Bluegem Explore
Training & Learning
Management Solution

TMS Enterprise Information
BluegemEXPLORE® 2015
Training & Learning Management System
RTO & Training Providers
AVETMISS 7 & USI Compliant

Challenges
At Bluegem, we understand the many challenges you face as a training organisation today:

1. You’re in the business of up-skilling and maintaining a trained and effective workforce
2. Like any other business, you need to deliver results for your customers and make a profit
3. Your busy team needs smart tools that keep accurate records and streamline processes
4. You need to meet industry and regulatory compliance obligations

Solutions
BluegemEXPLORE®2015 is a Training & Learning Management System designed for training providers in the Vocational Education and Training (VET) sector. The product is modular and flexible to meet the diverse needs of Enterprise, Private, and Publicly Funded training providers and Registered Training Organisations (RTOs).

At its core BluegemEXPLORE®2015 TMS addresses the fundamental requirements of your training businesses, bringing the benefits of automation, integrated face-to-face and online environments, in a compliant, holistic and user friendly solution. Your users will not only experience exceptional levels of productivity when using BluegemEXPLORE 2015, they will actually enjoy using it:

Administrators and Coordinators (Access levels must be enabled)

1. Define your training catalogue and scope
2. Build, schedule and resource your courses
3. Develop learning pathways and individualised training plans
4. Nominate students for available places on your courses
5. Enrol students and process payments
6. Deliver, assess and validate training
7. Manage training and attendance records
8. Monitor currency and ongoing professional development
9. Track continuous ongoing improvement
10. Generate and issue certificates
11. Generate enterprise, capability and RTO compliance reports across the organisation
12. Maintain registers of Certificates, Training Profiles, Staff Endorsements and Capabilities
13. Import / export bulk data
14. Wait List management
15. Set up security access levels
16. Configure operational settings
17. Access all training and system data
18. Deliver email communication and surveys
19. Access audit logs
20. Rename and set visibility of grid and form filed
21. Access support, context sensitive help, user manuals, and training videos

Course Authors

1. Setup folders and files in the EDMS
2. Create course curricula and learning pathways
3. Version control courseware files and folders
4. Initiate content review and approval
5. Publish and maintain face-to-face and online content
6. Develop and publish courses descriptors
7. Develop and publish face-to-face and online assessments
8. Integrate feedback into continuous course improvement

Trainers and Assessors

1. Interact with personalised your personalised training calendar
2. Get easy access to training and course materials
3. Identify your students through access to schedules
4. Mark courses and assessments
5. Update student and course reports
6. Submit and respond to feedback for continuous improvement
7. Mentor your students using online free text assessments
8. Update qualifications, experience, professional development, endorsement and capabilities
9. Be a student when you need to train
10. Get system notification, updates, reminders and reports

Managers, Supervisors and Group Leaders

1. Act on behalf of your team
2. Nominate team members
3. Create batch enrolments
4. View payment history and make additional payments
5. Participate in role development
6. Approve role development plans
7. Participate in feedback for continuous improvement
8. Run reports
9. Upload / Download Documents
10. View announcements and notes

Students, Learners, Trainees, Participants or Employees

1. View and update personal profile
2. Launch and participate in online content and assessments
3. Access all your training records, profile, history
4. Access role development plans
5. Accept / Decline nominations
6. Submit feedback and issues
7. Run reports
8. Upload / Download documents and assessments
9. Interact with mentor / assessor of any program
10. Participate in forums and surveys (requires forum module)

You would expect those fundamentals to be present in any professional solution. But at Bluegem we go way beyond fundamentals and recognise that you are first and fore-most a business with organisational responsibilities that need to integrate with your training function. As a business you have a number of diverse and specific needs that distinguish you as unique in the training market. We address those unique requirements by providing you with modules and a flexible framework that can be cost effectively tailored to your needs.

A Modular Approach
Over the past decade of providing solutions in learning and development technology, we’ve developed many tools and learned many lessons while working with education and training providers. During this time, we have identified four separate categories that help us to package our solution, modules and services in a way that makes it easy for you as a provider to find the right solution. Consider the following. Are you:

1. An Enterprise Training Provider delivers training to employees or members?
2. A Private RTO delivering specialised training on a fee-for-service basis?
3. A Publicly Funded Further Education Provider delivering government funded training?
4. A CRICOS Provider working with agents and delivering training to International students?
5. Or a mixture of two or more of these businesses?
## Product Matrix

<table>
<thead>
<tr>
<th>Feature</th>
<th>PRV</th>
<th>PUB</th>
<th>ENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations: Curricula, Schedules, Enrolments, Results, Certificates, Compliance, Reports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online and Face-to-Face Assessments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Portals: Admin, Student, Company</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTO Standards: AVETMISS, RAPT, CCOS, CQR, SNR, USI, TVA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Hosting Options: Shared Hyper VPS or Dedicated Hyper VPS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Workflows: Reminders, Notifications, Alerts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Configuration: Setup, Branding, Export/Import</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resource Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document Library</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Template Editor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trainer Capabilities Register</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feedback and Complaints</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Logging</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Support Agreement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-Day Admin Level Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Bookings and Payments (eWay and NAB)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Online Learning: LMS Lite (SCORM Content with Proprietary Assessment Builders)</td>
<td></td>
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</tr>
<tr>
<td>Advanced Standards: VET-FEE HELP, cricos</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Portals: Trainer Assessor, Manager, Delegates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Formal Training Plans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Hosting: Cloud Servers or On Premise, SQL Report Server, Report Designer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Configuration: Custom CSS Builder, Custom Field / Label Naming</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Advanced Workflow Manager: Workflow Designer (Job Requests)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Environments: Development, Test, Production</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Migration and Integration Services: API, CSV Import / Export</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skills / Training Matrix: Manage employee / member competencies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR Import and Integration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Training Operations: Role Development Plans, Nominations, Accreditation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full SCORM Online Learning</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Enterprise Service Level Agreement (Flexible)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-Day Onsite User Training</td>
<td></td>
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</tbody>
</table>

NOTES:
- Modules and service not included in your preferred edition may be purchased separately
- All editions are hosted on Secure Hosting Server with latest Win Server and SQL Server
- All editions have hosting with guaranteed 99.9% Uptime
- All editions are fully backed up weekly on a 5 week rotation
- Customisation, Data Migration, Web Design, Online Learning
- Onsite training and services does not include flight and accommodation

Whatever your profile, Bluegem has a solution that is right for you. The following provides features and benefits to help you identify your requirements.
### Enterprise RTO Edition

**Enterprise RTO Edition - BluegemEXPLORE 2015 AVETMISS 7.0 & USI**

#### Benefits

- Manage employee or external training.
- Deliver a mix of accredited and non-accredited courses,
- Offer some courses to contractors, external members and the public.
- Integration with existing business systems
- Derive significant benefits from online training.
- Compliance and enterprise reporting.
- Customisation not included

#### Modules

<table>
<thead>
<tr>
<th>Core Modules (Standard TMS)</th>
<th>Resource Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominations</td>
<td>Financial Reporting</td>
</tr>
<tr>
<td>All LMS Modules</td>
<td>Task Scheduler</td>
</tr>
<tr>
<td>Resource Planner</td>
<td>Training Matrix</td>
</tr>
</tbody>
</table>

#### Portals

<table>
<thead>
<tr>
<th>Public Site</th>
<th>Trainer Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Portal</td>
<td>Contract Trainer Portal</td>
</tr>
<tr>
<td>Manager Portal</td>
<td>Partner Portal</td>
</tr>
<tr>
<td>Company Portal</td>
<td>Admin Portal</td>
</tr>
<tr>
<td>Trainer Portal</td>
<td></td>
</tr>
<tr>
<td>Contract Trainer Portal</td>
<td></td>
</tr>
<tr>
<td>Partner Portal</td>
<td></td>
</tr>
<tr>
<td>Admin Portal</td>
<td></td>
</tr>
</tbody>
</table>

#### Branding and Extension

- CSS Builder
- TMS API
- HR Importer
- Report designer

#### Support

- Branding, configuration and deployment
- User Acceptance Test service on deployment, changes and updates
- Flexible Negotiated Service Level Agreement
- Ticketed Help Desk
- Unlimited access to self-help support tools: User Manuals

#### Secure Hosting (HTTPS)

- Windows Server 2012 Hyper V with 3 SQL Server 2012 Databases
- 3 Secure Web Application Instances: Development > Staging/Testing > Production Servers
- Secure FTP Backup Service
- Performance Monitoring and reporting
- Email transaction manager and logging
- Not multi-tenanted – each client has their own unique database
- Disaster Recovery Server (Optional)
- Data Centre – MS Azure (Melbourne / Sydney) or StudioCoast (Brisbane)
- On-Premise (Optional)
ENTERPRISE MINIMUM SERVICE LEVEL AGREEMENT

- 20 hours one-on-one support per annum
- 24/7 Access to our online-ticketed help desk with minimum 24-hour response time
- Quarterly compliance updates
- Quarterly training package updates
- Branding, configuration and deployment
- Technical improvements and enhancement updates throughout the year
- 1 Day admin-level training
- Unlimited access to user manuals and video library
- Hosting and Server Management
- User Acceptance Test service on deployment, changes and updates
- 99.9% Uptime Guarantee
- Monthly service reports
- Weekly backups on a 5-week rotation

Service Response Times
The following table outlines Bluegem’s commitments to response, work-around and resolution times for issues raised. Times are indicated in hours. Bluegem response times apply to the working week 8:00 to 17:00 WST

<table>
<thead>
<tr>
<th>Level</th>
<th>Response hrs.</th>
<th>Workaround hrs.</th>
<th>Resolution hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>4</td>
<td>12</td>
<td>32</td>
</tr>
<tr>
<td>High</td>
<td>8</td>
<td>20</td>
<td>40</td>
</tr>
<tr>
<td>Medium</td>
<td>16</td>
<td>N/A</td>
<td>64</td>
</tr>
<tr>
<td>Low</td>
<td>24</td>
<td>N/A</td>
<td>Next Release</td>
</tr>
</tbody>
</table>
### Private RTO Edition

#### Private RTO Edition – BluegemEXPLORE 2015 AVETMISS 7.0 & USI

<table>
<thead>
<tr>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Deliver specialist training as standalone units, skill sets or full qualifications.</td>
</tr>
<tr>
<td>• Market courses to your corporate and individual clients</td>
</tr>
<tr>
<td>• Provide online enrolment, online payment options</td>
</tr>
<tr>
<td>• Non accredited training and programs</td>
</tr>
<tr>
<td>• Provide access for employers and corporate clients</td>
</tr>
<tr>
<td>• Compliance and reporting</td>
</tr>
<tr>
<td>• 1 licence</td>
</tr>
<tr>
<td>• UNLIMITED USERS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Included Modules</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Core Modules</td>
</tr>
<tr>
<td>• LMS Lite - BG LMS ELearning Module (can upload SCORM content)</td>
</tr>
<tr>
<td>• Assessment Builder</td>
</tr>
<tr>
<td>• Free Text Assessment Builder</td>
</tr>
<tr>
<td>• Resource Library – including company, student folders, RTO doc folder, web reference links</td>
</tr>
<tr>
<td>• 1 Licence</td>
</tr>
<tr>
<td>• UNLIMITED USERS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Portals</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Public Site</td>
</tr>
<tr>
<td>• Student</td>
</tr>
<tr>
<td>• Admin Portal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Branding and Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Template Editor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Training – 1 day x 1 administrator</td>
</tr>
<tr>
<td>• 10 Hours one-on-one support per year</td>
</tr>
<tr>
<td>• Ticketed Help Desk</td>
</tr>
<tr>
<td>• Unlimited access to self-help support tools: TMS User Manuals, Training Videos</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Secure Hosting (HTTPS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Secure .NET Web Application</td>
</tr>
<tr>
<td>• SQL Server 2012 Database</td>
</tr>
<tr>
<td>• Email transaction manager and logging</td>
</tr>
<tr>
<td>• Individual Client Database</td>
</tr>
<tr>
<td>• Not multi-tenanted – each client has their own unique database</td>
</tr>
</tbody>
</table>
## Public RTO Edition

### Public RTO Edition - BluegemEXPLORE 2015 AVETMISS 7.0 & USI

### Benefits
- Provider of public funded courses
- Ability to access federal and state funding programs
- AVETMISS, FEE HELP, VET-FEE HELP reporting, claims lodgement and payment.
- Need for tools that work for Apprentices, Trainees and VET in Schools.
- Transparency and accountability.
- Compliance and reporting.

### Modules
- Core Modules
- LMS Lite – BG eLearning Module (can upload SCORM content)
- Assessment Builder
- Free Text Assessment Builder
- Funded Student Manager
- Resource Library - including company, student folders, RTO doc folder, web reference links
- Formal Training Plans

### Portals
- Public Site
- Student | Company | Manager Portals
- Admin Portal (with role based permissions)

### Branding and Configuration
- Template & Report Editor

### Support
- Training one day
- 10 Hours one-on-one support per year
- Ticketed Help Desk
- Unlimited access to self-help support tools: User Manuals, Training Videos

### Secure Hosting (HTTPS)
- Secure .NET Web Application
- SQL Server 2012 Database
- Email transaction manager and logging
- Not multi-tenanted – each client has their own unique database
Functional Module Diagram

The following diagram shows the core and extension modules of the BluegemEXPLORE®2015 Training Management System (TMS). The modules are designed to cater for each type of business and can be purchased individually if required. We classify Training Providers into 4 basic types, though RTOs often belong to more than one basic category.

1. **Private**: Or Fee-For-Service - Courses may or may not be accredited but training is privately funded by students or their employers.
2. **Public**: Courses are predominantly accredited, but they may include non-accredited training. Training can be partially funded or fully funded by the state and / or federal government.
3. **Enterprise**: Training is primarily intended for employees and contractors within the entity.
4. **International**: Training is primarily delivered to international students

The diagram shows the core modules of the BluegemEXPLORE®2015 TMS, which are common to all types of training providers and the extension modules available to specialise and expand functionality as required for a wide range of business requirements.

Figure 1 - TMS MODULES – SERVICES - PORTALS.
### Features & Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTO Scope Importer</td>
<td>Import AQF Qualifications and Units</td>
</tr>
<tr>
<td>Curriculum Manager</td>
<td>Quickly and easily create flexible program templates</td>
</tr>
<tr>
<td>Pathway Manager</td>
<td>Expand curricula into usable pathway templates</td>
</tr>
<tr>
<td>Schedule Manager</td>
<td>Schedule multiple courses and units from one template</td>
</tr>
<tr>
<td>Assessment manager</td>
<td>Design and manage course assessments and assignments</td>
</tr>
<tr>
<td>Training Records</td>
<td>Plan and track student training activities easily</td>
</tr>
<tr>
<td>Awards &amp; Certificates</td>
<td>Design and award training certificates and SOA from one source</td>
</tr>
<tr>
<td>Compliance Reporting</td>
<td>Lodge compliance reports with just a few clicks (e.g. AVETMISS 7 / SNR)</td>
</tr>
<tr>
<td>Role Development</td>
<td>Use Pathway templates to build role-based training plans</td>
</tr>
<tr>
<td>Stage Scheduling</td>
<td>Manage grouped training events by program stage</td>
</tr>
<tr>
<td>Course Scheduling</td>
<td>Deliver training events from a comprehensive training calendar</td>
</tr>
<tr>
<td>Resource Planning</td>
<td>Apply simple or complex resourcing of training activities</td>
</tr>
<tr>
<td>Nominations</td>
<td>Nominate learners who have items on their plans to related training</td>
</tr>
<tr>
<td>Enrolments &amp; Payments</td>
<td>Enrol nominees or direct-enrol trainees and accept payments</td>
</tr>
<tr>
<td>Admin Coord Access</td>
<td>Manage administrator and coordinator access permissions</td>
</tr>
<tr>
<td>Trainer / Assessor</td>
<td>Manage trainer assessor access permissions</td>
</tr>
<tr>
<td>Student Access</td>
<td>Manage student permissions and online experience</td>
</tr>
<tr>
<td>Manager Access</td>
<td>Manage employer, manager, group and company online experience</td>
</tr>
<tr>
<td>Flexible Hosting</td>
<td>Latest windows technology – secure, reliable and scalable</td>
</tr>
<tr>
<td>WebAPI</td>
<td>Comprehensive integration</td>
</tr>
<tr>
<td>UI Wizards</td>
<td>Easy to configure, easy to use and easy to get help and support</td>
</tr>
<tr>
<td>Flexible SLAs</td>
<td>The support that’s right for your organisation</td>
</tr>
<tr>
<td>Integrated eLearning</td>
<td>Fully integrated F2F and Online AVETMISS-Reportable training</td>
</tr>
<tr>
<td>Dev / Test / Prod / DR</td>
<td>Operating Environments</td>
</tr>
</tbody>
</table>
# Extension Modules

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning management Suite</strong></td>
<td>A comprehensive suite of online learning tools</td>
</tr>
<tr>
<td>- Full SCORM LMS</td>
<td>Publish to a SCORM course to a SCORM LMS</td>
</tr>
<tr>
<td><strong>Resource Planner</strong></td>
<td>Plan and track ALL resources and amenities</td>
</tr>
<tr>
<td><strong>Resource Library</strong></td>
<td>Easily manage files and folders and assign user access rights</td>
</tr>
<tr>
<td><strong>Training Matrix</strong></td>
<td>Plan and track the job-specific staff competencies &amp; reports</td>
</tr>
<tr>
<td><strong>Financial Reporting</strong></td>
<td>Custom and out of the box integration with</td>
</tr>
<tr>
<td>- Billing System Interface</td>
<td>Enterprise billing systems</td>
</tr>
<tr>
<td>- MYOB Interface</td>
<td>MYOB AccountRight Desktop / LIVE</td>
</tr>
<tr>
<td>- Xero Interface</td>
<td>EWay</td>
</tr>
<tr>
<td><strong>CSS Builder</strong></td>
<td>Your web developers can design and change the front end</td>
</tr>
<tr>
<td><strong>API</strong></td>
<td>Your app developers can extend TMS functionality</td>
</tr>
<tr>
<td><strong>Importer / Exporter</strong></td>
<td>Import your employees and staff into TMS</td>
</tr>
<tr>
<td><strong>Report Designer</strong></td>
<td>Design your own web based reports</td>
</tr>
<tr>
<td><strong>Formal Training Plans</strong></td>
<td>Design your own</td>
</tr>
<tr>
<td><strong>Funded Student Manager</strong></td>
<td>All the tools to work with state and fed funded programs</td>
</tr>
<tr>
<td><strong>Continuous Improvement</strong></td>
<td>Design and manage professional development activities</td>
</tr>
<tr>
<td><strong>CRM Interface</strong></td>
<td>Integrate MS CRM 2013 Dynamics</td>
</tr>
<tr>
<td><strong>User Portals</strong></td>
<td>Deliver Information to Authorised Stakeholders</td>
</tr>
<tr>
<td>- Admin Coordinator</td>
<td>Security Permissions applied to Admin and Coordinators</td>
</tr>
<tr>
<td>- Trainer / Assessor</td>
<td>Provides access for trainers and assessors</td>
</tr>
<tr>
<td>- Partner / Associates</td>
<td>Provide access to Partners and Associates</td>
</tr>
<tr>
<td>- Manager / Team Leader</td>
<td>Corporate managers can access, enrol and approve</td>
</tr>
<tr>
<td>- Student Portal</td>
<td>Students can access their records and resources</td>
</tr>
</tbody>
</table>
Core Processes
These are the primary functions of the BluegemEXPLORE®2015 TMS that apply to all Registered Training Organisations (RTOs) and Training Providers.

RTO Scope Importer
This module is a service, which enables qualifications and units to be imported from our Training Package service. The service contains all the nationally recognised qualifications and units available from NCVER and published on the www.training.gov.au (TGA) website.

The service is updated every quarter to cater for changes in training packages. As a provider, you can search for and import your scope. The interface will tell you if you already have the latest qualification or unit in your TMS.

BluegemEXPLORE 2015 TMS offers 2 curriculum models, Short Course Delivery and Complex Programs. If you only ever deliver 1 to 5 day courses, you probably won’t want the complexity associated with delivering 3 to 5 year qualifications. So you can switch to the Short Course mode and completely hide all that complexity. On the other hand, if you do deliver qualifications you probably also want the flexibility to deliver short courses as well. The complex program model allows for this.

Curriculum and Course Management (Short Course Delivery)
The Short Course Delivery model is designed for RTOs who only deliver short courses. These can include both nationally accredited and non-accredited short courses. In a nationally accredited program, the blue items are from the AQF and are AVETMISS / CCOS reportable. But the same structure can be used for non-accredited programs. The short course can lead to a Statement of Attainment (SoA) consisting of one or more Units of competency. There is also a non-accredited certification route. Courses can contain Assessments, Modules and Schedules. A Schedule is an occurrence of a course, e.g. a ‘class’.

Figure 2 - Short Course Delivery model
Curriculum and Course Management (Complex Programs)

The way you deliver training and education programs is not necessarily the way you report them. BluegemEXPLORE 2015 offers a unique mapping interface between your ‘delivery structure’ and the formal AQF ‘reporting structure’ defined in the Training Package.
The Curriculum and Course Management module is designed to offer programming flexibility. It caters for the complex array of “Accredited / Non-Accredited” training; Qualifications, Skill Sets, Courses, Units, Modules, Elements and Assessments; and we use the Schedule Manager to handle the delivery of curriculum items as Classes, Semesters, and Rolling Intakes. It all sounds very
complicated. But our user-friendly wizards will step you through the process one level at a time. At each point, you’ll understand your options and you’ll be able to take stock and rewind as necessary.

In the following description, we use the AVETMISS 7 definitions where: Program means: Qualification, Course or Skillset, and Subject means: Unit or Module. We use ‘Short Course’ to mean either the method used by the RTO to deliver and assess one or more units of competency, or as one or more elements of a single unit of competency. The structure can be applied to accredited, non-accredited training, or both. In a nationally accredited program, the items shown in blue in the diagram represent the AQF structure, i.e. components of a Training Package. But the same structure could also be applied to a non-accredited program. Items shown in Orange are Stages. A Stage is like the list of units that will be delivered in a semester.

- A Program can be made up of one or more Stages each containing one or more Courses.
- A Course can be delivered over any number Schedules (e.g. classes) each with variations such as date-ranges, delivery-mode, location, price, min/max student numbers, etc...
- A Course can be lead to one or more Subjects (e.g. Skillset). OR multiple Courses can be mapped to one Subject (e.g. Elements).

This arrangement is designed to give you as the training provider the flexibility to deliver training in a structure that works for your organisation, while delivering your compliance reports in the formal structure required by AQF, AVETMISS 7.0 and CCOS. Courses are delivered as Schedules. So you build your Course once and Schedule it many times as necessary to cater for variations such as class size, start and end dates, pricing, location, trainers, venues, delivery modes, enrolment numbers, and participant audiences.

User-friendly wizards and automation are provided to streamline administration and eliminate complexity.

Pathway Templates

Once curriculum models have been created they become building blocks that can be chained to form typical pathways to achieving an overall career objective. Chaining is achieved using parenting to super-programs (pathways). The sub programs can be added in parallel to form alternate pathways to the desired goal, or in series like a sequential set of stepping stones that lead to a goal, or a combination of parallel and serial paths. If particular pathways are used frequently by many learners, often the case, then pathway templates can be imported directly into the learners Role Development Plan (RDP) and augmented if necessary with additional training components. Alternatively, the pathway can be specifically created for the learner completely within this / her training plan.

Role Development Plan

Each learner can have an individualised plan that sets out what training will be required to meet a training goal. The goal could be any number of objectives including: to attain an aspirational position or role that may involve a series of interim roles / positions, to complete a trainee / apprenticeship, to maintain currency in an existing role. The RDP covers all the elements and training activities that make up the training objectives, including assessments, incidental training events that can be added on the fly, and an approval process that allows the plan to be in DRAFT or published mode to enable
in-flight changes. The RDP can also be paused and restarted to accommodate any interruptions that might take place.

**Schedule Manager**

The **Schedule Manager** facilitates the delivery of *running Programs* in stages, e.g. semesters, and classes or workshops for Short Courses. Scheduling is managed in three levels: *Stage Schedules* contain *Short Course Schedules*, which contain *Activities and Assessments*.

A **stage schedule** can contain one or more **short course schedules** for each **Subject** (units/modules) included in the **Program**. This allows dates, and resources to be allocated to a **Subject** independently of those allocated to their parent **Program**. A **stage schedule** specifies a list of **Subjects** to be delivered within that **Stage** of the **Program**, whereas the **short course schedule** specifies the dates, pricing, trainer, assessor, venues, location, delivery modes, enrolment limits, activities, any additional assessment, and participant audiences. A **Stage** in the **Program** can have any number of **stage schedules**, each of which can contain one or more **course schedules**, one for each **Subject** included in the **course**.

User-friendly wizards, batch operations and automation are provided to streamline administration and eliminate complexity.

**Assessment Manager**

The **Assessment Manager** enables you to create as many **Assessments** as you need to cover all the courses in your training programs. Once created any **Assessment** can be selected from the list and added to a short course. Students enrolling into that course will automatically inherit the added **Assessments**. **Assessments** have **types** (such as Exam, Observation, Assignment, and Interview) and **categories** (such as On-The-Job, Off-The-Job, On-Line, Flexible, and Field). These can be user-defined by you.

The **Assessment Manager** can also be used for **contact meetings** and **appointments** (such as supervisor meetings with supervised trainees in the workplace and as scheduled in their **Formal Training Plan**). **Individualised Assessments** can also be added to a specific trainee in addition to or instead of those specified for a class or group. **Assessments** can be marked and progressed as part of the **results management** process described later. Assessment results are reflected in the trainees **training results report** along with Course and Unit results.

**Free Text & Multi Choice Online Assessment Builder**

Bluegem provides two types of online assessment builders. The multi-choice Assessment Builder enables you to create assessments that can be automatically marked by the computer. The free text assessment builder enables you to create online assessments which the student can complete in their own time using essay style answers and publish when satisfied. While completing a free text assessment the student can be instructed to upload relevant content as evidence or supporting documentation to their student library folder. Once published a nominated assessor will receive email notification and login to the assessor view to mark and comment. The assessor and the student can maintain an online dialogue for as long as necessary until the assessment is complete. Assessment results are automatically integrated into the students training records.
Both assessment builders allow for: randomisation of question sets, limited attempts, permitted time per question and for the free text assessment there are checks on the minimum and maximum characters in each answer.

Training Records Manager
The Training Records Manager enables you to mark results at course, unit, and assessment level. It also facilitates attendance recording. The results are accessed when auto generating certificates for: qualifications, statements of attainment, records of results, or non-accredited awards. Results are also transferred to related NAT files for AVETMISS reporting, and to the students view in a Training Results Report.

Awards & Certifications Manager
The Awards Manager is designed for issuing both accredited and non-accredited awards. These are handled in separate paths. Non Accredited can use any templates that you deem adequate for your students. The Accredited awards must comply with the guidelines set out by the AQF. They can be branded and decorated using the built-in Template Editor and additional data can be accessed from the Data Dictionary to extend details for a base template that conforms to the AQF requirements.

Qualifications and SOAs can be generated in bulk or issued to graduating trainees individually. All awards are entered into a certificate register which can be accessed for record keeping and certificate reprints. Recorded awards are available for CQR, CCOS and other Quality Indicator records required by NVR – SNR.

Enterprise and Compliance Reporting
Compliance incorporates SNR Quality Indicators, funding, AVETMISS 7, RAPT, VQA, NZQA, FEE-HELP, VET-FEE HELP, CRICOS, Nationally Accredited Awards, and Training Package updates. The Compliance reporting feature provides options to collect the data required for Quality Indicators, Validate and Generate AVETMISS records (NAT Files) and the other reporting standards, issue and track awards, and import the latest AQF training package qualifications, units of competency and accredited courses. The reports which are collected for submission to the government are automatically verified and generated and can be stored for later lodgement through the various government submission services available in each state.

Enterprise Reporting covers the operational reports that come out of each process within the training business: Curriculum, Pathways, Scheduling, Nominations and Enrolments, Resulting and Certification, to name just a few. This set includes financial reporting, billing and statements. BluegemEXPLORE 2015 offers end-user tools for the design and maintenance of in-house developed custom reports. Reports can be scheduled and distributed in conjunction with SQL Server Reporting Services (SSRS) and Stimulsoft Report Server. A web based Report Designer is also available, allowing more users to be able to contribute to report generation. Reports can also use Excel in both modern technologies such as WebAPI and Odata feed. These allow not only for reporting but easy integration with other line of business systems. The most basic reporting option uses Excel and MS Query to work directly with specially designed views that enable excel users to query.

Bluegem predefined reports are available throughout the system wherever there is a clear generic case that most customers of the product would benefit from.
Student Manager
The Student Manager stores contact information which can be entered by the individual, a manager or representative, or a staff administrator. Trainees can be associated with companies, employers or groups. Any trainee who has information stored in the TMS is automatically a registered member. Trainees or companies who are registered but as yet have no enrolments are considered prospects.

The student manager provides basic CRM capabilities including the ability to track correspondence in the form of time, date & user stamped notes which also identify the method of communication. Internal notes are intended for the Training management team whereas external notes can be used as a form of dialogue between student and Training Management Team.

Companies, Managers, Agents, Partners, Employers or Groups
All of these can access and manage multiple students through the Organisation Group portal. Special rights can be enabled in the Member Access settings. For example, Partners can be allowed to create and manage their own Schedules. Agents are generally paid commissions, which can be accessed as Statements in their portal. In general, students access their own individual records. Organisation Group admins act on behalf of multiple students. Organisation Groups are also hierarchical, so head office can have multiple branch offices, each with multiple business centres, and teams. There is another type of Group called the ‘Training Group’. Students can be organised into training groups for tracking and reporting. Students from different Organisation Groups can exist in the same Training Group.

Enrolment Manager
In order to: participate in training, obtain results and be issued with an award trainees must be ‘enrolled’ into courses. Enrolment is different from Registration. Registration only means ‘membership’ of the BluegemEXPLORE®2015 TMS whereas Enrolment means ‘participation’ in one or more courses. A single Enrolment may be created for multiple trainees (Trainee Enrolments) and each trainee enrolment may be created for multiple coursers (Course Enrolments). In order to minimise complexity for RTOs who deliver only Short Courses the Enrolment Manager caters for ‘Short Course Enrolments’ and ‘Program Enrolments’. Program Enrolments are further split into On Demand and Pre Defined. Enrolment into a Program or Short Course implies enrolment into all of its sub components, i.e. for a short course that would include units, modules and assessments. For a Program, it would include the Stages and Short Courses that make up the Program. Enrolments are associated with stage schedules, short course schedules, training records, funding and payments.

Pre-Defined Program Enrolments
The RTO has predefined the Stage and Course schedules and students are enrolled into them, e.g. as classes or workshops. The student can select electives from defined elective groups or have the RTO select them.

On Demand Program Enrolments
The student enrolls as an individual and the schedules / are planned around his/her specific training needs. The student can select electives from defined elective groups (or pools) or have the RTO select them.
Payment and Funding Manager

The **Payment and Funding Manager** caters for state / federal funding programs and for private (fee-for-service) payments. Enterprise training organisations generally use a Work Order system to bill training to their client departments and handle these through monthly journals. Payment, as a process, is therefore a key differentiator between RTO types. The Payment system in the Core Processes is simple and can be set at *Program, Stage, Short Course Schedule* levels with or without GST. The TMS also allows for **Discounts**, which can be added at the point enrolment. Automatic discounts can also be set up for Group, Early Bird and Voucher offers.

Online Payment Gateway Support

**BluegemEXPLORE®2015 TMS** provides interfaces and settings to support two types of Payment Gateway interfaces, the **eWay Payment Gateway** allows access to many online merchant reports, integration with Xero Accounting, PayPal and most of the Australian banks. The interface is supported through the “EWay Rapid API®” which means the transaction is securely handled by EWay, but student never leaves your BluegemEXPLORE website when completing the final payment stage of an online enrolment.

The **hosted-payment-gateway** method is a cost effective way to support any bank that offers it. In this mode, your bank sets you up with an online merchant account, provides a named person in the business with the payment gateway details and that person can enter those details into the TMS Gateway settings. The gateway details are password-encrypted (******) for improved security. When a student is ready to make a payment the transaction is redirected to the banks hosted gateway, the transaction is handled by the bank and the student is redirected back to BluegemEXPLORE TMS. The student will be redirected to a **Success** page if the transaction was successful or **Failure** page if there was a problem with the credit card transaction.

Module Functions and Services

**BluegemEXPLORE®2015 TMS** contains many modules that enable you to deliver the business requirements most appropriate to your organisation without the cost and inconvenience of customisation. However, customisation and integration services are always available if and when you need them.

The ELearning Management Suite

**BluegemEXPLORE®2015 TMS** offers fully integrated online, blended and face-to-face modules for SCORM and Non SCORM training programs. In addition, we have two built-in Online Assessment Builders.

SCORM Module - What is SCORM?

The US Military during the Clinton administration initiated the SCORM specification to ensure that agencies could be free to develop hosting systems (LMSs) and online learning content safe in the knowledge that the two independently developed systems would be able to communicate successfully with each other. This is similar to the evolution of compact discs (CDs). One side of the industry is busy developing content, e.g. music CDs while the other is busy developing CD Players. Because they work to a common set of standards, we can be confident that when we buy any CD produced by any reputable recording company it will play reliably on any CD player developed by any reputable CD manufacturer. There is a similar relationship between online content developed
using a SCORM Compliant ‘content authoring’ tool and a SCORM compliant LMS like BluegemEXPLORE LMS.

The BluegemEXPLORE®2015 TMS | LMS. Full SCORM module permits trainees and course information stored in the LMS to be passed to the SCORM Content so that the trainee can participate in the chosen course. It also book marks the trainee’s current position in the course so that if that trainee exits from the course, part the way through, he or she can be returned to the same place next time. Finally, the SCORM content allows the trainees results to be transferred back to the LMS for overall record management and certification.

BluegemEXPLORE®2015 also supports the new standard, which replaces SCORM 2004. That is, the Tin Can API platform, also known as Experience API, or xAPI.

So why did we develop the LMS Lite - eLearning option?
There are pros and cons to using the Full SCORM LMS.

Pros:

1. There is a rich exchange of data between content and LMS,
2. SCORM includes bookmarking, and returns results from the content to the LMS,
3. Assessments and quizzes can be integrated directly into the SCORM content.

Cons:

1. SCORM as a technology costs more.
2. In BluegemEXPLORE®2015 TMS you have the cost of the SCORM Module as an annual fee, and the cost of a block of monthly SCORM accounts to enable trainees to access their online courses. In all other respects, outside of the SCORM Module, there is no limit to the number of members, administrators, or trainers that can be in the system.

The LMS Lite - eLearning module can utilise the same content developed for a SCORM course, but there is no need for a SCORM Module license, nor do you need to purchase SCORM accounts. The limitations of LMS Lite ELearning module are:

1. No bookmarking. If you leave part the way through an online course, you would need to remember where you left off and navigate back to that point using the table of contents when you next log in. This could be a problem for courses that have 100s of pages.
2. Online assessments must be created as separate online components and linked to the course. We provide two Online Assessment Builders for this purpose. Hence, if an Assessment is required you will need a minimum of two online components.
3. LMS Lite is a good option for simple courses that are easy to navigate, and where formal online assessments (i.e. recorded results) can be presented as another link after the student has completed the content.

What is a Blended Course and how does it differ from a Short Online Course?
A Blended course is a course that contains a mixture of Face-to-face and online components that need to be sequenced in such a way as to ensure the trainee has access to the appropriate
information when needed. A blended course does not exclude a number of online components called a modular online course.

Attempts and Access
When the course is created you can determine the number of times the trainee can access the course before obtaining a successful result and the number of days over which those attempts will be available.

eLearning Admin
The Admin portal has a tool for managing trainee results independently of their face-to-face components. This handles several record keeping parameters which are specific to the online environment. BluegemEXPLORE®2015 TMS is the only AVETMISS product that fully integrates the Face to Face environment with a SCORM 2004 Online environment.

Online Assessment Builder
The Online Assessment Builder is only required for LMS Lite online learning. In the SCORM environment assessments can be included as quizzes directly in the SCORM content. The Assessment Builder is a user-friendly simple option for including fill-in-the-blank, multi-choice (one correct answer) and multiple-answer-choices (more than one correct answer). The Online Assessment Builder also facilitates points, scores, time limits, maximum attempts, and correct-answer feedback to users. The Assessment results are fully integrated with the trainee’s records.

Resource Planner
The Resource Planner is designed for comprehensive scheduling that requires more than simple selection of a Trainer and a Venue. The Planner allows for multiple Roles, Resources and Cost Types to be set up, allocated to Activities, tracked and costed against the course or activity. Activities can be searched, grouped and reported to provide extended scheduling plans in large organisations. This tool also provides a detailed option for attendance reporting, venue management and acts as an activity calendar for each trainer in the organisation. The Resource Planner works in conjunction with the Staff Qualifications Register which records staff capabilities, qualifications, experience, CPD and Performance Reviews. This ensures that suitably qualified resources are allocated to their respective courses.

Resource Library
The Resource Library provides a document management system to BluegemEXPLORE®2015 TMS. Any type of electronic document can be uploaded and stored in an appropriate folder in the Resource Library and appropriate group access levels can be given to the document. Groups that can access Resource Library documents include: Registered members in BluegemEXPLORE®2015 TMS associated with a specific Employer (Company / Group), Students participating in a specific Course, Schedule, or Module, or an individual member registered in the TMS.

Financial Reporting
This section includes the export of financial data related to course revenue, costs, activity revenue and cost. The data is compiled into a Financial Transactions report that records each enrolment, withdrawal, venue allocation, and student replacement transaction from the commencement of the TMS service. Data is stored in a Warehouse table to ensure accurate data snapshots are recorded at.
the time of the transaction. The data can be synchronised with MYOB, ZERO and ERP based billing systems.

**Extension Tools for Branding and Development**

This suite of tools is designed to offer the flexibility for organisations with available skills, licensed 3rd party developers or Bluegem to easily and conveniently extend *BluegemEXPLORE®2015 TMS* functionality to cater for changing or special business needs.

**CSS Builder**

The CSS Builder enables a web designer to use a CSS / HTML / Script analyser such as Fire Bug to prototype and design a brand for the web application and save the modified CSS classes to a custom style sheet which will facilitate branding and design of most of *BluegemEXPLORE®2015 TMS* front end portals and public web site.

**API**

The *BluegemEXPLORE®2015 TMS* API License enables clients, licensed 3rd party developers and Bluegem to extend the functionality and business logic of *BluegemEXPLORE®2015 TMS* to serve external applications, integration projects, reports and data visualisation. The API is a REST service facilitating extension in almost any scripting or program language.

**HR Importer**

The HR Importer enables you to import contacts and details from an HR Management system into the TMS. The HR Importer caters for department, manager, pay roll and other information relevant to the staff training. The HR Importer can also be used to import similar trainee / employee details on behalf of corporate clients / employers and groups. The Importer facilitates imports for Staff Additions, Staff Changes, and Staff Terminations. The Importer includes a duplication-checker to identify and merge data for any staff who have been detected as possible duplicates. The Importer can be used in a once-off / as required mode or scheduled as a periodic job (e.g. once per night).

**Report Designer**

*BluegemEXPLORE®2015 TMS* provides a module for self-serve report design. The user friendly MS Word-like Report designer runs in a web browser and works in conjunction with our packaged data dictionary. The web based Report Designer enables you to design the layout of your report, add graphics, watermarks, logos, master-detail views, static text and data visualisation controls such as charts and sub reports. Reports can be exported to any of 21 output formats including PDF, MS Office products, Images, and Text options.

**Specialised Modules**

These modules are designed to meet the specialised requirements of your specific type of training. For example; as a Public RTO, you will most likely require formal Training Plans for your state, and ability to cater for training that will be funded via multiple sources with appropriate reporting. On the other hand, if you are a CRICOS provider you will need tools that help you meet the CRICOS standards and you may need to manage commission payments to agents. This group provides tools that cater to those specialised areas of your business.
Funded Student Manager
This module caters to the special needs of Public RTOs who need to (a) provide a flexible framework of Electives for students, (b) offer on-the-job workplace experience and training, (c) need to provide reports for one or more funding sources, and (d) need to provide structured training plans defined for the state in which training will be delivered.

Continuous Improvement
Large organisations that provide utility and emergency services provide training in an environment that cater to many complex relationships and reporting processes. It is often difficult to identify areas for improvement, assign tasks to implement change and to measure and track progress. This module provides the means for any stakeholder to:

1. Log an issue that needs to be addressed or improved
2. Prioritise and assign people to implement changes and improvements
3. Track the progress of closure through to completion.

Data Export Manager
This module enables the training organisation to export data from the system. All key data is available in a set of export files that are logically organised by processes. Exports can be performed from most web pages that include a list view. The exported data can be used to generate reports, visualise and perform analysis in MS Excel or other analytic software.

Training Matrix
The Training Matrix (TMx) is designed for enterprise training providers who have the need to plan, manage and track employee skills and competencies related to Job Title or Position. The Training Matrix divides Skills into Areas of Competency, each with any number of Units of Competency. The competencies are related to one or more Templates for each Job Title in the organisation. Each employee is assigned an appropriate template that matches his or her skill requirements. The TMx will be used to schedule training for those staff members and track their progress and completions.

Other services

Customisation
When the out-of-the-box functionality doesn’t quite meet your business requirements Bluegem’s team of highly qualified and experienced developers can customise the product to deliver a solution that is expertly engineered and fit for purpose. We grade and price customisation effort based on the complexity of the work required. We’ll ensure our team understand your requirements, we’ll then get back to you with a costed proposal and get your approval before any work starts. At each step of the way we’ll ensure you are made fully aware of any associated costs and risks. Once a customisation project commences you’ll be regularly informed of progress, and you’ll be given every opportunity to conduct your own user-acceptance testing prior to handover. Depending on the nature and extent of the changes, re-training maybe required and user manuals updated. On completion we’ll run a full suite of regression test programs to ensure solution meets the performance, usability and reliability benchmarks before we hand over to you for acceptance testing. All customisation work is designed to be modular to ensure that it is deployable and maintainable despite any changes to the core product. So you can be confident that your custom
modules will continue to work following any updates and modifications to the core product. As with all our software, Bluegem is fully committed to excellence in customer service and technical support. You can expect no less when it comes to your custom modules.

Key advantages:
1. Modular customisation built on the same platform as the core – promotes ease of maintenance and deployability.
2. Custom Modules are created by the same team that did the original development, ensuring consistency.
3. All custom projects are treated with appropriate software engineering processes, including project management, business analysis and scoping, estimating and approval, design and modelling, development, testing, documentation, training, support and maintenance.
4. Custom modules are designed and tested to operate fully with out-of-the-box functionality.

Data Migration
Avoid time consuming data entry by importing all your historical data straight into BluegemEXPLORE. The Bluegem development team can write a script specifically for your data requirements and run this to automatically update your BluegemEXPLORE TMS.

System Integration
Two of the main advantages of working with Bluegem are (a) a product designed for easy integration with business system such as ERP, HR, and CRM; and (b) having access to a team of experts that can help you with scoping, project planning, design, development test and deployment. Our integration solutions range from simple Excel data file transfers for synchronised nightly import / export operations, through to complex real-time hand shaking via state-of-the-art web services.
User Portals

BluegemEXPLORE®2015 TMS makes available a public website and seven optimised User Portals.

Public Website
The website allows anonymous users (i.e. not logged in) to browse courses, view non protected web pages and register for membership independently or in the process of enrolling into a course.

Student Portal
The Student Portal enables students to login, check personal and contact details, make enrolments, access library documents (resources), view training results reports and attendance records, launch and participate in eLearning courses, register feedback and requests, view payment history.

Manager Portal
A manager can be a selected representative of a group of subordinates, or the facilitator for a group of trainees. The Manager Portal is similar to the Student Portal with 3 key differences:

1. Managers can act on behalf of multiple members of their team (e.g. subordinates as students).
2. Managers can approve individual training requests and create auto-approved enrolments.
3. Managers can delegate their authority to other members of their team, or cross delegate authority to an administrator in an associated team.

Company Portal
The Company Portal is similar to the Manager’s portal but allows a company representative to act at a level above managers.

Partner Portal
The Partner Portal facilitates business partners who can offer a subset of your training scope. The partner can define their own course schedules and courses, enrol their own people into those courses. Partners may only access the subset that they create and manage.

Trainer Portals
There are two types of trainer portals: Staff Trainer Portal and Contract (or Seminal) Trainer Portal. Common to both portals are the rights to:

1. Mark results for participants
2. Advise RTO of periods of unavailability (e.g. holidays)
3. Obtain alerts and notifications
4. Access activity calendars
5. Export to MS Outlook or iCalendar supported calendar software
6. View Assessment / Assignment progress
7. Mark attendance
8. Check staff capability entries
9. Lodge feedback and continuous improvement entries

Whereas Staff Trainers can view and mark records on behalf of other staff trainers, contract (or seminal) trainers can only view records for trainees in their own courses.
Admin Portal

The Admin Portal provides the operational hub of BluegemEXPLORE®2015 TMS. It is the most complex of the portals and incorporates all the regular functions of an RTO as well as those of other users (described in earlier portals) and additional features associated with each extension module. A simplified list of Admin functions includes:

1. Drop down list management
2. Settings
3. Branding
4. Categories
5. Import Scope
6. Courses
7. Assessments – Free Text Assessment & Assessment Builder
8. Modules
9. Scheduling
10. Library management
11. Resource Planning
12. Results and Attendance Management
13. Backend Enrolments
14. Template design
15. Content management
16. Issue Awards
17. Run Quality Indicator and AVETMISS Reports
18. Notify trainees and other Staff users
19. Set up user access rights for other Admins (Super Admin)
20. Report Design and Generation
21. Payment setup and management
22. USI is available (hidden until further notice)
About Bluegem

Bluegem Software delivers training management systems and solutions to the Australian Vocational and Education Training (VET) sector. The business was incorporated in 1991 with well over two decades of experience. Our technical strengths in application development and support are made possible through the dedication and skills of our team of highly qualified experts and partners.

Bruno Cozzi (Managing Director | System Architect) has a long history of successfully managed electronic and software products delivered to international enterprise clients including: IBM, RACAL, Plessey, ERG, and Marconi. His career spans technical leadership on projects delivered in: Australia, UK, Canada, Finland, Korea, Singapore and Malaysia. We understand the needs of an Enterprise and have honed our skills to ensure every stage of your project from scoping business requirements through to product deployment, training and support will be implemented professionally and successfully.

Contact Details

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