

# CTI VFH Online Study Processes and Procedures

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## Scope:

To provide effective processes and procedures for the smooth functioning of CTI VFH Online Study in conjunction to Compliance and Agent requirements.

To recommend documents required to implement processes.

## Processes:

### *Online Enrolment: (Pre)*

- Agent contacts potential client; identifies most suitable course offered at CTI.
- CTI VFH form is filled out by client post acknowledgement of all appropriate information received. Points of identification collected from student to supplement signature on VFH.
- All valid essential documents; Citizenship proof and photo ID collected from client.
- Agent to request best mode and time of contact with student.
- 75% of the essential documents must be collected by the Agent.
- Links for CTI VFH Online Enrolment form & LLN and VFH forms to be sent to Agent.
- All documents and relevant information forwarded to CTI at [admissions@cti.qld.edu.au](mailto:admissions@cti.qld.edu.au)
- CTI staff to send a Welcoming email with Offer of Enrolment, Student Handbook, Withdrawal and Re-credit procedures and Orientation feedback form (link provided for feedback form with submit directed to admissions email) and contact student as per instructions provided by agent.
- On completion of the above steps, the client is converted to “Current Student” status, student is directed to trainer.

### *CAN 1 Processing:*

- Student must complete a minimum of 25% of course progress to be eligible for CAN 1 processing. Trainer to email course progress percentage to Andrea every Friday.
- Each intake has different census dates allocated as per requirement.
- All CAN 1's will be processed a day after the Census date allocated to the intake date the student is enrolled in.
- Please allow a maximum of 48 hours to confirm CAN 1 processing of student to accommodate for approval from the department.
- Student is emailed the COE CAN.
- Agent is notified to provide Tax Invoice.

### *Other CAN Processing:*

- Consent from student must be taken by CTI staff prior to processing of CAN's.
- All other CAN's will be processed as per allocated Census Dates provided student remains in continuous contact with trainer and/or shows considerable course progress through the period.
- Student is emailed the CAN.

### *Re - Credit:*

- Should a Re-credit application of a student who has been processed for any CAN's be approved, the future agent commission will be adjusted to reflect the amount that was required to be re-credited accordingly. (Commission will be adjusted for students processed for CAN and supplied by Agent.)

### *Withdrawal:*

- If student wishes to withdraw at any stage, Withdrawal form must be emailed to student.
- Agent is immediately informed of student status updated in OneDrive.
- Procedure is completed accordingly.

## **Procedures:**

### *Online Enrolment:*

- After Welcoming email is sent, CTI staff will confirm with student if email is received and offer assistance or organise a convenient time to do so.
- If client hasn't replied/submitted documents and not been available to the trainer a follow up is required.
- A total of 10 attempts will be made to contact client. 5 – Agent and 5 – CTI staff. To be done over 2 weeks from lead receipt.
- Agent will be given access of client's status at all times through OneDrive.

### *CAN 1 Processing:*

- Notify student of Census date (to be done a day before) and enquire of their continued interest in the course.
- Trainer to update progress report every Friday on a weekly basis.
- If student does not answer or reply, contact must be made for the next 20 days for approval. Trainer help with regards to contacting student to be taken at such instance.
- Maintain weekly students processed list for Rahul and Agents to view.

### *Other CAN Processing:*

- Based on student progress received from trainer, students will be contacted to receive an affirmative prior to processing CAN's.
- Mid - course survey must be emailed to student/CTI staff to contact student and complete the same on their behalf.
- Students who are not up to progress requirements but continue to remain in contact will be emailed an extra support letter followed up by a call should they be willing to continue with the course.
- Maintain weekly students processed list for Rahul and Agents to view.

### **Requirements:**

Agent needs to be able to receive a continuous update of the Client/Student status. Agent access must comprise of Student Status, Intake date, Census dates and processed dates. – All access through OneDrive.

### *Online Enrolment:*

- Online Enrolment with option to attach important documents, VFH and LLN (draft has been created) forms required – (WIP – Wan)
- A separate admissions email ([admissions@cti.qld.edu.au](mailto:admissions@cti.qld.edu.au)) created where the enrolment form and important docs are directed once the agent/student clicks on the submit button.
- For students who do not have a USI, authorisation for CTI to create USI is required – To be incorporated in the Enrolment form.
- Welcoming email template. Must contain study assist website. – (Prepared)

### *CAN 1 Processing:*

- CAN 1 Template required. (In Progress – RTO Manager)

### *Other CAN Processing:*

- CAN 2 Template required. (In Progress – RTO Manager)

### *Withdrawal:*

- Withdrawal form Template required. (In Progress)