

Course information entered in the Course>Web>Course Description field is displayed as the header of the enrolment form (see images below). To adjust this field, open the Course Details screen Web tab (1). Edit the Course Description field (2) and click OK (3) when done.

---

**NOTE:** This field can include just plain text or HTML content. HTML content is richer enabling, for instance, the use of formatted headings and images as well as the inclusion of links to relevant websites, documents and maps.

HTML documentation is beyond the scope of this document.

---



■ Picture above – Course Details screen

In this example, after performing a Web Sync, the information entered in the Course Description field above (2) translates onto the Web Enrolment screen shown below.



■ Screenshot above – Web Enrolment form showing Course specific information

## 6.6. Customising the Generic Notification for Successful Enrolments

A generic message is displayed to clients upon successful enrolment in a course. This is a common message showed at the end of the enrolment form regardless of course type. Typically a “Thank you for choosing our Training Services...” type of message.

To edit this message, use Configuration>Application Options>Web (1). Edit the ‘Generic Message displayed upon Online Registration’ field (2) and click OK (3) when done.

The screenshot shows the 'Application Options' window with the 'Web' tab selected. The 'Web Plug-in options' section is visible, including fields for 'Web Plugin account name' and 'Enrolments' settings. The 'Generic message displayed upon online registration (Terms and conditions, Payment, etc)' field is highlighted with a red box and labeled with a circled '2'. The message text is: 'Thank you for enrolling in a course provided by Vidatek / Cervelo Training. If you are paying via a means other than Credit Card or PayPal, we will be in touch shortly to discuss payment options. Alternatively you may contact us directly on 08 9511 1040 - please quote your enrolment reference number in any correspondence. We looking forward to seeing you at our course! \*\*\* If you have any issues around completing payment please contact us directly on 08 9511 1040 \*\*\*'. The 'Web' tab in the left sidebar is highlighted with a red box and labeled with a circled '1'. The 'OK' button at the bottom right is highlighted with a red box and labeled with a circled '3'.

■ Picture above – Application Options screen Web tab displayed

After performing a Web Sync, the information entered in the Generic Message field above (2) translates onto the Web Enrolment completion screen shown below.

Thank you for your registration.

Your Enrolment Reference is: ERICHARDS/2021211  
The Course Price is: \$1500.00

Thank you for enrolling in a course provided by Vidatek / Cervelo Training. If you are paying via a means other than Credit Card or PayPal, we will be in touch shortly to discuss payment options. Alternatively you may contact us directly on 08 9511 1040 - please quote your enrolment reference number in any correspondence.

We looking forward to seeing you at our course!

\*\* if you have any issues around completing payment please contact us directly on 08 9511 1040 \*\*

Pay Now (\$100.00)



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■ Picture above – Successful web enrolment notification for client

---

**NOTE:** This field can include just plain text or HTML content. HTML content is richer enabling, for instance, the use of formatted headings and images as well as the inclusion of links to relevant websites, documents and maps.

HTML documentation is beyond the scope of this document.

---

## 6.7. Customising the Email Confirmation Email Sent to Clients

It is possible to send course specific email confirmation content to clients using the [Web Forms](#).

Create the Web Form and create the message in the Confirmation Email Text field and/or the Group Confirmation Email Text:

The screenshot displays a web form configuration interface. At the top left, there are 'Save' and 'Cancel' buttons. The main area contains several fields:

- Form Code:** A text box containing 'WF16'.
- Form Name:** A text box containing 'Cert I in IT - Confirmation email'.
- Confirmation Email text:** A large text area containing HTML code: 

```
<h3>The following conditions apply to this Course</h3>
<ul>
<li>Condition 1: ...</li>
<li>Condition 2: ...</li>
</ul>
<h4>
Thank you for choosing our Training Services.
</h4>
```
- Group Confirmation Email text:** A large text area containing HTML code: 

```
<h3>Please ensure you provide the AVETMISS registration link to all participants</h3>
<a target="_blank" href="https://web.powerprorto.com.au/...">Student AVETMISS Registration Form</a>
<h4>
Thank you for choosing our Training Services.
</h4>
```
- Active:** A checkbox that is checked.

Below the 'Active' checkbox, there is a timestamp: 'Last Web Plugin Course sync: 01/11/2023 10:33:41'. At the bottom of the interface, there are three buttons: 'Add Field', 'Edit Field', and 'Delete Field'. Below these buttons is a table header with 'Sequence' and 'Label' columns.

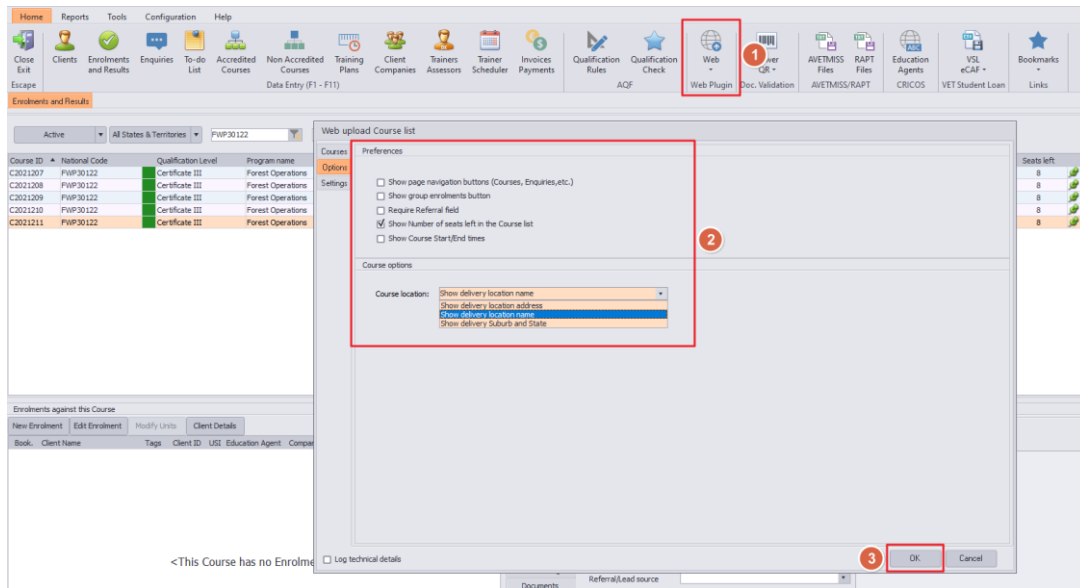
---

**IMPORTANT!** Every time any course details (or Web Forms) are updated, you **MUST** run the Web Sync, otherwise any newly updated information will **NOT** display online. Refer to [this section](#) on how to run a Web Sync.

---

## 6.8. Other Web Plugin preferences

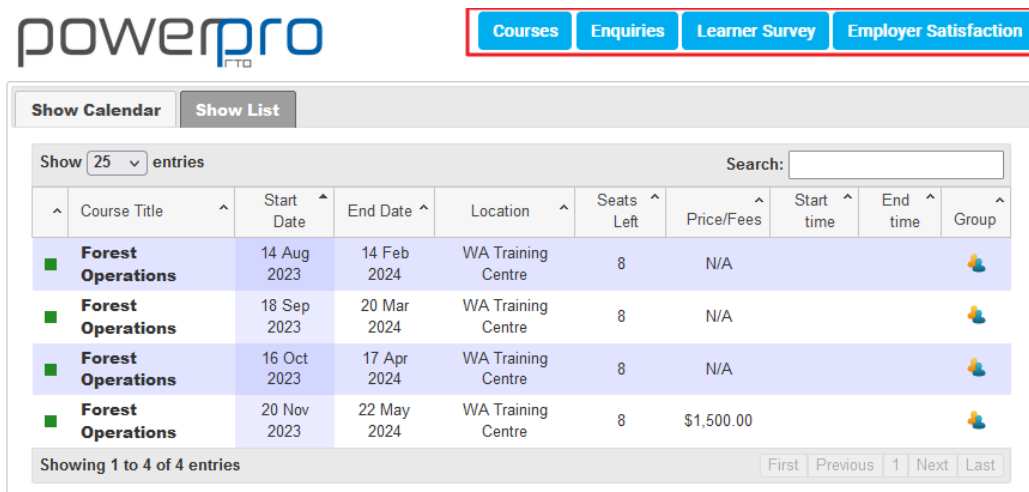
The Web Upload Course list>Options tab contains a set of preferences determining the behaviour of the Web Plugin. These can be adjusted when performing a Course Web Sync:



■ Picture above – Web Course Upload list>Options

### 6.8.1. Navigation Buttons

Page navigation buttons allows Students to access the different areas of the Web Plugin. While this seems practical it may lead prospective Students (and employers leaving feedback) to the wrong section. It is up to each provider to decide whether to show or hide these buttons:



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### 6.8.2. Group Enrolments button

This option controls access to the Group Enrolment form. Most providers seem happy to capture group enrolments, it is a convenient way for supervisors to organise group bookings in a particular course. Should the RTO choose not to take group enrolments it's just a matter of clearing this option.

The screenshot shows the 'powerpro' logo at the top left and navigation buttons for 'Courses', 'Enquiries', 'Learner Survey', and 'Employer Satisfaction' at the top right. The main heading is 'Student Enrolment Form'. Below this, it states 'You are enrolling in a Forest Operations' and 'Course Start date: 14 Aug 2023'. A note says 'Please fill in the Registration form below. Fields with a red \* are required.' A blue button labeled 'Group Enrolment' is highlighted with a red rectangular box. Below the button is a progress bar with four steps: '1. Student details' (active), '2. AVETMISS', '3. Privacy Declaration', and '4. Finalise'. The form fields include: 'Title' (dropdown), 'Given Names \*' (text input), 'Surname \*' (text input), 'Date of Birth \*' (text input), and 'Gender \*' (dropdown).

■ Picture above – Enrolment Form showing the Group Enrolment button

### 6.8.3. Require Referral Field

The Referral Field is the 'How did you hear about us?' question on the last page of the enrolment form. Set this option to enforce Students to populate this field when enrolling in a course.

The screenshot shows the 'Student Enrolment Form' interface for PowerPro. At the top, there are navigation buttons for 'Courses', 'Enquiries', 'Learner Survey', and 'Employer Satisfaction'. The form title is 'Student Enrolment Form' and it indicates the user is enrolling in a 'Forest Operations' course starting on '14 Aug 2023'. A note states: 'Please fill in the Registration form below. Fields with a red \* are required.' Below this is a 'Group Enrolment' button and a progress bar with four steps: '1. Student details', '2. AVETMISS', '3. Privacy Declaration', and '4. Finalise'. The '4. Finalise' step is currently active. The form contains several fields: 'License?' (text input), 'How did you hear about us? \*' (a dropdown menu highlighted with a red box), 'Additional Notes' (text area), 'Invoice Type' (dropdown menu with 'Company' selected), and a reCAPTCHA widget with the text 'I'm not a robot'. A 'Previous' button is located at the bottom right of the form.

- Picture above –Enrolment form requiring the Referral Field

#### 6.8.4. Show Number of Seats Left in the Course List

This option shows/hides the *Seats Left* column in the Course List. It shows prospective Students how many spots are left in a course.

**IMPORTANT!** To prevent course overbookings and to maximize course capacity, it is strongly recommended to perform a Web Sync after Web Enrolments are imported or when Students are manually enrolled, removed, or transferred into a Course. The Web Sync will ensure the Web Plugin holds the accurate number of seats available for each course and, if applicable, list this number against each Course online. Refer to [Sync Web Course List](#) on how to perform a Web Sync.

Course Title	Start Date	End Date	Location	Seats Left	Price/Fees	Start time	End time	Group
Forest Operations	14 Aug 2023	14 Feb 2024	WA Training Centre	8	N/A			
Forest Operations	18 Sep 2023	20 Mar 2024	WA Training Centre	8	N/A			
Forest Operations	16 Oct 2023	17 Apr 2024	WA Training Centre	8	N/A			
Forest Operations	20 Nov 2023	22 May 2024	WA Training Centre	8	\$1,500.00			

  
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Developed by Vidatek

■ Picture above – Online course list screen

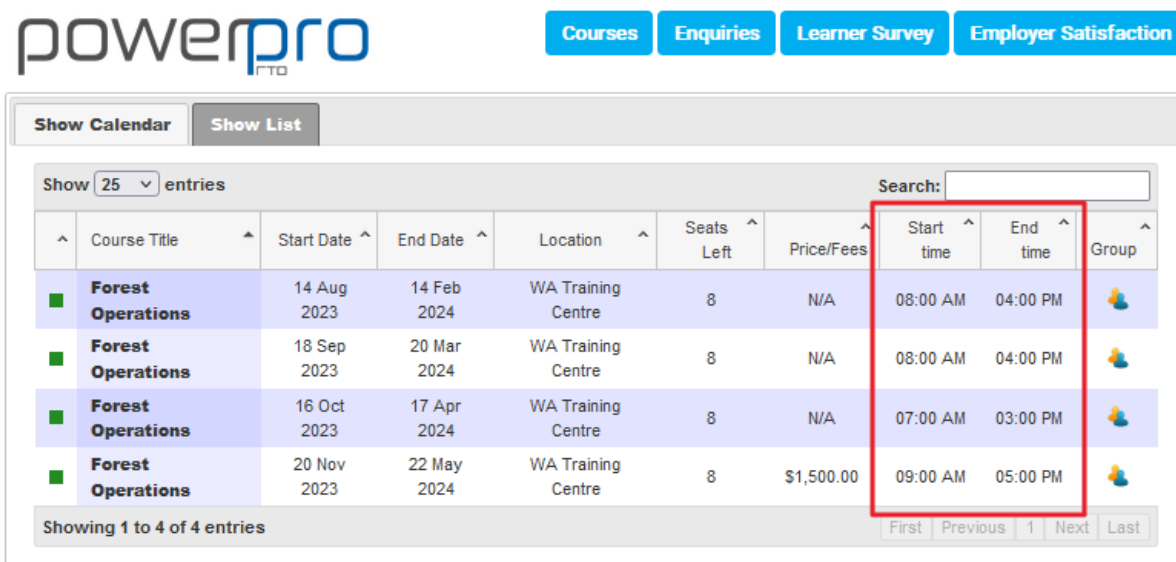


### 6.8.5. Show Course Start/End Times

Set this option to show the Course *Start time* and *End time* columns. This is calculated based on the Course Scheduled Sessions as follows:

Start time: The start time of the first session of the course

End time: The End time of the last session of the course



The screenshot shows the PowerPro LMS interface. At the top, there is a navigation bar with buttons for 'Courses', 'Enquiries', 'Learner Survey', and 'Employer Satisfaction'. Below this, there are tabs for 'Show Calendar' and 'Show List'. The main content area displays a table of course entries. The table has columns for Course Title, Start Date, End Date, Location, Seats Left, Price/Fees, Start time, End time, and Group. The 'Start time' and 'End time' columns are highlighted with a red box. The table shows four entries for 'Forest Operations' courses, each with a start and end time. The first entry starts at 08:00 AM and ends at 04:00 PM. The second entry starts at 08:00 AM and ends at 04:00 PM. The third entry starts at 07:00 AM and ends at 03:00 PM. The fourth entry starts at 09:00 AM and ends at 05:00 PM. The table also includes a search bar and pagination controls at the bottom.

Course Title	Start Date	End Date	Location	Seats Left	Price/Fees	Start time	End time	Group
Forest Operations	14 Aug 2023	14 Feb 2024	WA Training Centre	8	N/A	08:00 AM	04:00 PM	
Forest Operations	18 Sep 2023	20 Mar 2024	WA Training Centre	8	N/A	08:00 AM	04:00 PM	
Forest Operations	16 Oct 2023	17 Apr 2024	WA Training Centre	8	N/A	07:00 AM	03:00 PM	
Forest Operations	20 Nov 2023	22 May 2024	WA Training Centre	8	\$1,500.00	09:00 AM	05:00 PM	



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- Picture above – Online Course list showing Course Start and End times

### 6.8.6. Course Location

This option controls how the Course delivery location is listed. Some providers like to list the full address while others prefer to list the location name or just the Suburb and State/Territory:

The screenshot shows a dialog box titled "Course options". Inside, there is a label "Course location:" followed by a dropdown menu. The dropdown menu is open, showing three options: "Show delivery location address", "Show delivery location name", and "Show delivery Suburb and State". The first option is currently selected.

■ Picture above – Delivery Location field options to list on the Web Plugin

- Show delivery location address (draws from the fields in yellow below)
- Show delivery location name (draws from the field in green below)
- Show delivery Suburb and State (draws from the fields in gray below)

The screenshot shows a "Delivery Location" form. The form is titled "Delivery Location" and has a sub-header "Delivery Location details". The form contains several fields: "Training Organisation" (Cervelo Training), "Delivery Location name" (South Metro Training Centre), "Address" (46B Penguin Rd), "Suburb" (Shoalwater), "Postcode" (6169), "State/Territory" (WA), "Country" (Australia), "AVETMISS code" (000002), "Contact Person", "Phone" (with fields for area code, mobile, and fax number), and "Email address". The "Delivery Location name" field is highlighted in green, the "Address" field is highlighted in yellow, and the "Suburb" and "Postcode" fields are highlighted in gray. There is also a "TCSI" section with "Campus effective dates" and "Venue hire" fields. At the bottom, there are buttons for "Copy Company Address", "OK", and "Cancel".

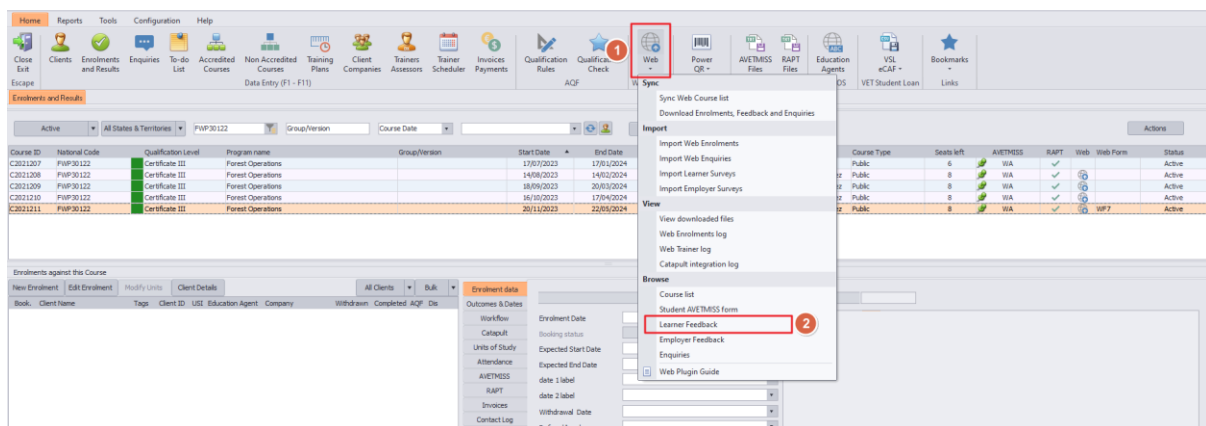
■ Picture above – Delivery Location field options to list on the Web Plugin

## 7. Learner Feedback

Learner feedback is an important part of the RTO compliance system. This data is the main input to the Quality Indicators data (Registering Body Report).

The Web Plugin includes the endorsed Learner Feedback form. This should be given to students at the end of their training programs. Much like the online Enrolments, the Learner Feedback files should be downloaded and imported.

The Learner Feedback link can be found from the Home Menu, clicking on the Web button (1) then select Learner Feedback (2).



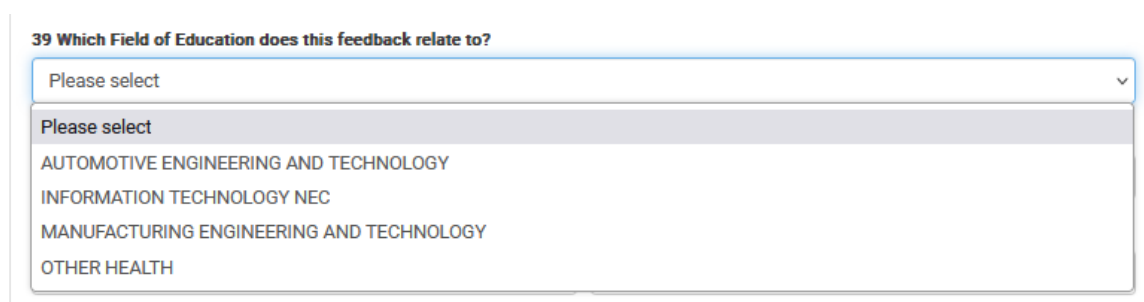
■ Picture above – The Web menu showing the Learner Feedback item

Clicking on the above menu item should open the Learner Feedback form in your Internet browser. The link to the Learner Feedback form is the same regardless of which course the student has completed. Share this link with the students at the end of their courses to capture relevant Learner Feedback.

For further information on downloading and importing Learner Feedback refer to [this section](#).

## 7.1. The Course Field of Education (Question 39)

Question 39 of the Learner Survey prompts the student for the Course Field of Education:



39 Which Field of Education does this feedback relate to?

Please select

Please select

AUTOMOTIVE ENGINEERING AND TECHNOLOGY

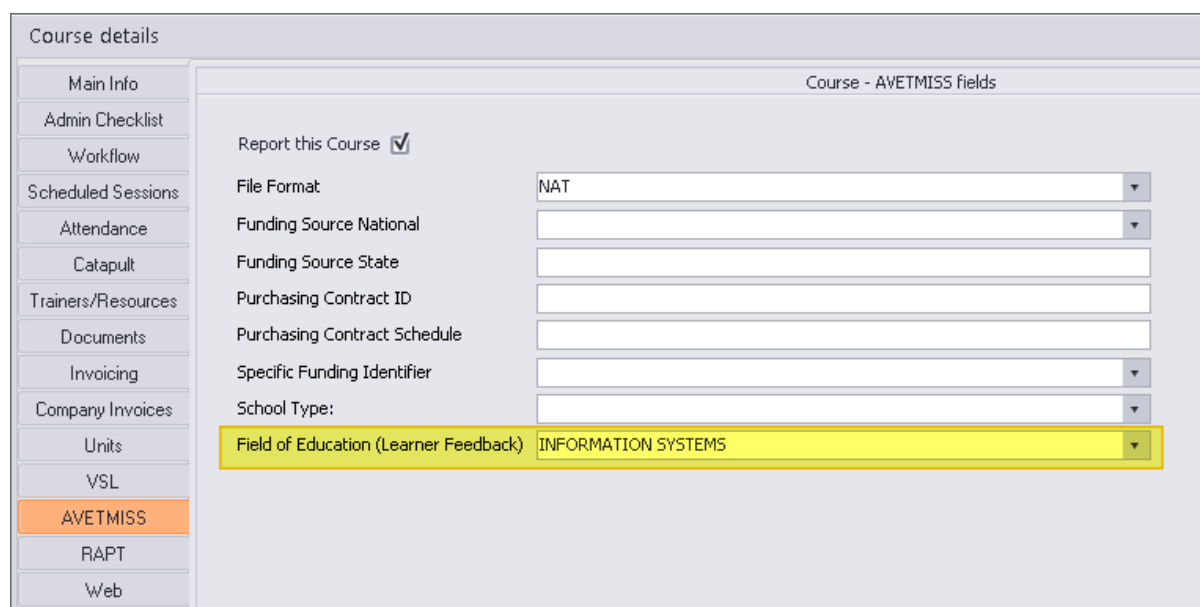
INFORMATION TECHNOLOGY NEC

MANUFACTURING ENGINEERING AND TECHNOLOGY

OTHER HEALTH

■ Picture above – Learner Feedback Q39 example

Instead of listing all Fields of Education for all possible Courses, PowerPro only lists fields of education relevant to the scope of your RTO. Please ensure that the Courses have the AVETMISS>Field of Education accurately populated:



Course details

Main Info

Admin Checklist

Workflow

Scheduled Sessions

Attendance

Catapult

Trainers/Resources

Documents

Invoicing

Company Invoices

Units

VSL

AVETMISS

RAPT

Web

Course - AVETMISS fields

Report this Course

File Format: NAT

Funding Source National

Funding Source State

Purchasing Contract ID

Purchasing Contract Schedule

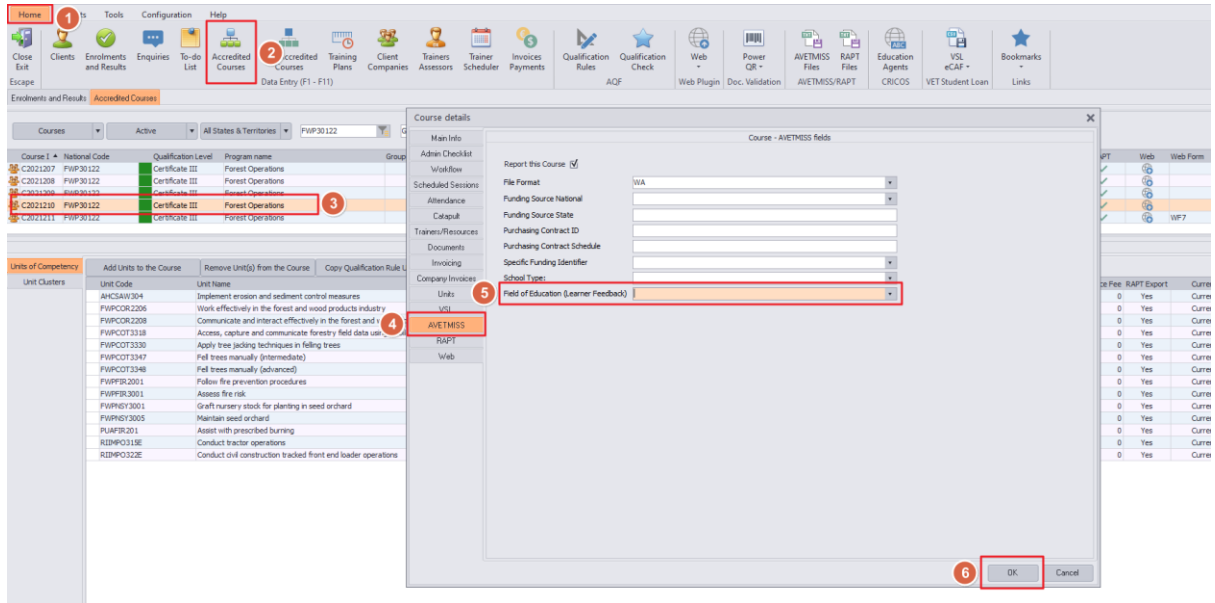
Specific Funding Identifier

School Type:

Field of Education (Learner Feedback): INFORMATION SYSTEMS

■ Picture above – Course>AVETMISS>Field of Education populated

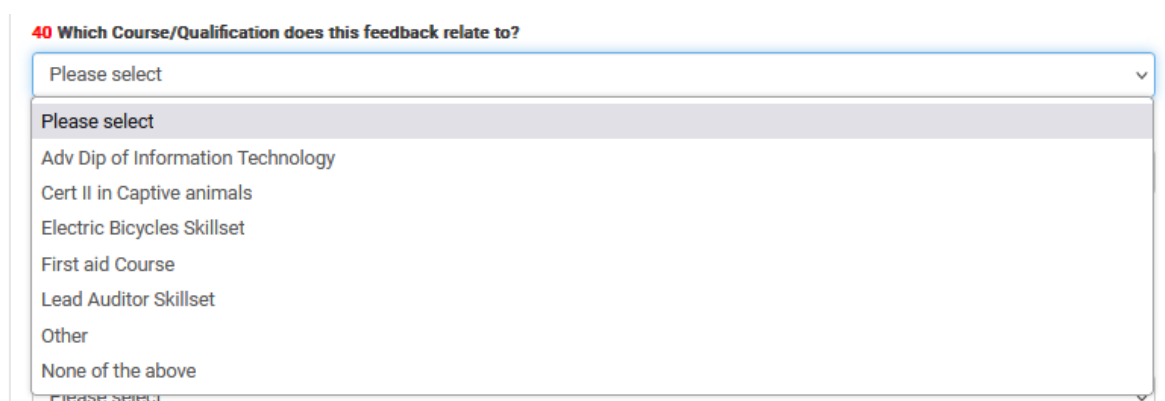
To update the Field of Education list, via the Accredited Courses screen (2) open the Course Details screen (3) and navigate to the AVETMISS tab (4). Select the appropriate Field of Education from the drop-down list (5) and when done click on the OK button (6).



■ Picture above – Accredited Course details screen with AVETMISS tab displayed

## 7.2. The Course/Qualification (Question 40)

Question 40 of the Learner Feedback refers to the name of course completed by the student:



40 Which Course/Qualification does this feedback relate to?

Please select

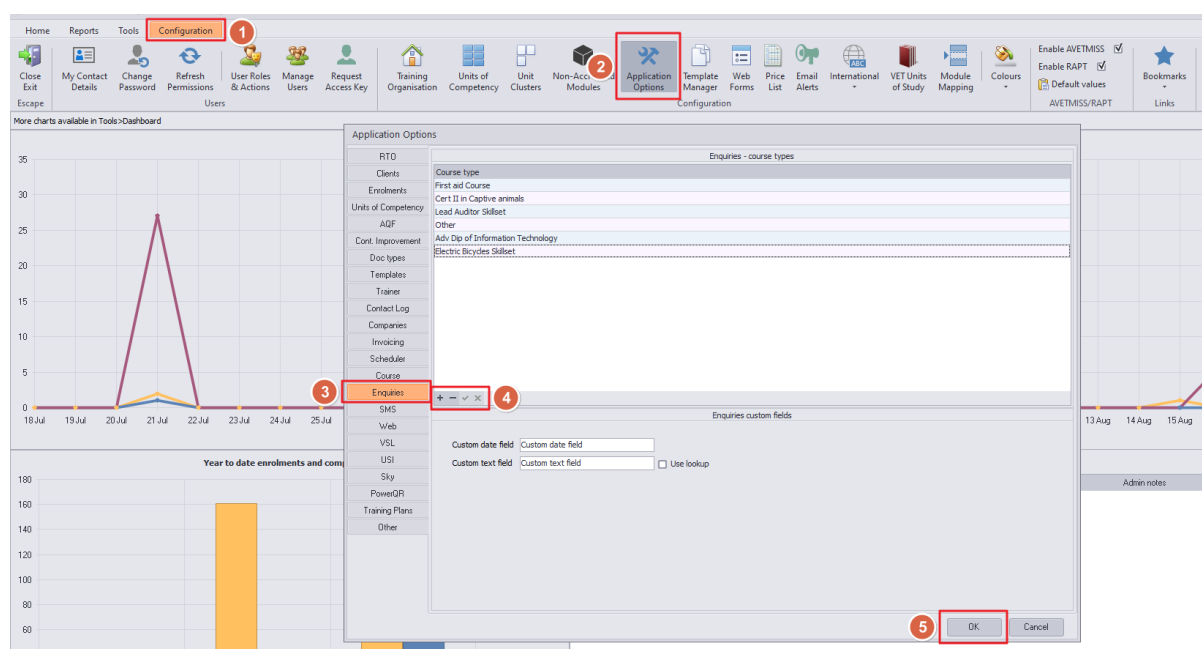
Please select

- Adv Dip of Information Technology
- Cert II in Captive animals
- Electric Bicycles Skillset
- First aid Course
- Lead Auditor Skillset
- Other
- None of the above

■ Picture above – Learner Feedback Q40 example

To ensure the Course/Qualification list is current we recommend periodically checking the following setting:

From the Configuration menu (1), click on the Application Options button (2), then click on the Enquiries tab (3). To add a new course type, click on the '+' symbol (4), then enter the appropriate course details and click on the 'tick' symbol (4). When complete, click on the OK button (5).



Home Reports Tools Configuration (1)

Close Exit My Contact Details Change Password Refresh Permissions User Roles & Actions Manage Users Request Access Key Training Organisation Units of Competency Unit Clusters Non-Acc. Modules Application Options (2) Template Manager Web Forms Price List Email Alerts International VET Units of Study Module Mapping Colours Enable AVETMISS Enable RAPT Default values AVETMISS/RAPT Bookmarks Links

More charts available in Tools>Dashboard

RTD Clients Enrolments Units of Competency ADF Cont. Improvement Doc types Templates Trainer Contact Log Companies Invoicing Scheduler Course Enquiries (3) (4) Enquiries - course types

Course type

- First aid Course
- Cert II in Captive animals
- Lead Auditor Skillset
- Other
- Adv Dip of Information Technology
- Electric Bicycles Skillset

Enquiries custom fields

Custom date field Custom date field

Custom text field Custom text field  Use lookup

OK (5) Cancel

■ Picture above – Application Options screen with Enquiries tab displayed

**IMPORTANT!** These changes will only apply on the next Web Sync. Refer [to this section](#) on how to run a Web Sync.

### 7.3. Learner Feedback Analysis

Once Learner Feedback surveys have been downloaded and imported, these can be reviewed and analysed according to different satisfaction scales. Learner Feedback is often a valuable input for the RTO continuous improvement process.

To access the Learner Feedback surveys, use the Tools>Feedback>Learner Feedback menu path.

The Calendar year text box filters the feedback records for programs completed in that year.

Clicking on a feedback record (5) loads the score across the different satisfaction scales (6).

The screenshot shows the 'Learner Feedback' interface. At the top, the 'Tools' menu is highlighted, and the 'Learner Feedback' option is selected. The 'Calendar year' is set to 2023. A table lists feedback records, with one record selected and highlighted in red. The selected record details are shown in a 'Detail view' pane, including 'Course/Qualification', 'best aspect', and 'Improvements'. A horizontal bar chart displays scores for various satisfaction scales, with 'Trainer Quality' and 'Overall Satisfaction' being the highest.

Submitted on	Improvement areas	Course	Course Date
17/08/2023	-	-	-
17/08/2023		Adv Dip of Information	/
17/08/2023		Adv Dip of Information	/
4/08/2023	TEST	Adv Dip of Information	01/2022
2/08/2023	testing	Adv Dip of Information	01/2023
1/06/2023	washed	Adv Dip of Information	/
1/06/2023	washed	Adv Dip of Information	/
1/06/2023	washed	Adv Dip of Information	/
1/06/2023	washed	Adv Dip of Information	/
1/06/2023	washed	Adv Dip of Information	/
1/06/2023	Year only	First aid Course	01/2023
1/06/2023	I think listing the groups to smaller number of p	Adv Dip of Information	01/2023

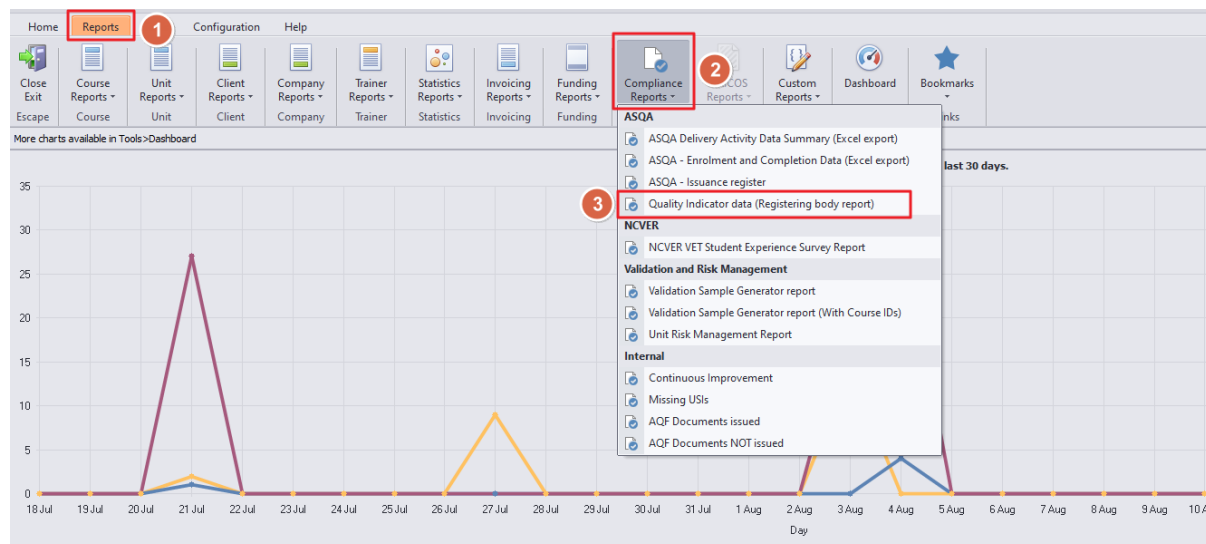
Satisfaction Scale	Score (0-100)
Trainer Quality	70
Overall Satisfaction	65
Effective Assessment	62
Clear Expectations	75
Learning Stimulation	68
Training Relevance	60
Competency Development	75
Training Resources	75
Effective Support	50
Active Learning	75
All scales	65

■ Picture above – Learner Feedback screen

## 8. Quality Indicator data (Registering Body report)

As per ASQA requirements the Quality Indicator data (or Registering Body report) is a compilation of feedback received for training completed in the last calendar year. This report is due by the end of each June every year. More information regarding RTO reporting requirements [can be found here](#).

To generate the Registering Body Report use Reports tab (1), Compliance Reports (2) and Quality Indicator data (3).



■ Picture above – Compliance Reports menu

This will load the Learner feedback report parameters screen with relevant report filters and an optional notes section:

A screenshot of the 'Learner Feedback - Report Parameters' dialog box. It contains several input fields and a checkbox. The 'Training Organisation' field is set to '1422006 - Vidatek'. The 'Select Calendar Year' dropdown is set to '2023'. The 'Courses to report on' dropdown is set to '<All Courses>'. The 'Learner Population Count' is '184' and the 'Employer Population Count' is '8'. A checkbox labeled 'We also collect Learner Feedback for Non-Accredited Training' is checked. Below the input fields, there are two text areas for 'Explanatory notes'. The first is titled 'Specific contexts to consider when interpreting the results: (Max 300 characters)' and the second is titled 'How the data was used for Continuous improvement: (Max 300 characters)'. At the bottom right, there are 'OK' and 'Cancel' buttons.

■ Picture above – Learner Feedback Report Parameters screen



The “Calendar Year” filter should be set to the previous year as providers typically report around May or June.

The “Courses to report on” filter should be <All Courses>, as per image above.

The “Population Count” fields are calculated by PowerPro however the RTO can override this if necessary.

The “We also collect...” check box helps PowerPro calculate the Population Count fields. Typically, RTOs only collect Learner Feedback for accredited training.

Click on the OK button to generate the report:

### Quality Indicator data (Registering body report)

Calendar year of 2023

PowerPro Coding Institute

#### RTO Information

Provider Number	1422006
Name	Vidalek
Street Address	46B Penguin Rd
City/town/suburb	Shoalwater
State and Postcode	WA 6169

#### Learner response

	Learners	Employers
Response Count (number)	12	13
Population Count (number)	184	8
Response rate (per cent)	6.52 %	162.50 %

#### Learner and employer feedback

Scale	Learners		Employers	
	Average Score	Average Variation	Average Score	Average Variation
Trainer Quality	75.52 %	15.30 %	73.57 %	21.96 %
Overall Satisfaction	75.00 %	18.06 %	78.68 %	22.58 %
Effective Assessment	70.31 %	18.62 %	80.23 %	18.39 %
Clear Expectations	79.17 %	13.89 %		
Learning Stimulation	75.00 %	15.28 %		
Training Relevance	78.47 %	16.74 %	74.67 %	17.81 %
Competency Development	71.25 %	22.33 %	96.00 %	22.98 %
Training Resources	70.63 %	21.30 %	76.25 %	16.62 %
Effective Support	77.08 %	14.00 %	75.42 %	22.94 %
Active Learning	77.60 %	17.73 %		
All Scales	74.58 %	17.30 %	79.26 %	20.47 %

#### Survey context and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	There might be specific contexts to consider when interpreting the report which can be added here.
Main ways data has been used for continuous improvement	An explanation of how the data was used to drive continuous improvement can be added here

#### Signature

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

■ Example of the Quality Indicator Data Report

The report should be exported as a PDF and then forwarded to the registering body.

