

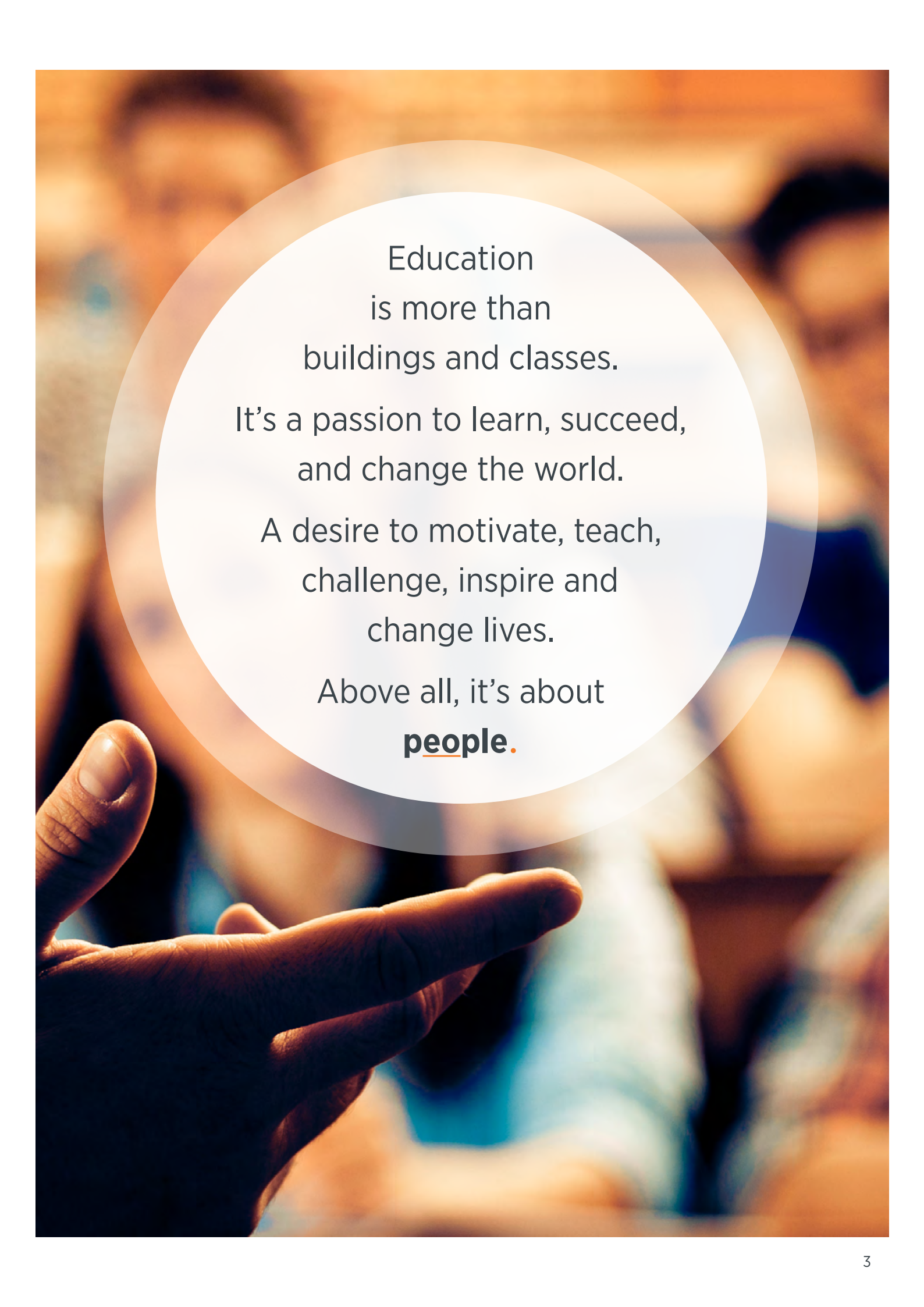


**people.**

student management







Education  
is more than  
buildings and classes.

It's a passion to learn, succeed,  
and change the world.


A desire to motivate, teach,  
challenge, inspire and  
change lives.

Above all, it's about  
**people.**









**people.** helps educators create and optimise the student experience, drives recruitment, advances digital and online strategies, and meets key operational and compliance requirements.

Traditionally, Student Management Solutions are transactional and financially centric and leave out the people.

To close the gap, organisations need to integrate separate systems making it difficult and costly to respond to digital services and engagement expectations.

Education is about people. Fusion5 purposely adopted a people-centric approach to building our Student Management Solution.

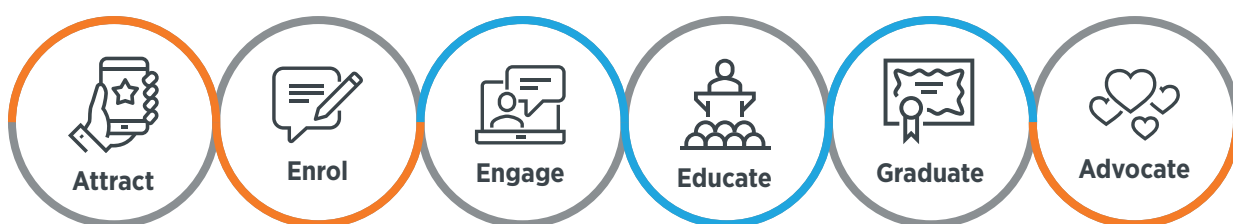
The architecture of our solution reflects the complete student lifecycle from lead to alumni, and leverages that knowledge to maximise your relationships; while providing feature rich and configurable student management functionality, and meeting compliance requirements.

Simply put, our Student Management Solution is designed around **people.**

# Truly people-centric

The education and training sector is shaped - and disrupted - by emerging technologies, the converging demands of compliance, funding and competition, and by students and staff who rightly expect a seamless 'customer' experience within the process.

**people.** student management provides a powerful, integrated, people-centric platform across the engagement and student experience as well as academic, operational and compliance functions.



## With **people.** you can

### **Engage**

Deliver a rich and personalised experience that spans the student lifecycle - from first enquiry to enrolment, learning and assessments, right through to graduation and beyond.

### **Convert**

Improve your conversion rates with a smooth and compelling process which transforms interest into action.

### **Value-add**

Automate manual processes to free up your people to use their skills and energies in more valuable operational areas.

### **Focus**

Provide clarity on where every student is in their lifecycle. Identify areas where teams need to renew focus to drive each student's success and help them achieve their dreams.

### **Digitally Innovate**

Respond to rapidly evolving demands of the digitally-driven era. Leverage mega trends such as social, big data, artificial intelligence and Internet of Things through a digitally 'connected' platform.

### **Consolidate**

Improve visibility and lower costs by consolidating systems and information silos. Share your organisational data for seamless reporting and more confident decision-making.

### **Streamline**

Reduce your reliance on fallible paper processes, eliminate time-hungry manual systems and cut operational costs with digitised data, online forms and automated workflows.

### **Extend**

Easily integrate **people.** with familiar productivity tools like Microsoft Office and SharePoint to add further value and productivity.





# people. Supporting the student lifecycle



## Marketing & student recruitment

Meet your goals of increasing student numbers by growing existing relationships and engaging with new students. Capture leads from marketing campaigns, qualify leads and initiate the application process into a programme or course, and close the opportunity.

Provide your partners, such as international agents, with portal access and the ability to enter and manage leads and opportunities. Develop and execute marketing campaigns to support the recruitment process and nurture prospective students through to enrolment.



## Applications & enrolments

Monitor and analyse student progress through the application and enrolment process. View applications at every stage of the 'opportunity' lifecycle, recognise and acknowledge each student's milestones.

Manage the generation of Offers of Study to your students, flag closeout dates, quote uptakes and status. Where offers haven't been converted into an enrolment, you can target prospective students through proactive and relevant programmes with a view to re-engaging their interest in enrolling.



## Student service management

Manage multiple academic, learning and enrolment services such as exam resits, recognition of prior qualifications and assessment extensions.

Enable your Contact Centre to increase first contact resolution and improve consistency of service with call scripts and context relevant knowledge from the integrated knowledge base.



## Exams, graduation & events

Schedule exams, venues and session times and allocate examiners, supervisors and resources.

Manage events scheduling including open days, graduations and fundraisers across multiple days, venues and sessions.





### Progress management

Track students' progress automatically, and in real-time. Monitor assessments and pre-requisites, and view achievements in at-a-glance graphical formats. Enable and configure automated notifications of progress milestones to enhance the student experience and proactively manage any inactivity.

Utilise the Business Intelligence tools to further understand and analyse learning trends by programme, qualification, and a range of other demographic and academic dimensions.



### Attendance and assessment

Enable tutors to view class schedules and record attendance on mobile devices. Monitor attendance, and configure and notify administrators of any threshold breaches.

Enter assessment results individually or in bulk, directly, or using data import tools. Also configure automatic grade calculation, result notifications and awarding of outcomes.

Integrate to Learning Management for any online assessment results.



### Alumni

Foster ongoing engagement with past students. Stay top-of-mind when the time comes to enhance skills or add new qualifications. Maximise powerful CRM tools to stay in touch and reach out to former students, build and nurture referral networks.

# people. Supporting the enterprise



## Curriculum management

Full support for Australian Qualifications Framework and New Zealand National Qualifications Frameworks. Confidently design programmes using both accredited and non-accredited training.

Utilise the powerful and extensive toolset to manage the vast array of qualification framework requirements and eligibility criteria including:

Qualifications, Outcomes, Units of Competency, Unit Standards, Domains, Subfields and Fields.



## Compliance

Meet compliance obligations through integration and comprehensive reporting:

### Australia:

- AVETMISS
- AQF
- FEE-HELP
- USI

### New Zealand:

- Tertiary Education Commission (TEC)
- Industry Training Register (TEC)
- Unfunded International Providers
- Single Data Return (TEC)
- Tertiary Admissions StudyLink
- NSI
- NZQA



## Course management

Manage complex schedules. From one-off to repeat courses, take control of your capacity planning and scheduling across regions.

Automate rolling up students to the next course based on a student's mandatory course attendance, reaching specific outcomes or achieving minimums.





### Finance & invoicing

Configure invoicing and subsidy rules against your various programmes with financial and subsidy management. Automatically calculate fees and generate appropriate invoices.

Enable seamless management of the end-to-end financial lifecycle of each student without the need for complex reconciliations by integration with eCommerce and finance management systems.



### CRM

Store student, academic and interaction (CRM) information in a single integrated solution. Account and Sales teams, Faculties and Marketing can all leverage a single repository of information to gain a greater understanding of student activities.

You can provide in-depth contact and company relationship management to enable stakeholder management and utilise CRM principles to deliver an engaging student experience.



### Analytics

Ensure organisational success by taking timely actions based on valuable insights gleaned from activity deep within the student lifecycle. Use real-time dashboards to slice and dice information on the fly through using the system's inbuilt Business Intelligence tools.



### Integration, workflow and notifications

Bridge the gap between data, insights and action with **people**. Integration and Event Framework.

Create a smarter student, organisation and staff experience by using the workflow capability to connect applications, data, notifications and events. Monitoring activities across all business systems in real-time, means you always respond appropriately.



### Tutor mobile

Provide intuitive mobile-friendly access for tutors including student and course information, and the ability to record attendance. Additional features include Calendar, Email, Notes, and personalised dashboards.

## A well-qualified partner

Fusion5 has significant experience delivering information systems including student management, applications, digital transformation and innovation to the higher education and training sector, across multiple business functions including student management, student experience, online digital, live chat, payroll and HR, finance, social and student recruitment.

Developing business applications to address the challenges faced by the education and training sectors in this rapidly evolving digital era is acutely interesting to Fusion5. By working closely with major higher education and training organisations over the last 15 years, we've designed award-winning and innovative solutions to effectively engage, recruit and manage students through their study 'lifecycle', and beyond.

From mobile applications, student portals, Student Management, CRM, HR and Payroll, Enterprise Service Management to system integrations, our solutions add value while reducing administrative overhead. We help you keep pace with organisational and technological transformation, improve processes, and increase student loyalty.

Find out how we can help you:

- Comply with national standards and regulations
- Deliver a great student experience through multiple engagement options
- Provide students, partners, and faculty alike with self-service portals
- Run a highly efficient and supportive call centre
- Automate and boost your marketing process to convert international student enquiries into local enrolments
- Provide full student management, from enrolment to alumni
- Streamline the online enrolment and accommodation process
- Manage and control the ordering of goods and services
- Improve IT process control and compliance

## Our story

About Fusion5

### We deliver business solutions that make a difference

Fusion5 offers a full range of digital innovation solutions, applications, consulting services, development, cloud and managed services as well as first class support services for your business. Our expertise covers all your key functional areas, including Enterprise Resource Planning, HR / Payroll, Customer Experience, Customer Relationship Management, IT Service Management, and Infrastructure.

We are also known for the vertical specific solutions we've developed across a number of key industries.

Our strategy and implementation teams work with you to improve the way you do business. Use our thought leadership and best practice consultancy to drive your company value. Feel the confidence that comes from having the backup of our highly skilled support services. And we're rightly proud of our track record of delivering projects on time and to budget.

Right now, over 750 customers are using our services. Our success is recognised by our key partners including Oracle / NetSuite, Microsoft, Aptean, Ivanti, and AWS.