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| Portal   * + Submit NAT files for payment   + Review payments and invoices   + Review contracts with DET   + Apply for new contracts, updates to existing contracts   + Access business critical reports   + Access a knowledge base of useful information and FAQs   + Submit request information through enquiries. |  | CRM   * + for the purpose of Managing RTOs, NAT file submissions, data validations and quality assurance.   + The VTIS CRM provides the capability of communicating with RTOs     - regarding enquiries/complaints, events, student surveys, Expression of Interest (EOI) submissions and the award of funding contracts.     - It also allows the setup and tracking of Training Provider auditing, investigation and enforcement, the maintenance of Training Provider risk profiles and access to Training Provider historical data and reports.     - The CRM also has an invoicing and payment function which supports the calculation of monthly payment amounts to Training Providers who have been awarded a contract, based on predefined payment rules. |

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| Gate1  Validate data with provided rules |

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| Gate 2  Deals with exceptions and warning |

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| Gate 3  Exception and warning |

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| Gate 4  Calculation |

Funding Contract

* Establish and Initiate Funding Award Period
* Complete Application and Prepare for Evaluation
* Evaluate and Award Funding Contract
* Maintain Funding Contract

External Engagement

* Handle Interaction
* Conduct Quality Survey
* Process Communication
* Organize and conduct event

Funding program process

* Maintain training product
* Maintain Validation and Payment Rules

🡺Manage product management life cycle of training product, permitted program and receiving of funding for same

Manage compliance and performance

* Implementation of key processes, business requirements and business rules
* Associated activity are compliance audit, investigation of suspended contract and enforcement of contract compliance

Queries

1.What is TMQ?

2.Do we work with legacy (historical data)? If yes, are the guidelines for selection/Rejection using 4 gates are same?