

# *Enquiry* **Mate** *for* Trainers

## **Integrated Training Management Software**

- **Sales Enquiries**
- **Course Administration**
- **Student Records**
- **Marketing Campaigns**
- **Business Improvement**
- **AVETMISS Compliant**



# Overview

- Pro-active marketing
- Systematic sales process
- Quality customer service
- Informed decision-making
- Efficient use of resources
- Easy compliance reporting
- Web Site Interface

Enquiry Mate for Trainers enables training organisations to improve every aspect of their daily operations, including sales, marketing, planning, administration, customer service, compliance & analysis to achieve efficient operations and continuous improvement.

EMT is implemented with a top-down approach. You implement only the level of detail that you require. EMT is highly configurable and supplied as a complete package.

# Sales Enquiries

- "Fuzzy logic" name matching
- Fast standard responses
- Customised response
- Analyse marketing activities
- Email, mail & personal contact
- Fast & flexible registration
- Flexible course pricing
- Configurable payment plans
- Track sales & commissions
- Invoices, receipts & refunds
- Track & record payments
- Export to MYOB, QuickBooks & Xero



# Course Administration

- Manage course viability
- Teacher scheduling
- Room/venue scheduling
- Transfer students
- Notifications & reminders
- Plan workplace assessments
- Print training plans
- Course preparation checklists
- Print class rolls
- Training material inventory
- Document management

We recognise that most training organisations support a variety of customer types, courses, delivery modes, funding models, industries and education authorities.

EMT is flexible enough to handle this complexity within a single integrated application.

# Overseas Students

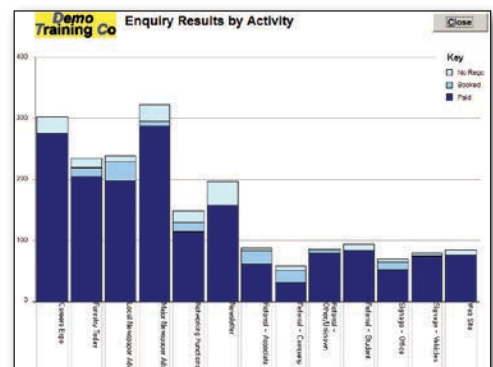
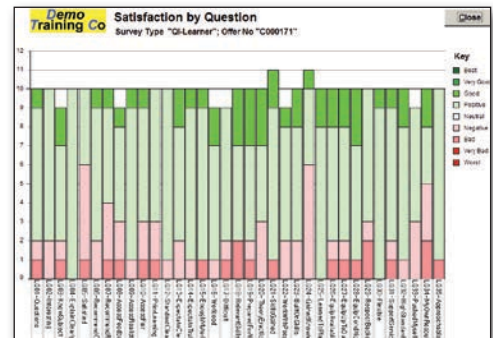
EMT can raise warning actions automatically based on hours recorded absent and record overseas home addresses, visa details, emergency contact & sales agent details, as required by the ESOS act.

# Training Types

- Scheduled classroom training
- Customised & group courses
- On-line & distance education
- Apprenticeships & traineeships
- Long & short courses
- Expiring certifications
- Non-accredited training

# Customisable Documents

- Certificates (with transcripts)
- Transcripts
- Statements of Attainment
- Cards
- Expiring certifications
- Attendance certificates
- Form letters
- Feedback sheets



Offer No	C000105	Status	Offered	REVENUE	COSTS
Start Date	27/07/2009	Students Booked	11	Student Fees \$2,420.00	Commissions \$0.00
Finish Date	27/07/2009	Students Paid	11	Funding \$0.00	Teaching \$240.00
Duration	1 Days			TOTAL \$2,420.00	Coordination \$64.00
Course	Basic First Aid (Foray); @ DTC Room 1			Location \$50.00	Consumables \$242.00
Equipment				Equipment \$15.00	Other \$45.00
Teacher	Martin Webster			PROFITLOSS \$1,764.00	TOTAL \$656.00
Location	DTC Room 1				

Select All	Course	Student	Company	Report	Attendance	Comments
<input type="checkbox"/>	FP10009	Angus Velke	Omaha Income	No	PRESENT	
<input type="checkbox"/>	FP10009	Bernard Edwards	Name & Home Read Office	No	PRESENT	
<input type="checkbox"/>	FP10009	Brice Ellis	Stree Real Estate West Pt	No	PRESENT	
<input type="checkbox"/>	FP10009	David Saunders	Name & Home Karpay	No	PRESENT	
<input type="checkbox"/>	FP10009	David Searge	Name & Home Dooler	No	PRESENT	
<input type="checkbox"/>	FP10009	Elizabeth Porter	Name & Home Business P	No	PRESENT	Arrived at 11am
<input type="checkbox"/>	FP10009	Ernest Lohar	Name & Home Queensland	No	PRESENT	
<input type="checkbox"/>	FP10009	Dean Cook	New City Properties	No	PRESENT	
<input type="checkbox"/>	FP10009	Gregory Nguyen	Lake Macquarie City Coun	No	PRESENT	
<input type="checkbox"/>	FP10009	Heidi		No	PRESENT	
<input type="checkbox"/>	FP10009	Luke John Magnus Hogue	Asher Enterprises	No	PRESENT	
<input type="checkbox"/>	FP10009	Lynette Alison Condonson	PRC Relationship Crises Tr	No	PRESENT	
<input type="checkbox"/>	FP10009	Algar Day		No	PRESENT	
<input type="checkbox"/>	FP10009	Priscilla Hilly	Name & Home Sydney	No	PRESENT	
<input type="checkbox"/>	FP10009	Robert Drans	SURE W & SSB	No	PRESENT	SEEK NOW REQUIRED
<input type="checkbox"/>	FP10009	Rose Fuller	Pacific East Coast	No	PRESENT	
<input type="checkbox"/>	FP10009	Ryan Suter		No	PRESENT	
<input type="checkbox"/>	FP10009	Suzanne Robinson		No	PRESENT	
<input type="checkbox"/>	FP10009	Traci Williams	Marco's Real Estate	No	PRESENT	
<input type="checkbox"/>	FP10009	Dracly Furness	Commodore Transport P	No	PRESENT	

# Student Records

- Customised programs
- Recognition of prior learning
- Select from NTIS lists
- Customised assessment tasks
- Internal & external marking
- Graded results
- Detailed attendance records



# Marketing Campaigns

- Bulk mail & email
- Compare marketing activities
- Analyse quantity & quality
- Manage campaigns
- Easy data collection
- Analyse sales performance
- Charts & reports



# Business Improvement

- Customisable surveys
- Record & analyse outcomes
- Complaint handling
- Financial analysis
- Manage receivables
- Predict cash flow

EMT supports business improvement by pulling all of your information together to make more informed decisions. Most importantly, by analysing and acting on all of this information, you can finally **TAKE CONTROL!**



**Enquiry Mate** Trainers Offer Schedule (Status)

Type	Classroom	Subject Area	4 Oct	11th Oct	18th Oct	25th Oct
CSP						
Chf. Act. Periodic						
CPA						
Business Skills Course						
MSLCH						
PRUNAG						
Business Studies						
PROG3W						
FRM239						
Stat. Skills						
RECOR						
MSLCH						

**Course Wizard** TAC611E Certificate IV in Training and Assessment

Enter competency codes for this course

Code or Phrase	TAE	AQTF Units of Competency	
TAEED301A	Contribute to assessment	TAEAB301A	Contribute to assessment
TAEED340A	Plan assessment activities and processes	TAEAB340A	Plan assessment activities and processes
TAEED402A	Assess competence	TAEAB402A	Assess competence
TAEED403A	Participate in assessment validation	TAEAB403A	Participate in assessment validation
TAEED404A	Design and develop assessment tools	TAEAB404A	Plan, organise and deliver group-based learning
TAEED405A	Provide work site instruction	TAEAB405A	Plan, organise and facilitate learning in the workplace
TAEED406A	Plan, organise and facilitate learning in the workplace	TAEAB406A	Coordinate and facilitate distance-based learning
TAEED407A	Coordinate and facilitate distance-based learning	TAEAB407A	Mentor in the workplace
TAEED408A	Facilitate learning	TAEAB408A	Design and develop learning programs
TAEED409A	Group and develop learning programs	TAEAB409A	Use training packages and accredited courses
TAEED410A	Coordinate provision of pastoral care services	TAEAB410A	Facilitate international education compliance
TAEED501A	Facilitate international education compliance	TAEAB501A	Manage international education issues and
TAEED502A	Manage international education issues and	TAEAB502A	Manage international education and training
TAEED503A	Manage international education and training	TAEAB503A	Manage international direct accommodation
TAEED504A	Manage international direct accommodation		

# Expiring Certifications

EMT supports certifications which must be renewed periodically such as first aid certificates, machine operator licences, safety inductions, trainer & assessor certifications, etc. EMT can automatically create renewal reminder letters & emails.

**Customise Letter** Bruce Atwell URS Corporation

Subject: Course Information

Attachments: InfoPage, InfoGeneral, RegForm

Content: C:\EMT\Demo\Letters\course-into-firstaid.pdf

## Demo Training Co

Dear Bruce,

Thank you for enquiring about our **Basic First Aid** course. This course is designed specifically for forestry industry workers, and we will use common scenarios related to the industry. This basic course covers general first aid skills. We also offer further first aid courses that address the types of injuries and situations that most commonly occur in the forestry industry.

The course is conducted at our main training room in **Calms**. Students will be expected to participate in practical exercises with both buddies and other students. All sanitary equipment is provided to ensure safe practices. We request that you **don't** have a big night before the course, for the comfort and safety of other students.

P. POIT

**Offer Details** Certificate III in Micro Business Operations (Microbusiness) at DTI

ALL UNITS	ALL Modules	ALL Results
ALL	NO	NO

Set Results to:

- BUSINESS1: Business Unit 1 (Meetings) (15032014) - CIP on 08/09/2014
- BSBADM2A: Produce complex business documents - CIP on 08/09/2014
- BSBADM3A: Organise meetings - CIP on 08/09/2014
- BSBADM4A: Prepare financial reports - CIP on 08/09/2014
- BSBADM5B: Manage meetings - CIP on 08/09/2014
- BUSINESS2: Business Unit 2 (Cost Collection) (15032014)
- BOC105A: Use hand and power tools - CIP on 08/09/2014
- BOC107A: Carry out concreting in simple forms - CIP on 08/09/2014
- BSBADM14: Profile a target audience - CIP on 08/09/2014
- BUSINESS3: Business Unit 3 (Media) (15032014) - RPL
- BSBADM507B: Develop a media plan - RPL on 08/09/2014
- BUSINESS4: Business Unit 4 (OHS) (15032014)
- BSBADM201A: Participate in OHS processes - CIP on 08/09/2014
- HLND001: Provide cardiopulmonary resuscitation - CIP on 08/09/2014
- HLND003: Provide first aid - RPL on 08/09/2014
- BSBADM403B: Monitor advertising production - NS on 08/09/2014
- BSBADM404B: Schedule advertisements - NS on 08/09/2014
- BSBADM502A: Write persuasive copy - NS on 08/09/2014
- BSBADM505A: Create mass print media advertisements - NS on 08/09/2014

# Compliance Reporting

EMT can produce AVETMISS files to the national standard and state-based variations. We will support you through the submission process at no extra cost.

Integrated VET Fee-Help data management and claims (via HEPCAT).

Supports Unique Student Identifier, Quality Indicator surveys, and specialised reporting systems including VSR (VIC), RAPT (WA), CQR (WA), NWDF, INDIGO and others.

**Card Layout** 80201 Long Competency Statement

Text Box Details

Text Box	Student Name	Text Box	Has fulfilled
1	Fred Boctica	1	Yes
2	Fred Boctica	2	Yes
3	Fred Boctica	3	Yes
4	Fred Boctica	4	Yes
5	Fred Boctica	5	Yes
6	Fred Boctica	6	Yes
7	Fred Boctica	7	Yes
8	Fred Boctica	8	Yes
9	Fred Boctica	9	Yes
10	Fred Boctica	10	Yes

**NSW Apprenticeship/Traineeship Training Plan** Part 2

Apprentice/Trainee Name: Joseph Bernard Kerr TICID: CONTACT1001 Date: 22/08/2014

Unit Code	Unit Name	Start Date	End Date	Assessment Date	Assessment Status
IPC1001	Basic and first aid	15/03/2014	15/03/2014	15/03/2014	Success
IPC1002	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1003	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1004	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1005	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1006	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1007	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1008	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1009	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success
IPC1010	First aid and emergency services	15/03/2014	15/03/2014	15/03/2014	Success

# Web Site Interface

- Upload course list
- Upload course schedule
- Download enquiries
- Download registrations (including AVETMISS fields)
- Download assessment tasks
- Upload and download unit results

**Export Errors** Refresh Explain It Fix It It's Filed Close

NAT Rec	Type	Problem	Data	Student Name
0000	W	Missing Home Address	Fred Boctica	Fred Boctica
0001	W	Missing UZI	Contact@000000	Fred Boctica
0002	W	Missing Home Address	Fred Boctica	Fred Boctica
0003	W	Missing UZI	Contact@000000	Fred Boctica
0004	W	Missing Home Address	Fred Boctica	Fred Boctica
0005	W	Missing UZI	Contact@000000	Fred Boctica
0006	W	Missing Home Address	Fred Boctica	Fred Boctica
0007	W	Missing UZI	Contact@000000	Fred Boctica
0008	W	Missing Home Address	Fred Boctica	Fred Boctica
0009	W	Missing UZI	Contact@000000	Fred Boctica
0010	W	Missing Home Address	Fred Boctica	Fred Boctica

**Student Assessment Status** Certificate III in Forest & Forest Products (Fused Units) 22nd August 2014

Joe Kerr

Assessment	Assessment Date	Assessment Status	Assessment Score
IPC1001	15/03/2014	Success	100%
IPC1002	15/03/2014	Success	100%
IPC1003	15/03/2014	Success	100%
IPC1004	15/03/2014	Success	100%
IPC1005	15/03/2014	Success	100%
IPC1006	15/03/2014	Success	100%
IPC1007	15/03/2014	Success	100%
IPC1008	15/03/2014	Success	100%
IPC1009	15/03/2014	Success	100%
IPC1010	15/03/2014	Success	100%

# Enquiry Mate *for* Trainers



## Support Services

Our implementation support staff will assist you in configuring EMT to achieve your objectives. We are always interested in hearing suggestions for improving and extending the system. We plan 3 to 4 major releases every year including new features requested by our customers. We can develop customised interfaces to other systems for individual customers if required.

### Standard Services

- On-line installation
- Implementation training & manual
- Live on-line training & manual
- Unlimited on-line & phone support
- Unlimited software updates
- Compliance advice

### Optional Services

- Data conversion service
- On-site services (at cost)
- MS-Access, MySQL or SQL-Server
- Customised interface development
- Payment plans (up to 12 months)
- Third party "cloud" hosting

**FIRST STRIKE**  
SOLUTIONS

## Contact Us

To find out more about Enquiry Mate for Trainers, and arrange a live on-line demonstration, please contact us at

First Strike Solutions  
PO Box 993  
Toronto NSW 2283

Phone (02) 4959 2000  
Fax (02) 4959 9885

You can find us on the web at  
[www.enquirymate.com.au](http://www.enquirymate.com.au)

