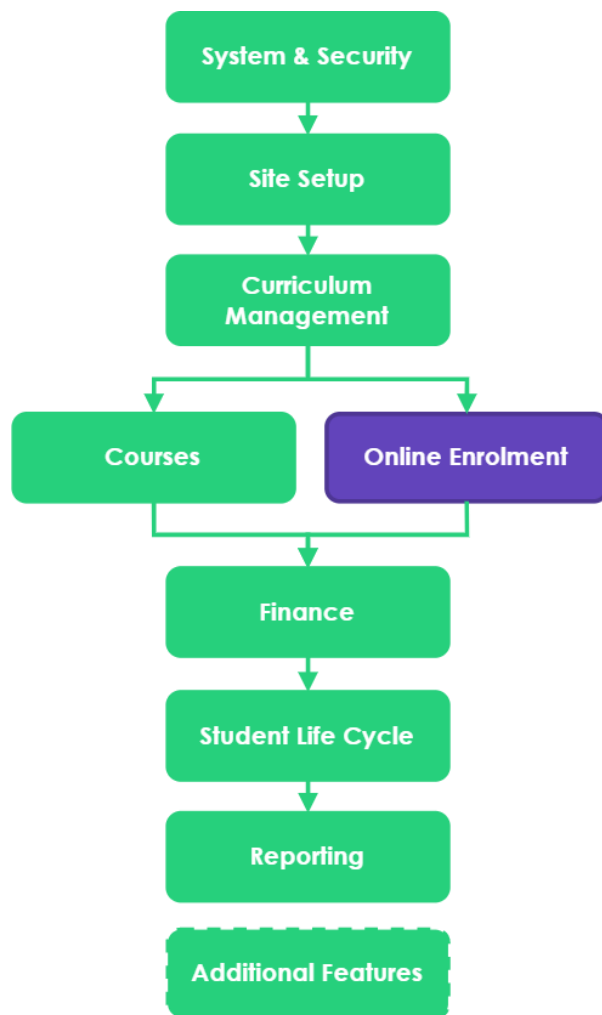




Workflows

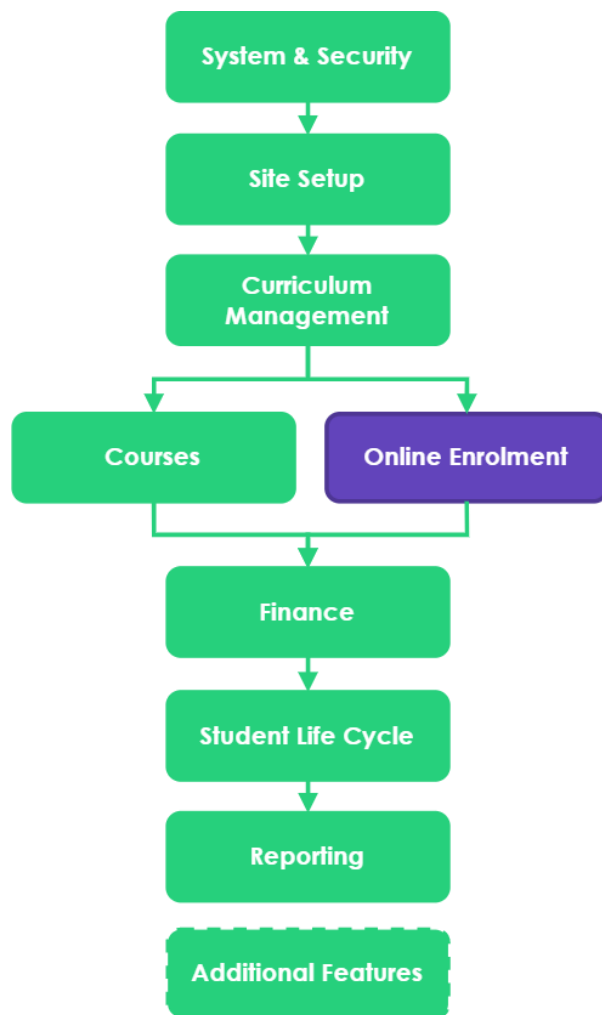
Agenda



Topics Covered

- 1 Introduction ReadySMS Supported Workflows
- 2 Choosing a Workflow

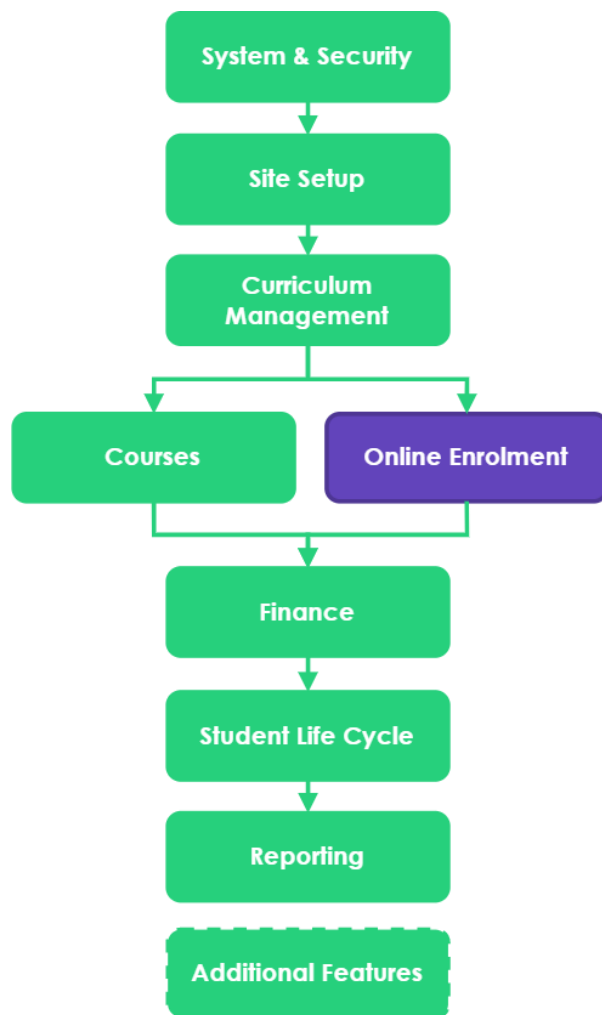
Agenda



Topics Covered

- 1 Introduction ReadySMS Supported Workflows
- 2 Choosing a Workflow

Agenda



Learning Objectives

- 1 Understand the supported workflow options

ReadySMS Supported Workflows

ReadySMS Supported Workflows

Non-Accredited Short Course

Recommended for:

- A rolling course intake
- Short Courses
- Fully automated process with no revision of applications required
- No entrance criteria

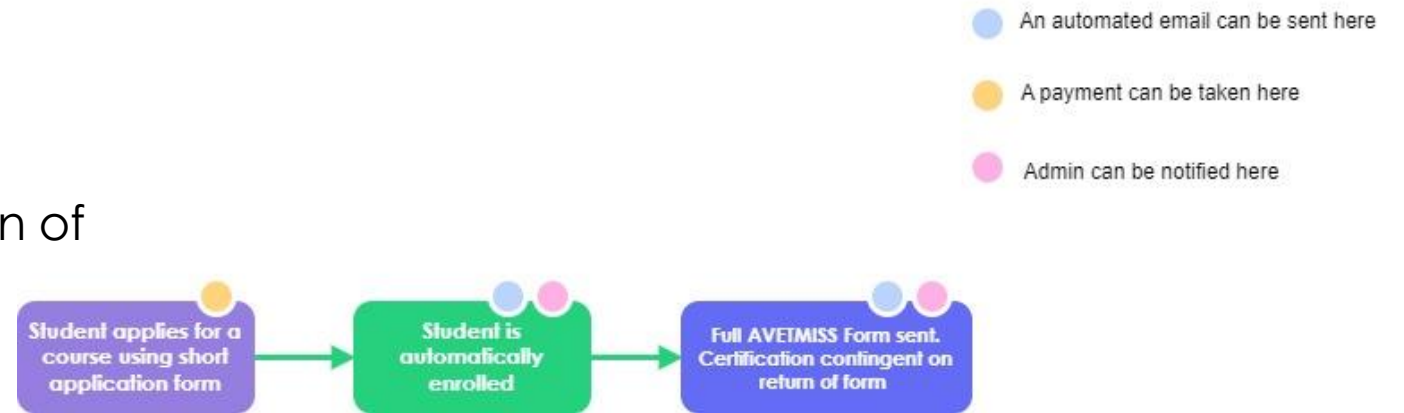


ReadySMS Supported Workflows

Accredited Short Course

Recommended for:

- A rolling course intake
- Short Courses
- Fully automated process with no revision of applications required
- When AVETMISS data is required*






*Certificate contingent on return of form

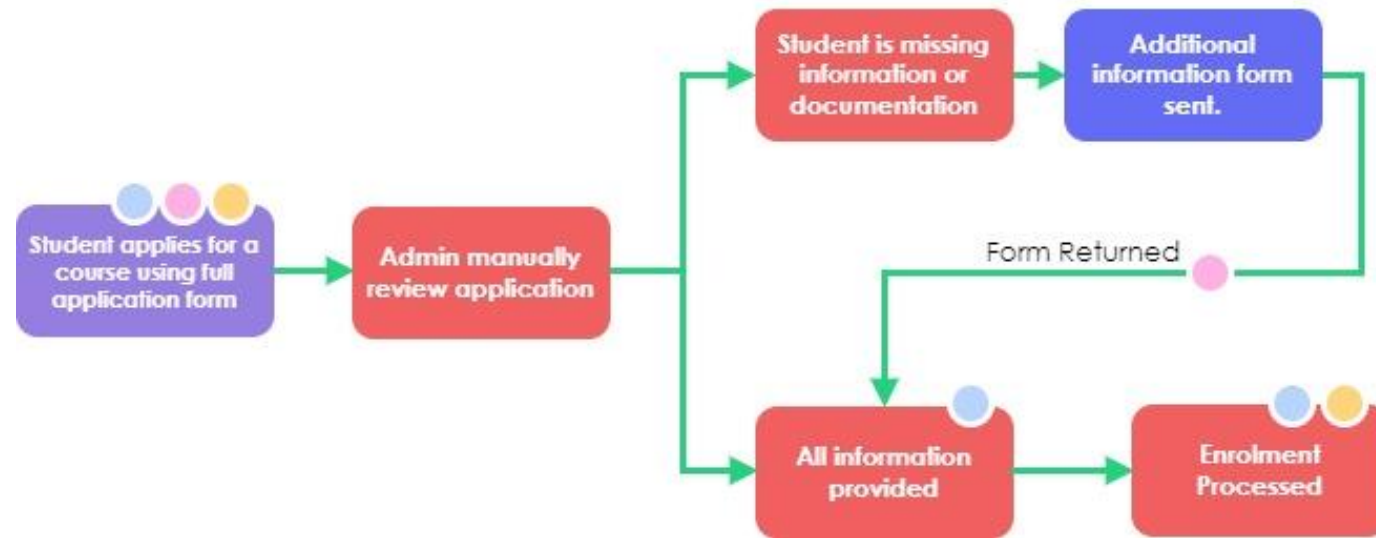
ReadySMS Supported Workflows

Standard VET Application

Recommended for:

- The majority of VET courses

-  An automated email can be sent here
-  A payment can be taken here
-  Admin can be notified here

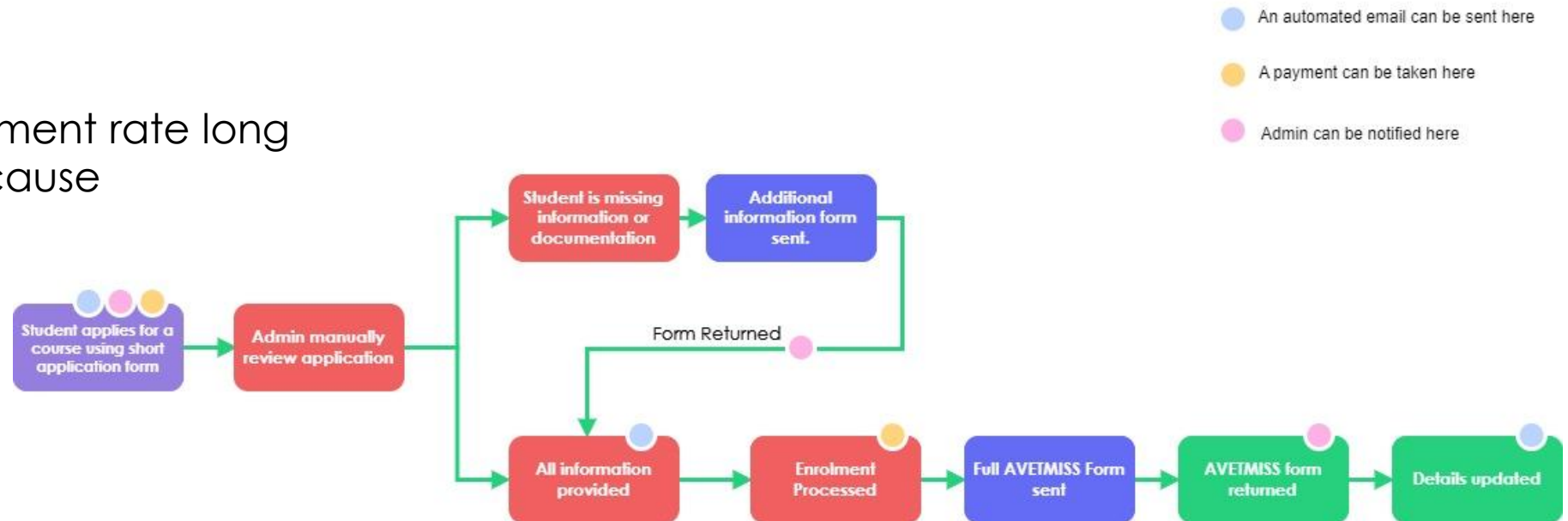


ReadySMS Supported Workflows

Extended Application

Recommended for:

- Situations where a quick and streamlined sign up experience is required
- Minimise the abandonment rate long forms can sometimes cause



| | Student (party) record automatically created and populated | Student automatically enrolled | Confirmation email automatically sent* | Internal notifications sent* | Payments taken* | Kanban displays application for manual processing | Full AVETMISS details collected |
|-----------------------------|--|--------------------------------|--|------------------------------|-----------------|---|---------------------------------|
| Non-Accredited Short Course | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Accredited Short Course | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ |
| Standard VET Application | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Extended Application | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |

*Can be configured at different points

Selecting and Setting up Enrolment Workflow

Steps

How to select and set up workflow:

1. Select your workflow
2. Diagram your workflow
3. Identify the processes you require ("Components of the workflow" - coloured boxes)
4. Start setting up your processes
 1. Online enrolment form/s
 2. Kanban Status'
 3. Course application status'
 4. Linked feedback forms
 5. Linked email templates
5. Test the system to make sure it works/everything is linked

ReadySMS Supported Workflows

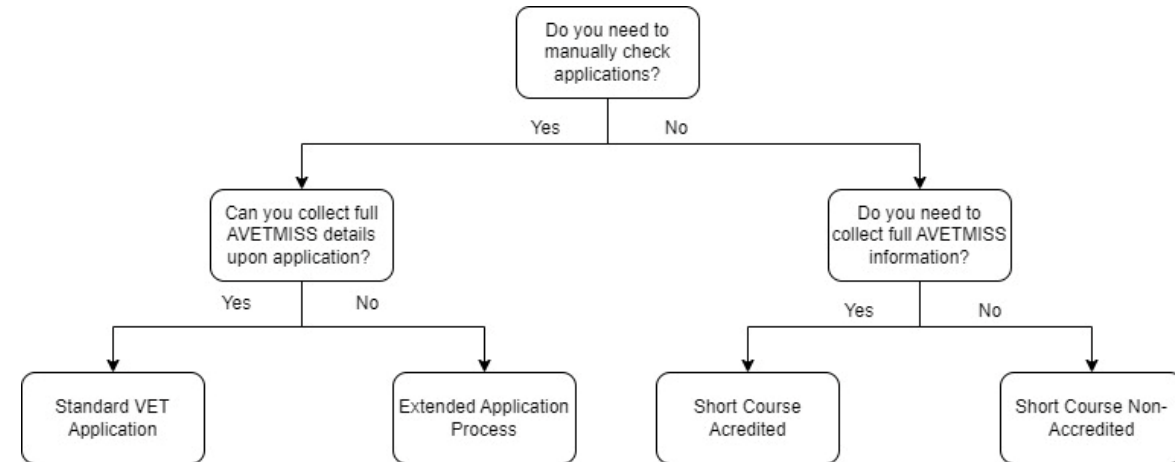
1. Select your workflow

Identify your workflow:

- Do you need to manually check applications?
- Do you need to collect full AVETMISS information?

Additional things to consider:

- If and when you want to take payment
- If and when you want to send automated emails to students
- If and when you want staff notifications



Workflow Diagram

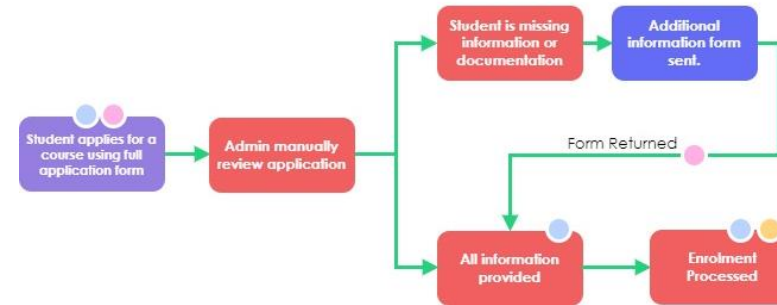
2. Diagram your workflow

- An automated email can be sent here
- A payment can be taken here
- Admin can be notified here

Non-Accredited Short Course



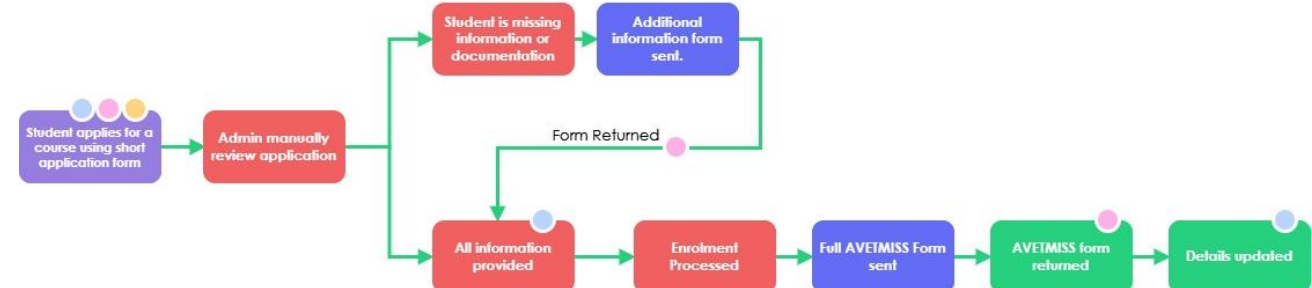
Standard VET Application



Accredited Short Course


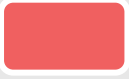
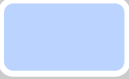





Extended Application



Components of the Workflows

3. Identify the components you require

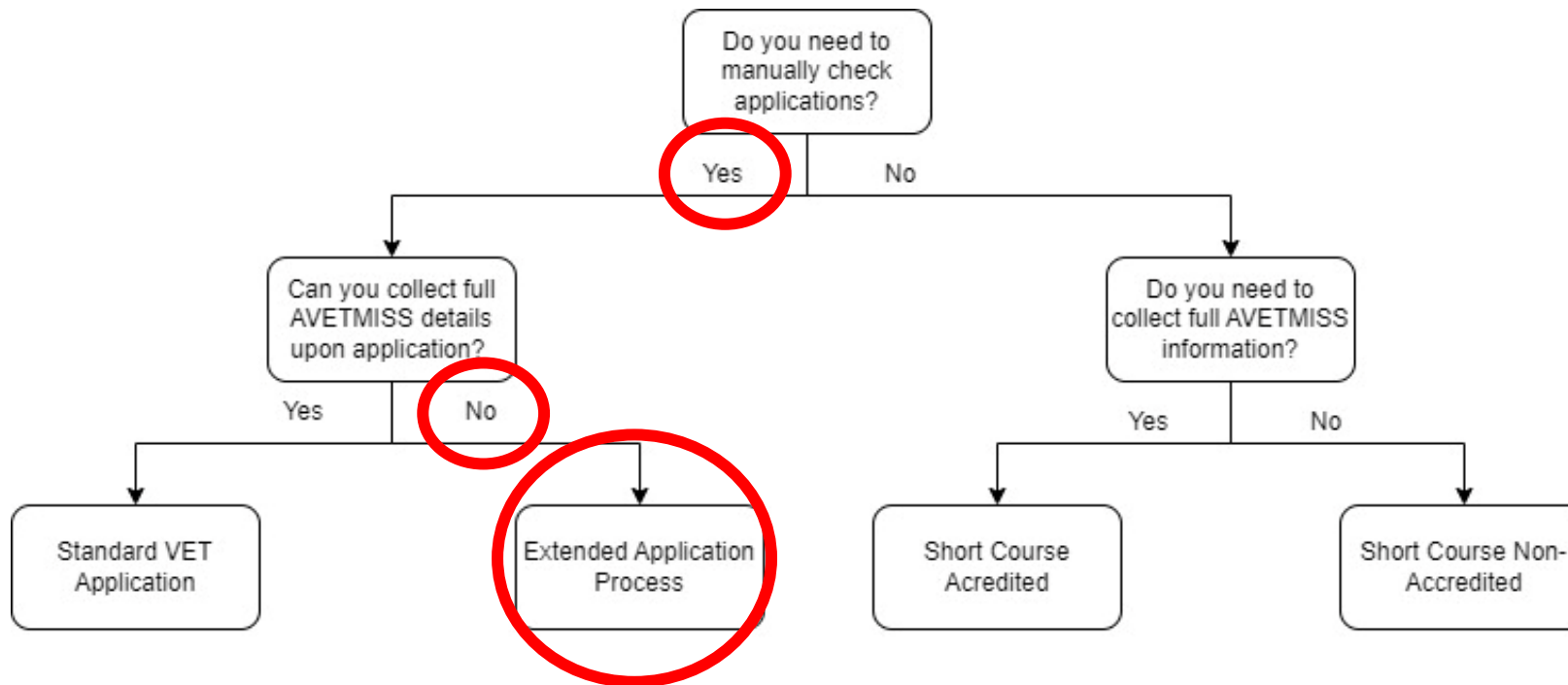
| Colour Code | Process |
|--|---|
|  | Online Course Forms |
|  | Kanban |
|  | Automated Communication |
|  | Staff Notifications |
|  | Full AVETMISS/Additional Information Form (feedback form) |
|  | Payments |

| | Short Course Form | Full Course Form | Kanban | Automated Communication | Staff Notifications | Feedback Forms | Payments |
|-----------------------------|-------------------|------------------|--------|-------------------------|---------------------|----------------|----------|
| Non-Accredited Short Course | ✓ | | | ✓ | ✓ | | ✓ |
| Accredited Short Course | ✓ | | | ✓ | ✓ | ✓ | ✓ |
| Standard VET Application | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Extended Application | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |

Example

Example - Step 1

1. Select your workflow

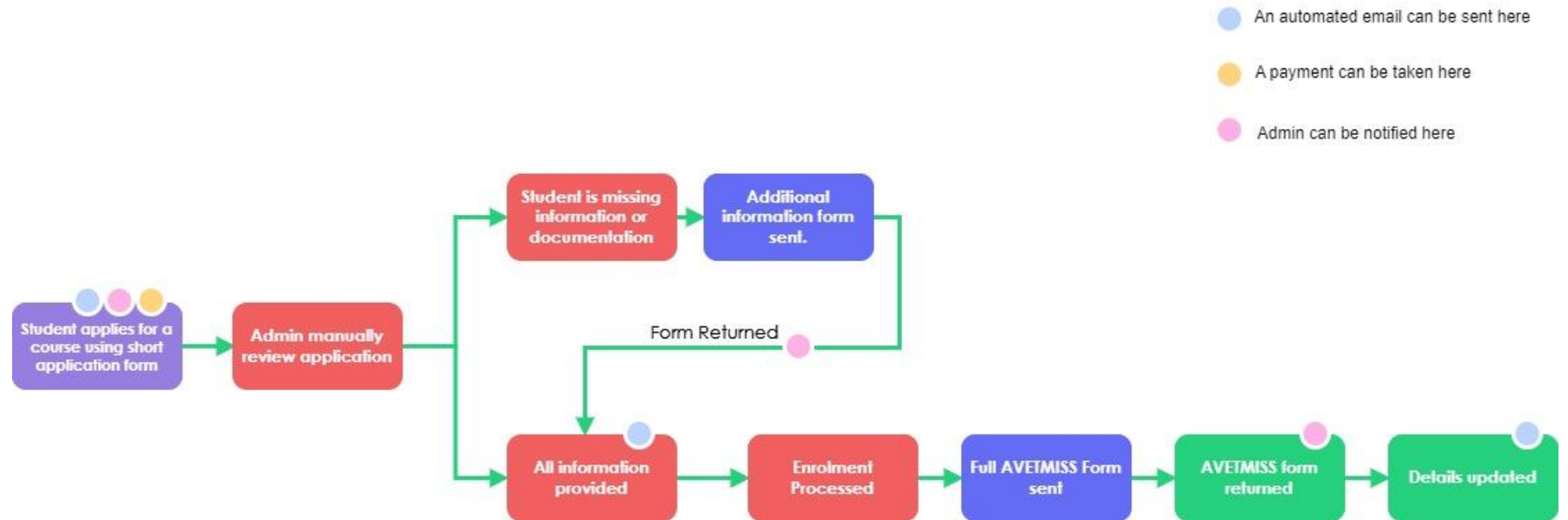


Example - Step 2

2. Diagram your workflow

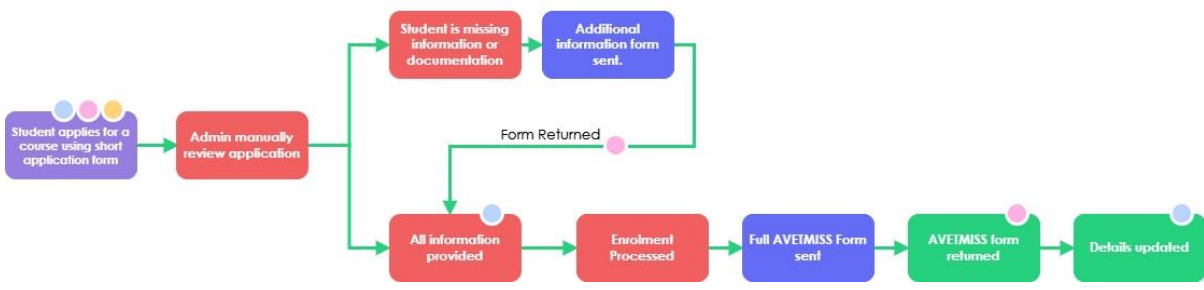
Address additional points:



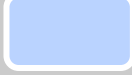



1. Communications to students
2. Payments
3. Staff notifications



Example - Step 3

3. Identify the components you require

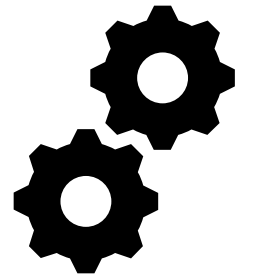


| Colour Code | Process |
|---|---|
|  | Online Course Forms |
|  | Kanban |
|  | Automated Communication |
|  | Staff Notifications |
|  | Full AVETMISS/Additional Information Form (feedback form) |
|  | Payments |

Example - Step 4

4. Set up your processes

1. Scroll down on the page you're viewing
2. Find your workflow
3. Watch the short video
4. Set up your process



Thank you

For more information please contact:

Support

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- P: 02 9018 5525

Onboarding

- E: customeronboarding@ewp.readytech.io

