

Features	Community	Light	Professional	Enterprise
User client licenses	unlimited	unlimited	unlimited	unlimited
Enrolments per year	unlimited	unlimited	unlimited	unlimited
AVETMISS export	✓	✓	✓	✓
Traineeship reporting	✓	✓	✓	✓
Integrated email	✓	✓	✓	✓
SMS		20c each	19c each	18c each
Live credit card processing (including refunds)		45c each	50 free per month then 42c each	100 free per month then 39c each
Attendance marking		✓	✓	✓
Membership		✓	✓	✓
Access control			✓	✓
Budgeting			✓	✓
Payroll				✓
MySql or Microsoft SQL options				✓
Source code				✓

Features	Community	Light	Professional	Enterprise
Support				
Bug reports and feature requests		✓	✓ priority	✓ priority
NTIS data updates	✓	✓	✓	✓
Data migration from other enrolment software	✓ self service	✓ self service or quote	✓ student transfer included	✓ student transfer included
User documentation	✓ pdf and web	✓ pdf and web	✓ pdf and web and editable source	✓ pdf and web and editable source
Custom reports	✓ self service	✓ self service or quote	✓ self service or quote	✓ self service or quote
Email, phone & web support		✓	✓	✓ priority
AVETMISS lodgment support				✓
Designated support contacts		1	2	3
Maximum response time (see SLA for details)		5 days	2 days	1 day
Annual support fee	Free	\$1,200	\$4,750	\$9,750

Features	Starter	Standard	Premium	Platinum
Website hosting with CMS	✓	✓	✓	✓
Automatic course and class content updates	✓	✓	✓	✓
Secure online enrolments	✓	✓	✓	✓
Statistics (including e-commerce analysis)	✓	✓	✓	✓
SSL Certificate	✓	✓	✓	✓
Domain name hosting (DNS)	✓	✓	✓	✓
Offsite backups	✓	✓	✓	✓
Email, phone & web support	✓	✓	✓	✓ priority
Load balancing		✓	✓	✓
Student and tutor portals		✓	✓	✓
Staging website (test platform)			✓	✓
Maintenance and monitoring	✓	✓	✓	✓
Service Level Agreement (SLA)	98%	99%	99%	99.5%
Monthly data transfer	10 GB	40 GB	60 GB	80 GB
eCommerce fee	6%	2%	1.5%	1.0%
Per online credit card transaction	\$1.10	85c	75c	65c
Once-off website set up	\$950	\$950	\$950	\$950
Annual website and services fee	\$1,500	\$2,900	\$4,900	\$9,500

web implementation options

Features	Package A	Package B	Package C	Package D
ish assigned project manager				12 hrs
Technical brief to designer prior to graphic design work			4 hrs	6 hrs
Design review and usability analysis			6 hrs	6 hrs
Web content and SEO consultation		4 hrs	6 hrs	6 hrs
Site structure and architectural consultation	4 hrs	4 hrs	4 hrs	6 hrs
Implementation of supplied logo & colour scheme into standard template	4 hrs	4 hrs	NA	NA
Customisation of home page, landing pages, menu and footers		6 hrs	NA	NA
Implementation of professionally developed and supplied website design			20 hrs	40 hrs
Browser compatibility testing			4 hrs	8 hrs
Additional component customisation				10 hrs
Website marketing & Adwords consultation				6 hrs
Post implementation review and traffic analysis report				12 hrs
Total included implementation hours	8 hrs	18 hrs	44 hrs	112 hrs
Package implementation fee	Included	\$1,250	\$4,450	\$9,950

If an option above doesn't suit your needs, we'll be happy to create a customised proposal.

Terms and Conditions

- Prices are in Australian dollars and do not include GST. Australian businesses should add 10% GST.
- Source code to onCourse is available to our Enterprise customers on the signing of a non-disclosure agreement.
- Support hours are 9am-6pm Sydney time, business days. Our response time is measured in business days. We will usually respond much more quickly than the maximum times listed, particularly if the issue is causing difficulty in your business process.
- ish will assist with the lodgment of AVETMISS data, simplifying the process. You will still need to enter data into onCourse: student details, enrolments, outcomes, etc throughout the year; we will then lodge your data and assist you to make any corrections needed. All versions of onCourse are able to export AVETMISS data at any time and can be lodged by your organisation without our support.
- Designated support contacts are the people in your organisation to whom we provide support. Our service is a 'second tier' of support: these designated support contacts help others in your organisation to use the software and solve problems and we provide the support to these people.
- Software and web plans can be mixed and matched as needed. For example, you may choose an 'Enterprise' onCourse plan and an 'Starter' website plan. You will need at least a 'Light' onCourse plan to enable the credit card gateway process for online enrolments.
- Statistics are highly detailed, and show extremely useful marketing information such as showing spend against source of visitor, time spent on site, or even following the trail of what links they chose to reach the payment graphed against the value of their spend.
- onCourse web sites are monitored by an automated process which verifies every 15 minutes that the site is accessible and displaying valid information. Any outage is notified to our technicians by SMS immediately, 24 hrs a day, 7 days a week.
- A standard template for your website is supplied. Under the Starter and Standard plans, you can customise colours, style sheets and logos. Premium and Platinum customers can customise almost every aspect of the site, and included in the setup charge is the implementation of your existing brand and design. Further branding and design can be quoted as needed, or we can work with your graphic designer.
- The eCommerce fee is calculated as a percentage of the total sales through the web site, including GST and any additional charges levied. If a deposit is charged online, then the fee is calculated on the full value of the sale or enrolment. The fee is NOT charged on enrolments or sales made directly to your office, over the phone, in person, by mail, etc. Your bank will still charge additional credit card transaction fees on top of the ish fee for all credit card transactions made through onCourse.
- Included domain name hosting is for a single domain name (URL) only. Quotes can be provided for additional hosting on request and purchasing of domain names can be facilitated.

