

Project 23: Pioneerlinks - Education Consultant Management System

About the Client

Pioneerlinks Education and Visa Consultants in Melbourne are dedicated to assist and guide international students with selecting courses in various education sectors which are aligned with their career goals.

We also assist for the family visa Australia to those families who wanted to migrate to Australia. At Pioneerlinks Career Consultancy the education advice is complimented with professional migration advice to design a comprehensive career strategy. Pioneerlinks Migration team of dedicated professionals equipped with sound knowledge of Australian Education Industry, National Code and Australian immigration law providing informed advice to our clients maintaining highest satisfaction level.

At Pioneerlinks Migration, We have a highly experienced and registered migration consultants who provide their services to the clients throughout the world want to apply for Australian visa. We as a registered migration agent in Melbourne provide services and assist our clients through the complex process of visa application.

We will probably manage and give a consistent domain in the middle of customer and lawyer all through the movement process. We offer an open, available law office, willing to speak to your hobbies morally, ardently and speedily.

Our expert specialists are accessible to help with:

- Student visa applications,
- Business visa application, Visitor Visa
- Family stream applications including life partner/accomplice and guardian movement.
- Employer Nomination Visa, General Skilled Migration.
- Regional state sponsorships.
- MRT/AAT Appeals for refusal and Cancel Visa Services

Project Brief and Business Problem Specifications:

Client is facing the following problems and issues in the existing system:

Answering Questions

Hard to simplify Bookkeeping

Payment Problem Management

Organizing the Document Lifecycle

Information Management Operations

Hiring and Maintaining Quality Staff

Overall Responsiveness to Clients

Don't Know What Will Go Wrong

Lost documents

System Modules Requirements

1. User Management Module

Handles all user-related operations.

- User registration and login
- Role-based access control (Admin, Consultant, Student, Partner)
- Password recovery and account security
- Session timeout and authentication management

2. Student Management Module

Manages student profiles and education details.

- Create/update personal information
- Upload and manage academic and ID documents
- Education history and language test data

- Verification status for each document

3. Consultant and Counselling Module

Supports consultants in managing and assisting students.

- Schedule counselling sessions and appointments
- Maintain case notes and counselling records
- Assign tasks or follow ups to staff
- Appointment reminders and notifications

4. Institution and Course Catalogue Module

Maintains the database of partner institutions and their programs.

- Add/edit institutions and courses
- Search and filter programs by location, level, field, tuition or intake
- View detailed program information
- Consultant course recommendations

5. Application Management Module

Central module for handling course applications.

- Create, submit and track applications
- Application status workflow (Draft → Submitted → Offer → Accepted)
- Application summary report (PDF generation)
- Automated notifications for status updates

6. Offer and Admission Module

Handles offers from institutions and student decisions.

- Record and store offer letters
- Accept or decline offers online
- Automated offer deadline reminders
- Track accepted and rejected applications

7. Payment and Finance Module

Tracks financial transactions and tuition related data.

- Record and update payments
- Show outstanding balances
- Generate invoices and receipts (PDF)
- Transaction history view for each student

8. Communication and Notification Module

Facilitates interaction between users.

- In-app messaging (student ↔ consultant)
- Email notifications for key events
- Message logging and communication history
- Automated reminders for tasks and deadlines

9. Reporting and Analytics Module

Generates performance and progress insights.

- Dashboard summaries for all user roles
- Reports on applications, offers, and lead conversions
- Export reports in CSV or PDF format
- Monthly statistics and trend charts

10. Document and Audit Trail Module

Ensures accountability and record keeping.

- Version control for uploaded files
- Record of file verifications and modifications
- Full audit trail of system actions
- Activity log accessible to admins

11. AI and Smart Recommendation Module

Implements basic artificial-intelligence features.

- AI-based course recommendation based on student data
- AI chatbot for student support and FAQs

12. System Administration Module

Used by admins to control overall system operations.

- Manage users, roles and permissions
- Configure system settings (session time, file size limits etc.)
- Monitor audit logs and reports
- Perform database backup and maintenance

UI Design

User Interface for this system is concerned with the dialogue between a user and the computer. It is concerned with everything from starting the system or logging into the system to the eventually presentation of desired inputs and outputs. The overall flow of screens and messages is called a dialogue.

UI Design Requirements

1. The system user should always be aware of what to do next.
2. The screen should be formatted so that various types of information, instructions and messages always appear in the same general display area.
3. Message, instructions or information should be displayed long enough

to allow the system user to read them.

4. Use display attributes sparingly.
5. Default values for fields and answers to be entered by the user should be specified.
6. A user should not be allowed to proceed without correcting an error.
7. The system user should never get an operating system message or fatal error.

The aim of proposed system is to develop a system of improved facilities. The proposed system can overcome all the limitations of the existing system. The system provides proper security and reduces the manual work.

- Security of data.
- Ensure data accuracy's
- Proper control of the higher officials.
- Minimize manual data entry.
- Minimum time needed for the various processing.
- Greater efficiency.
- Better service.
- User friendliness and interactive.
- Minimum time required.

Functional Requirements

Functional requirements are product features or functions that developers must implement to enable users to accomplish their tasks. So, it's important to make them clear for the stakeholders. Generally, functional requirements describe system behavior under specific conditions. The developers of this system must enhance the performance and efficiency of the system by adding 15 to 20 more functional requirements. Students need to do their own research to find how they can improve the system and which FRs need to added. The group must need a prior approval from the stakeholders/project supervisor before finalizing these Functional Requirements. These enhanced FRs must be reflected separately in Final SRS Report after the approval.

User Management and Authentication

- FR1: The system should allow users to register using an email address and

password.

- FR2: The system should authenticate users through a secure login process.
- FR3: The system should allow users to reset their password via email verification.
- FR4: The system should allow the admin to create, edit and delete user accounts.
- FR5: The system should assign roles such as Admin, Consultant, Student and Partner.
- FR6: The system should restrict system features and access based on user roles.
- FR7: The system should automatically log out inactive users after a set time period.

Student Profile Management

- FR8: The system should allow students to create and edit their personal profile details.
- FR9: The system should allow students to upload academic and identification documents.
- FR10: The system should allow consultants or admin to verify or reject uploaded documents.
- FR11: The system should record students' education history and test scores.
- FR12: The system should display a document checklist showing verification status.

Consultant and Counselling Management

- FR13: The system should allow consultants to record case notes for each counselling session.
- FR14: The system should allow consultants to schedule and manage appointments.
- FR15: The system should send reminders for upcoming counselling appointments.
- FR16: The system should allow consultants to assign follow-up tasks to other staff members.

Institution and Course Catalogue

- FR17: The system should allow the admin to add, edit and delete institutions and courses.
- FR18: The system should allow students to search and filter courses by location, field, tuition and intake.
- FR19: The system should display complete course details such as fees, duration, and entry requirements.

- FR20: The system should allow consultants to recommend specific courses to students.

Application Management

- FR21: The system should allow students to create and submit course applications.
- FR22: The system should track application progress across different stages.
- FR23: The system should prevent submission of applications missing required documents.
- FR24: The system should generate downloadable application summary PDFs.
- FR25: The system should send email or in-app notifications when application statuses change.

Offer and Admission Management

- FR26: The system should allow consultants to upload and record offer letters from institutions.
- FR27: The system should allow students to accept or decline offers online.
- FR28: The system should send automated reminders for offer acceptance deadlines.

Payment and Invoice Management

- FR29: The system should allow the admin to record and update student payment information.
- FR30: The system should display outstanding balances and payment status to students.
- FR31: The system should generate and allow download of invoices and receipts.

Communication and Notifications

- FR32: The system should send automatic email alerts for key activities and deadlines.
- FR33: The system should provide internal messaging between students and consultants.
- FR34: The system should log all messages and communication threads for future reference.

Reporting and Analytics

- FR35: The system should display dashboards summarising student numbers and application stages.
- FR36: The system should allow administrators to export reports in CSV or PDF format.

- FR37: The system should generate monthly reports showing lead conversions and performance metrics.

Document and Audit Management

- FR38: The system should maintain version control for each uploaded document.
- FR39: The system should record a log of user activities such as uploads and edits.
- FR40: The system should allow administrators to view a full audit trail of actions.

AI Functionalities

- FR41: The system should recommend suitable courses based on a student's academic profile and preferences.
- FR43: The system should include a chatbot to answer frequently asked questions and guide users.

Hardware Requirement: Should be recommended by the developers.

Software Requirement: Should be recommended by the developers.