

ChalkPort Membership Managed Services

ChalkPort Membership covers provision of the following products and managed services:

1. QMS Online

A web-based quality document management system which includes CPQMS (ChalkPort's Quality Management System materials), and holds any quality, compliance and organisational documents. Automate version control, track evidence of document usage and record and monitor professional development via the online PD Register.

2. CPQMS - Quality Management System materials:

ChalkPort's Quality Management System materials are pre-loaded inside QMS Online:

- Full set of procedures and documents
- RTO staff online quality system induction
- Updates to materials
- 'Establishment' Guide
- 'Getting ready for audit' Guide

3. Port PD - VET Professional Development Online

Online VET Professional Development units are preloaded into your copy of Learn Centre for an unlimited number of users within your organisation.

4. Learn Centre

Learning management and student records management system, built especially for Australia's VET sector. Allows for an unlimited number of users and unlimited number of units. Includes Port PD units as they become available.

5. Smarter Data Pro

Survey engine with full functionality designed for meeting all the Quality Indicator requirements as outlined in the AQTF Essential Standards and the Data Provision Requirements of the VET Quality Framework.

ChalkPort managed service responsibilities and Member Basic Data Plan:

The software applications will be hosted on a cloud maintained by ChalkPort, subject to ChalkPort's General Terms and Conditions and Fair Use Policy. ChalkPort will provide:

Technical support for software

- Phone, email & ticketing
- Bug fixes
- Upgrades automatically installed
- Server administration and fault-finding
- 1 hour of software training over-the-phone (on-site training is available separately)

Cloud computing

- 1GB disk space storage (larger data plans are available)
- Hardware fault-finding & support

Backups

- Real time backup to the cloud
- Encrypted daily backup of files and database
- Off-site daily backup of the backup server
- Critical Restore from backup support

Hosting and security

- Unlimited uploads (limits will only apply to total storage usage)
- Unlimited downloads
- Firewall setup & monitoring

Termination:

The Client may choose not to continue with this agreement at any time after the first six months as long as ChalkPort is given 30 days notice in writing (email is sufficient).

ChalkPort Membership Managed Services - Order form

Pricing

ChalkPort Membership is made up of a once-off initial registration fee to cover setup of your managed services and an ongoing membership fee charged in advance at the intervals indicated below. All prices are inclusive of GST.

- \$2,750 Once-off initial registration fee
- [Choose one]
- \$330 Monthly ongoing membership fee (only available via direct debit)
- \$3,960 Annual ongoing membership fee

[OPTIONAL] On-site training

Deployment of a new quality management system or learning management system in an organisation can be an arduous task. ChalkPort offers a range of on-site training and professional development workshops to maximise the benefits of having and using Chalkport services.

Workshops can include: training related to QMS Online, Learn Centre, Smarter Data Pro and e-learning best practice; QMS initial set-up and customisation; deployment of a systematic approach to continuous improvement via CPQMS; and more.

- Tick this box if you would like more information regarding your on-site training needs.

Name of organisation:

ABN: RTO Code:

Address:

RTO Managing Director: Phone:

Email address:

The person named below should be the day-to-day administrator and the primary contact person.

Software Administrator: Phone:

Email address:

All invoices and account enquiries will be addressed to the person named below.

Accounts contact: Phone:

Email address:

I have read and accept the **Terms and Conditions** (found at www.chalkport.com/terms-of-service) for these managed services on behalf of the organisation:

.....
Name of person
Signature
Date

Please allow up to 5 working days for processing.

Direct Debit Request (DDR) – Services membership

1. Nominate payment amount/s: [Please tick]

- Initial Registration once-off \$2,750
- Monthly ongoing \$330
- Annual ongoing \$3,960

2. Choose credit card or bank account: [Please print]

- I request that ChalkPort Pty Ltd arrange for funds to be debited from my nominated **credit card** according to the schedule specified above until further notice:

Credit card type: Visa MasterCard

Credit card number:

Expiry date:

Cardholder name:

Signature: Date:

- I request that ChalkPort Pty Ltd arrange for funds to be debited from my/our nominated **bank account** at the financial institution according to the schedule specified above until further notice:

Financial institution:

Branch:

Account name:

BSB number:

Account number:

Signature: Date:

Signature: Date:

If debiting from a joint account both signatures are required.