ERP, which is the abbreviation for Enterprise Resource Planning, is the software used at Wise Up Schools to manage and store information about all departments. For what concerns the Teaching department, this document aims at providing information on all the tools that will be necessary for coordinators to manage the procedures related to the department.

1. GENERAL INFORMATION

Student's Registration (*RA*):
It refers to the student's registration number.

Module (*período letivo*):
There are nine modules in all, and each one corresponds to one level. On the ERP, the modules are represented as such:

• WISE UP:
Module 01: BASIC 1
Module 02: BASIC 2
Module 03: BASIC 3
Module 04: INTERMEDIATE 1
Module 05: INTERMEDIATE 2
Module 06: INTERMEDIATE 3
Module 07: ADVANCED 1
Module 08: ADVANCED 2
Module 09: CAL

Term (*período do ano*): Terms are automatically loaded into the system. They are represented by the numbers 01 to 05 and correspond to bimestrial periods (modules) within one year, as seen in the following examples:
1st Term: January, February and March (two first weeks)
2nd Term: March, April and May
3rd Term: June and July
4th Term: August, September and October (two first weeks)
5th Term: October, November and December

National Class Program (*calendário acadêmico*):

The National Class Program is automatically loaded into the system. It accounts for holidays, regional meetings, class days, make-up classes, etc.

Current Term: The current term is automatically loaded into the system and it is the basis of the structure of Standard Courses. As each new term begins, through the change-of-term routine, a new current term comes about, with 30 new groups assigned for each module.

Standard Courses: Standard Courses are used for the setting of the current term. They contain the structure of each course offered by the school—Executive, Teens, and INTRO—comprised of specific modules, class programs, class arrangement, etc.

2. ACCESSING THE SYSTEM FOR THE FIRST TIME

In case your computer doesn't have the Protheus 8 software installed.

Start your browser of choice (Internet Explorer, Firefox, etc.).

Type the URL www.itips.com.br and enter your Login and Password (provided by the Franchisor – email to gerencia.franquias@wiseupfranchising.com.br).

Select download.

Select Protheus 8 for Windows or Protheus 8 for Linux.

A .exe file will be downloaded. After the download is done, click on the Protheus icon and select Execute.
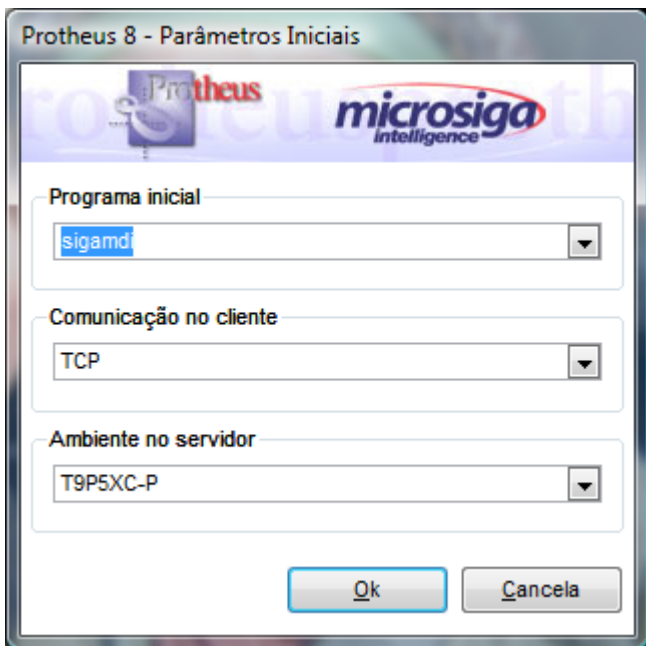
The program will be installed automatically.

To access the system, check the following procedures.

3. ACCESSING THE SYSTEM

After following the aforementioned instructions, which refer to accessing the system for the first time, the ERP must now be accessed in the following manner:

Click on the icon and the following pop-up will appear:

Programa inicial:

sigamdi: this option enables the user to open three tabs at the same time. The system, however, will

respond more slowly in this setting.

sigaadv: this option enables the user to open only one tab at a time. The system will perform

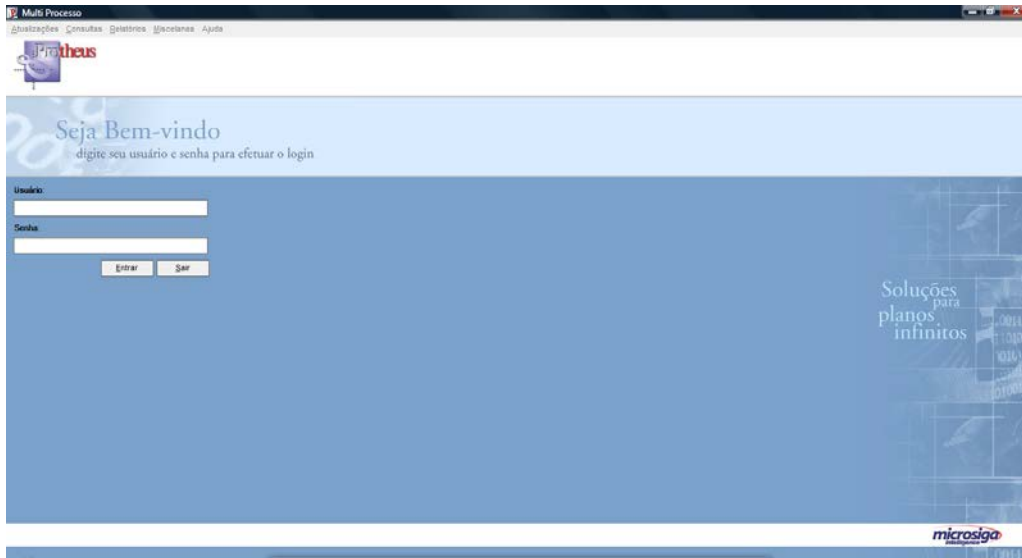faster in this setting.

Comunicação no cliente:

It should always be marked as TCP

Ambiente no servidor:

T9P5XC-P, T9P5XC-P01 or T9P5XC-P02 – according to your branch.

Once these parameters are wrong, the system will not recognize you login/password as valid.

The screen below will appear. Enter your username and password:

On the next screen, as you can see below, the window **Digite a Data-Base** will contain the current date.

If the procedure is to be carried out with a past date, click on the question mark on the right

corner of the window and select the date on the pop-up calendar. This operation, however, needs to be

authorized through SAC .

In the **Escolha a Empresa/Filial** field, choose the branch.

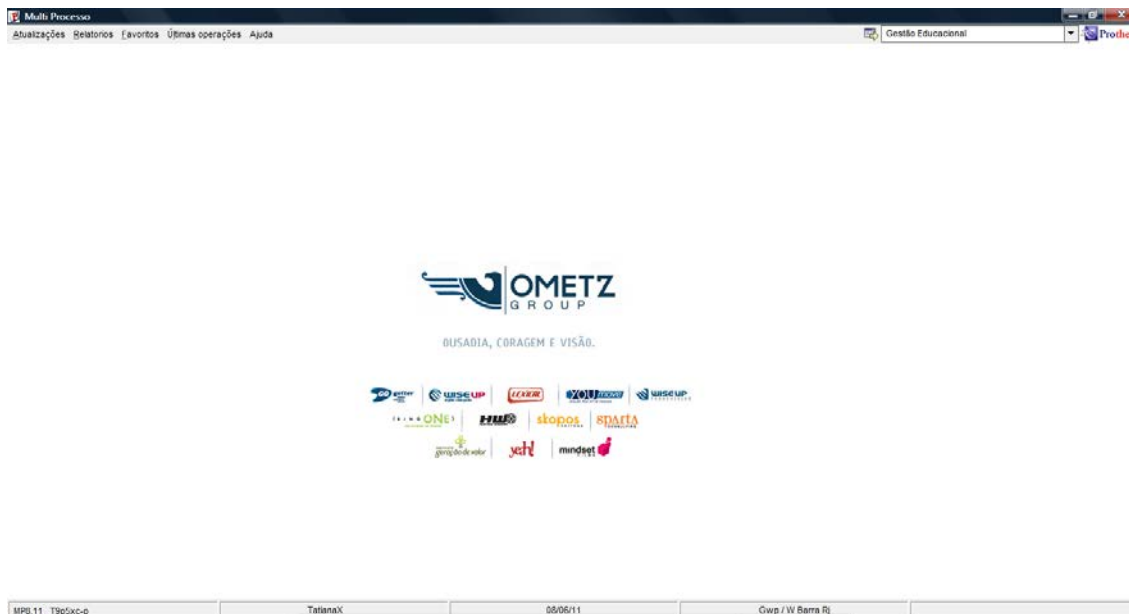In **Escolha o Ambiente**, select **Gestão Educacional**.

These windows all bring the option *Utilizar as Informações Escolhidas em Todas as Sessões*.

If you do not want to use this option, click on **Confirmar**.

If you do want to use it, select the corresponding option and click on **Confirmar**.

The system main screen will load, as seen below.

04CONTINGENCY PLAN—ERP/ PROTHEUS

There is a contingency box in the department's routine, which offers support to the user in case he has problems using the system.

Types of malfunction:

1. No Internet access.

2. System down.

3. Defective computer.

General Standard Procedures

Malfunction Type 1:

In case broadband Internet access is no longer available, a dial-up connection must be set up (standard telephone connection). Preferably, a free service provider, such as Pop or IG, must be chosen to access ERP.

Malfunction Type 2:

There is an individual contingency plan that refers to each department's particular routines, determined according to how urgent that procedure is.

Malfunction Type 3:

Another department's computer is to be used. Shifts must be determined so two people can share the computer at different times until the Coordinator's computer is back in order.

Important:

After accessing the routines, a *Data-Base e Empresa/Filial* window may pop up. In case it does, click OK.

Clicking on the magnifying glass icon on the side of many fields will cause a window with options to pop up. Select the option you need and click OK.

Clicking on the calendar icon on the side of many fields will cause a calendar containing the current month to pop up. To access the previous or the following month, simply click on the arrows on each side of the calendar. The arrow on the left goes back a month, whereas the arrow on the right goes forward. Select the day and double-click. To return to the current date, right-click anywhere on the calendar and select *Ir para Hoje*.

The **Pesquisar Alunos** window enables the user to look up a student through filling out any one of the fields: name, *RA* number, or telephone number. If you choose to fill out the *Curso* field, click on the question mark to cause the window with the options to pop up, select one of the options, and click OK. The *PL* and *Turma* fields will also have to be filled out.

Printing Procedures:

On the print settings screen, follow this procedure:

Arquivos: select *Imprimir.*

Tipo de Impressão: select *Cliente.*

Impressora: select the printer you will use.

Opções: select the pages you want to print, the number of copies, and the margin orientation.

Click on *Imprimir* and, then, on *Sair.*

SAC > Serviço de Abertura de Chamada

SUPPORT REQUESTS

Definition:

This process enables the user to register requests for solutions to doubts related to the system, questions about procedures, occasional malfunctions, etc. It is to be used every time doubts are not properly solved by the User Manual.

Note:

All support requests are answered in 24 hours on average.

The request must be objective and describe the situation in as straightforward a manner as possible.

Provide as many details as you can without losing conciseness. The more detailed the request is, the quicker the reply will be.

Always have the User Manual at hand.

Send your support requests to the following e-mail address:

sac@wiseup.com.br

Support requests can also be made via Skype. Add the following Skype name to your contact list:

Skype: sac_wiseup

On Saturdays, you can contact Plantão TI, in order to solve emergency situations:

Email: plantao.ti@ometzgroup.com.br

Skype: plantao_TI

(Plantão TI works on Saturdays from 8 a.m. to 12 p.m. and from 1 p.m. to 5 p.m.)

Routine: *Atualizações > Wise Up > Alunos*

Access the routine.

The *Pesquisar Alunos* window will pop up. Fill out the fields and click OK.

The *Alunos* screen will load.

Select the name of the student you want to view information about.

Click on Follow-Up.

Observation: several notes may pop up on screen, such as: "this student is under 18", "this student has failed to pay for the course", "this student is on the NONE list", or "this student has missed any number of classes".

The Follow-Up screen will load. Next, choose the option you will be working on by following the description of the following tools:

Visualizar: select this option to access every follow-up ever recorded.

Incluir: select this option to record a new followup and follow the instructions below:

1. *Tipo Ocorrência:* click on the magnifying glass icon to select the kind of event you want to record. Select the desired option from the list box and click OK. Press ENTER or TAB to move to the next field.

2. *Mot. Canc.:* this option will only be accessible in case the student wants to cancel his contract. Click on the magnifying glass icon to select his reason for cancelling it.

3. *Ocorrência:* describes the event in rich detail.

4. *Data Agenda* and *Hora Agenda*: if necessary, fill out these fields with the date and time when the event was confirmed or when the event was scheduled to take place.

5. *Contato*: click on the right side of the window and select the kind of contact.

6. *Retornar*: click on the right side of the window and select the desired option.

7. *Executado*: double-click on the right side of the window and select the desired option:

• *SIM*: when the problem was solved at the time when the follow-up was recorded.

• *NÃO*: when the problem requires a measure at a later time to be resolved. Click OK on the right side of the window.

Executar: select this option to record the event as executed.

Relatório: this option enables the user to print the follow-up, forms, placement tests, and daily statements (or any other periodicity) according to selected settings.

7. STUDENT SEARCH

Definition:

This process enables the user to look up information about any given student.

Note:

Through the application of this routine the user will be able to access the files of every student. If he wants to look up only those students who are currently enrolled, the option *Arquivados* must be unchecked.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The Protheus 8 window will pop up.

Click OK.

The *Pesquisar Alunos* window will pop up. Select and fill out one of the following fields: *Nome*,

CPF, *RA*, *Fone*, *Curso*, *PL*, or *Turma*. Click OK.

The *Alunos* screen will load.

Contingency:

It is possible to wait until the system is restored to execute this routine.

8. FOLLOW-UP

Definition:

This process enables the user to record every student-related event in the student's file.

Note:

The kinds of follow-up are described in Types of Follow-Up in this Manual.

Routine:

Atualizações > Wise Up > Alunos

Cadastro: this option enables access to the student's contact information.

E-mail: this option enables the user to send an email to the student through the ERP.

Legenda: this option enables the user to identify the student's status through the different colors

of the bullets.

Contingency:

Every time a deal is made with the student, such as support classes, coaching classes, etc., two copies of

the follow-up are to be printed and signed by the student and the Coordinator.

One copy is to be handed to the student and the other is to be filed in the student's folder in the

Administration.

HOW TO RECORD FOLLOW-UP ENTRIES

Definition:

This process enables the user to record every student-related event that takes place.

Note:

The options in the *Consulta-Padrão — Opções de Follow-Up* screen can be viewed at *Types of*

Follow-Up.

In the case of *Aviso Prévio*, the date contained in the *Data Agenda* field is automatic, and it refers to the student's payments.

The *Cancelamento por Inadimplência* followup entry is automatically generated on the last workday of the month.

Clicking on the magnifying glass icon next to a field will cause a search window to pop up.

Click on the magnifying glass icon to fill out the field you need to search information about.

Select the desired option. Click OK on the lower menu.

Routine:

Atualizações > Wise Up > Alunos

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Pesquisar Aluno* window will pop up.

Fill out one of the fields and click OK.

The *Alunos* screen will load.

Select the name of the student.

Click on *Follow-Up*.

The *Follow-Up* screen will load with the name of the selected student displayed in the upper bar.

Contato: double-click on the arrow on the right side of the field and select the type of contact.

Tipo de Ocorrência: click on the magnifying glass icon to select the type of event.

Click OK.

Ocorrência: briefly describe what has happened inside the *Ocorrência* window.

Data Agenda and *Hora Agenda:* if necessary, fill out these fields with the date and time of the confirmation of the event or the scheduling for a follow-up contact.

Retornar: click on the arrow on the right side of the field and select the desired option.

Executado: double-click on the arrow on the right side of the field and select the desireed option.

Click OK.

8.1. TYPES OF FOLLOW-UP

Cód. 02 - Acadêmico

This option is used to describe all student related events involving classes, make-up classes, changing of groups, etc.

Cód. 03 - Financeiro

This option is used to describe all payment-related events involving students.

Cód. 04 - Material Didático

This option is used to describe all events involving the purchase of didactic materials.

Cód. 05 - Frequência

This option is used to describe all the events related to attendance control, such as contacts with absentees, make-up classes, etc.

Cód. 06 - Qualidade

This option is used to describe any events related to the quality of the classes and any service provided to students. This type of event is also used to refer to complaints or suggestions made by students.

Cód. 07 - Contato - Recepção

This option is used to describe contacts made by the receptionist or any other staff member when these contacts do not fit any of the other categories.

Cód. 08 - Reversão

This option is used to describe any events in which a student who intended to quit the course is talked out of it.

Cód. AD - Adiamento

This option is used to describe any events in which a student decided to postpone the beginning of his classes, thus altering the date of his first payment. The student needs to have had his A*ula Zero*, his Placement Test, and must have purchased his didactic material (*MD*). In this type of event, the date contained in the schedule field must be the same as that of his first payment and can only be changed after the Regional Manager's OK. He needs to be informed of the procedure via email (workflow) in order to give it the go-ahead. Until he does, the student's status is set as provisional, as he awaits a new date to start his classes. The whole process is to take place according to the schedule. Any change in receivables is to be made manually.

Cód. AN - Aviso Negociado

This option allows a notice of under 30 days before cancellation, but must be approved by the Regional Manager and the franchisee before it goes into effect. The date contained in the schedule field must be that of the student's final class. This event will not go back longer than five days.

Cód. AR - Adiamento de Reativação

This option is used to describe events in which a student who chooses to re-enroll decides to postpone his first class, thus altering the date of his first payment. This event must also be approved by the Regional Manager before it goes into effect.

Cód. AT - Antecipação de Início

This option enables the student to move his first class to an earlier date, thus altering the date of his first payment. The date contained in the schedule field must be that of his new first payment.

Cód. AU - Período de Ausência

This option is used to describe those events in which the student needs to be absent from the course for, at least, 30 days and, at most, 90 days. Payments will not be suspended. The student will be entitled to four one-hour classes for every month he is on leave. Those classes are to be had up until the contract is cancelled, that is, during the 18 months at Wise Up. The student must contact the Coordinator's office to schedule his classes. In this type of event, the date contained in the schedule field must be that of the student's return to classes. Until he returns, the student's status is set as provisional, as he awaits his new placement in a group. Any change in receivables is to be made manually.

Cód. CO - Aviso Prévio

This option is used to describe any events in which a student who intended to quit the course could not be talked out of it. This type of event generates an automatic 30-day notice after it has been recorded, and calculates, proportionally, how much is due. All further due payments are eliminated. The student's status is active for 30 days, after which he is no longer expected to come to class. All due payments after the 30-day notice are disregarded. The ERP will generate a new due payment slip marked as PRP (for proportional) containing the amount that corresponds to the remaining days of the student's final month in the school. Although the ERP will set the student's notice at 30 days when a *CO* event is recorded, that may be altered to a larger number without any impediments. The student's status will automatically be deemed *arquivado*

after the notice is concluded. Every day, a member of the Student Services staff is to check whether the status of a student on a 30-day notice has turned to *arquivado*.

Cód. C2 - Descancelamento

This option is used to describe those events in which students on a 30-day notice decide to not quit the course anymore. When confirmed, this type of event cancels the PRP due payment and re-enables all of the upcoming payments that had been cancelled before, as well as the Placement Test, *Aula Zero*, and the *MD* purchase. In this type of event, the date contained in the schedule field must remain unchanged. The student's status returns to *ativo* and his name returns to the group in which he was.

Cód. CR - Crédito em Aulas

This option is used to describe events in which students are granted credits by the school. After a student's contract has been cancelled and he is considered *arquivado*, a *CR* event is to be recorded and approved by the Regional Manager. The date contained in the schedule field must be that of the student's final class in his new status.

Cód. CS - Cancelamento sem Devolução

This option is used to describe events in which a student, after having enrolled, changes his mind and decides to not study here after all. As per the company's policies, such a student will not be refunded. This type of event, as well as *Cancelamento com Devolução*, can only be validated until the first day of the month of the student's first due payment.

Cód. EC - Estorno de Cancelamento com Devolução

This option is used to describe events in which students give up on their decision to cancel the contract and go ahead with their enrollment.

Cód. RE - Reativação

This option is used to describe re-enrollments, that is, events in which students' contracts deemed as *arquivados* are deemed valid again. Such students are back on the school's list of students attending classes, and their status is now provisional, as they await their new placement in a group.

Attention: this type of event generates an automatic scheduling of his first due payment.

Cód. SA - Desistência sem Aviso Prévio

This option is used to describe those events in which a student who is two or three months behind on his payments cuts a deal with the school and is released from his debts. This type of event needs to be approved by the Regional Manager and the franchisee.

Cód. SC - Segunda Chamada

This option is used to record a make-up exam. The ERP automatically generates a debt (according the going fees). In the event a student fails to show up, the Administration is to be informed in order to reverse the debt.

Cód. SR - Solicitação de Reprovação

This option is used to describe those events in which students decide to take any given module again, forfeiting the right to take exams before the change of terms.

9. CHANGING STUDENTS FROM ONE GROUP TO ANOTHER

Definition:

This process enables the user to transfer students from one group to another.

Note:

The student can only be moved to groups at the same or at a lower level (*PL*). Transfers to higher level groups are only possible when the student has grades that account for a final average of 70 or more.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The *Pesquisar Alunos* window will pop up. Fill out the fields and click OK.

The *Alunos* screen will load.

Select the name of the student you want to view information about.

Click on *Transferência / de turma*.

Select the desired option and click OK.

Período Letivo: type in the module.

Click OK.

The *Turmas Disponíveis* window will pop up.

Select the desired group.

Click *Transferir*.

The Protheus window will pop up and confirm the transfer.

Click *Sim*.

The Protheus window will pop up and inform you that the transfer was successful.

Click OK.

Note:

This procedure automatically generates a followup entry.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Other types of transference:

CHANGING A STUDENT FROM ONE BRANCH TO ANOTHER

Definition:

This process enables the user to move a student from one branch to another. It is important to highlight that this procedure should be done by the Head of Student Services.

Whenever a request for a transfer is recorded, a follow-up entry is generated in the branch from where the student is transferring. In the branch to where he wants to transfer a pending follow-up entry is generated, and will only go into effect after the Regional Manager okays the transfer. After that, the student's status will be provisional (red) and he will be eligible for placement in a group.

An email will be sent to the branch from which he has transferred confirming the operation on all fronts: Student Services, Teaching Department, and Administration. Following the transfer, the student's status in the branch he left will be *arquivado* (blue) and his records will contain information on the modules he concluded, his grades, and payments. All future payments will be sent to the new branch, but the information will remain in the branch he left bearing the numerical code of the new branch. In the event the student decides to undo the transfer, the ERP will re-enroll him under the same *RA* he had upon his first transfer.

This procedure automatically generates a follow-up entry.

TRANSFERRING A STUDENT BEFORE HE STARTS THE COURSE

Definition:

This process enables the user to transfer a student to another branch before he has attended his first class ever. It is important to highlight that this procedure should be done by the Head of Student Services.

Note:

For this procedure to take effect <u>the student must not be placed in a group and the deadline is the month</u> before his first payment is due. The branch to which the student is being transferred must be chosen and the procedure must be executed. No fee is generated and his transfer is accounted as a cancellation in the branch from which he is being transferred.

10. Moving Students from the None Group to a Regular Group (Recording Grades)

Definition:

This process enables the user to transfer a student from the NONE list to a regular group through the recording of grades.

Note:

Students who have failed the module can only leave the NONE group to be moved to a group at the same level or at a lower level than before. In the event a student does not have any grades, the *Apontamento de Notas* window will pop up, and in it the grades are to be recorded. If the average amounts to 70, the student can then be moved to the next level. If, however, he fails to reach 70, he must be moved to a group at the same level or at a lower level. Every transfer automatically generates a follow-up entry. The deadline for the recording of grades so students can be moved out of the NONE group is the tenth day past the change of terms.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The *Pesquisar Alunos* window will pop up.

Click on the question mark next to *Curso* and the *Consulta Padrão - Cadastro de Cursos* window will pop up.

Select the desired option and click OK.

In the *PL* field, type NN, which is the code that corresponds to the NONE group.

The *Alunos* screen will load.

Select the name of the student you want to view information about.

Click on *Transferência / Turma*.

The *Parâmetros* window will pop up.

Curso: click on the magnifying glass icon and the *Consulta Padrão - Cadastro de Cursos* will pop up.

Select the desired option and click OK.

Período Letivo: enter the number of the module the student is being transferred to.

Click OK.

The *Turmas Disponíveis* screen will pop up.

Select the desired option and click on *Transferir*. The Protheus window will pop up to confirm the transfer.

Click *Sim*.

The Protheus window will pop up and inform you that the transfer was successful.

Click OK.

Contingency:

It is possible to wait until the system is restored to execute this routine.

11. REGISTER

Definition:

This process enables the user to view and make changes to the student's register.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The *Pesquisar Alunos* window will pop up. Fill out the fields and click OK.

The *Alunos* screen will load.

Select the name of the student you want to view information about and click *Cadastro*.

The *Alunos - Cadastro* window containing the student's contact information will pop up.

Verify the student's information and make changes if necessary. The student's *CPF* number is

indispensable. As soon as you are done, click OK to confirm the changes.

Contingency:

It is possible to wait until the system is restored to execute this routine.

12. STUDENTS' ABSENCES

Definition:

This process enables the user to keep track of student's absences and/or schedule make-up classes.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The *Pesquisar Alunos* window will pop up. Fill out the fields and click OK.

The *Alunos* screen will load.

Select the name of the student you want to view information about.

Click on *Faltas*. The following information will pop up on the screen:

• The student's module

• The student's group

• Date when he was absent

• Class sequence (1 or 2 for Saturday classes)

• *Falta* (*S/N*) informs you whether that absence has already been fed into the system

• Date of make-up class if it has already taken place

• Branch where that make-up class will take place

• Group in which the make-up class will take place

• OK in case his attendance at the make-up class has already been fed into the system

Make-Up Class: to schedule a make-up class, follow the steps described below.

1. When you click on this option, the ERP will ask you for the date of the absence and the class sequence for Saturday classes. Click OK.

2. A window containing dates, groups, time, days of the week, and the number of available seats will pop up.

3. In the event the student wants to schedule a make-up class before he is absent from that class, just inform the ERP of the date of the absence, even if it is still to come. When this absence is recorded, it will be automatically justified by the make-up class.

4. Click on *Selecionar* to confirm the make-up class. The Protheus confirmation window will pop up.

Cancelar: click on this option in case the student wants to cancel a scheduled make-up class. Make-up classes that have already taken place cannot be cancelled. As soon as you are done, click OK to confirm the procedure. Click on *Sair* to close the window.

Contingency:

It is possible to wait until the system is restored to execute this routine.

13. EXTRA ACTIVITIES

Definition:

This process enables the user to view and record students' attendance at all kinds of extra activities, namely, make-up classes, coaching classes, support classes, *aulão*, etc.

Note:

After the activity takes place, it is necessary to feed that information into the system so the records show that any given student was indeed in attendance.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

Click on *Atividades Extras*. A window containing every extra activity the student has ever attended will pop up. In case the student has never attended an extra activity, a window containing that message will pop up.

Contingency:

It is possible to wait until the system is restored to execute this routine.

14. COURSES

Definition:

This process enables the user to view the student's academic record. It contains such information as modules, groups, status, transferences, and grades. It also enables the user to record CAL grades when the student takes a make-up exam.

Routine:

Atualizações > Wise Up > Alunos

Access the routine.

The *Pesquisar Alunos* window will pop up. Fill out the fields and click OK.

The *Alunos* screen will load.

Select the name of the student you want to view information about.

Click on *Cursos*.

To feed CAL make-up exam grades into the system, click on the student's name and then click on *Cursos*.

A window containing a record of all the student's grades will pop up. Click on the term before the current one. On the lower right corner of the window, click on *Segunda Chamada*.

The *Segunda Chamada* window will pop up. In it you can enter the Oral Exam grade, the Written Exam grade, and the Assessment Chart grade. Grades must be between 0 and 100. The average grade is automatically calculated. At the end of the sequence, click OK.

The window will close and you will be taken back to the student's record window, which will now contain the grades you have just entered.

Observation: if you click on the current term, a Protheus window with the message "this option is available only to concluded terms" will pop up.

Click OK.

Contingency:

At each change of terms, a document containing this information must be printed in order to replace the document in the student's folder.

15. FINANCIAL RECORDS

Definition:

This process enables the user to view the student's financial record. It contains such information as monthly payments, purchase of didactic material, support classes, make-up exam, etc. A report may be printed.

Routine:

Atualizações > Wise Up > Alunos

Access the routine

A window containing records of all the payments made by the student will pop up.

If you need to print a report, select the command on the upper margin of the document or press F4 to email the report.

Contingency:

It is possible to wait until the system is restored to execute this routine.

16. FINANCIAL POSITION

Definition:

This process enables the user to view records of all the monthly payments that have been made and all of those that have yet to be made.

Routine:

Atualizações > Wise Up > Alunos

Access the routine

The *Posição Financeira* window, containing all of the student's payments, will pop up.

Contingency:

It is possible to wait until the system is restored to execute this routine.

17. KEY

Definition:

This process enables the user to identify the students' status, as represented by colored bullets.

Routine:

Atualizações > Wise Up > Alunos

Access the routine

Fill out the fields and click OK.

Click on *Legenda* to see what each color stands for, as listed below:

Efetivo - in effect: green

Aviso Prévio - on notice: yellow

Provisório - provisional: red

Arquivado - cancelled: blue

Crédito - class credits: purple

Contingency:

It is possible to wait until the system is restored to execute this routine.

18. REVERSAL OF PLACEMENT

Definition:

This process enables the user to undo any incorrect placing of a student in a group either during the changing of terms or at any given moment.

Routine:

Atualizações > Wise Up > Alunos

Access the routine

Fill out the fields and click OK.

Click on *Estorna Alocação* and choose between *SIM* to confirm the operation and *NÃO* to abort the operation.

If you choose *SIM*, a *Motivo do Estorno* window, asking you to explain the reason of your request, will pop up.

Explain the reason and click OK.

If you do not explain the reason and decide to leave, click on *SAIR*. A Protheus window telling you that a reason must be given will pop up.

Click OK to return to the *Motivo de Estorno* window.

Explain the reason and click OK.

A Protheus window will pop up telling you that the operation will go into effect after your Regional Coordinator's OK.

Click OK to conclude the operation.

Contingency:

The final deadline to request reversals of placement without generating the need for your

Regional Coordinator's OK (*AUTORIZAÇÃO DE ESTORNO DE ALOCAÇÃO*) is 48 hours. After that, your

Regional Coordinator's OK is indispensable.

Routine: *Atualizações > Wise Up > Turmas*

Note:

Groups have classes on Mondays and Wednesdays, Tuesdays and Thursdays, and Saturdays. No other arrangement is allowed. The time must be set for both class days. For Saturday groups, the time must be set for both classes individually.

Routine:

Atualizações > Wise Up > Turmas

Execute the routine.

The *Turmas* screen will load.

Select a group. Click on *Grade Horária*, on the lower menu. A window containing the days and time of the group's classes will pop up. To make changes, double-click on the desired fields. Type in the new time and click on *Confirmar*.

To make changes in the day fields, doubleclick on the *Hora Início* field and press *Delete* to delete the information in it contained. Move to the *Hora Final* field by pressing the TAB key, double-click on the field

and press Delete. Press Enter and repeat the same procedure for the other class day. Select the new class days, double-click on the fields and type in the time.

Click on *Confirmar*.

The system will now record the new days and time for that group's classes.

Contingency:

It is possible to wait until the system is restored to execute this routine.

19. BY ORDER OF

Definition:

This process enables the user to determine how the system will organize the list of active groups.

Routine:

Atualizações > Wise Up > Turmas > Ordem de

Access the routine

The *Turmas* screen will load.

Click on *Ordem de* and select the organization of the list of groups that best suits your needs. The following options are available:

• *Curso/Período Letivo*

• *Turma/Período Letivo*

• *Instrutor*

• *Alunos em Turma*

Click on the desired option.

Contingency:

It is possible to wait until the system is restored to execute this routine.

20. TEACHER

Definition:

This process enables the user to assign teachers to active groups.

Routine:

Atualizações > Wise Up > Turmas > Instrutor

Access the routine

The *Turmas* screen will load.

Select a group. Click on *Instrutor*, on the lower menu.

If you choose to assign a teacher to a group, click on *Alocar*. Click on the question mark for a list of the available teachers. Choose one.

Click OK.

Click OK again.

Histórico: clicking on *Histórico* enables the user to view a list of all the teachers ever assigned to any given group since its beginning.

Note:

If any information regarding a teacher's address, telephone number, and the like is changed, the Administration must be informed RIGHT AWAY.

Contingency:

It is possible to wait until the system is restored to execute this routine.

21. STUDENTS

Definition:

This process enables the user to view all the students currently placed in any given group.

Routine:

Atualizações > Wise Up > Turmas

Access the routine

The *Turmas* screen will load.

Select a group. Click on *Alunos*, on the lower menu. A window containing the names of all the students in that group will pop up.

Contingency:

It is possible to wait until the system is restored to execute this routine.

22. TIMETABLE

Definition:

This process enables the user to set the days and the time for a particular group's classes.

23. OPENING A GROUP

Definition:

This process enables the user to open a new group at the same level or time as an existing group when the 15 groups automatically opened at the change of terms will not do.

Note:

It is possible to create a group at the same level and at the same time when *turma (número)* is selected. In case groups at the same level but at a different time are needed, *horário (letra)* must be selected. The *outras turmas* option refers to Teens and INTRO groups, which are named according to a different system than regular groups.

Routine:

Atualizações > Wise Up > Turmas > Instrutor

Execute the routine.

The *Turmas* screen will load.

Select the group you want to use as template.

Click on *Criar Turma* on the lower menu.

Choose one of the options, depending on the kind of group you need, such as:

If you select *Turma (número)*, a Protheus window with the following message will pop up:

"Create A05 group based on BASIC I A01?"

Select *SIM* or *NÃO*.

If you select *Turma (letra)*, a Protheus window with the following message will pop up:

"Create U01 group based on BASIC I A01?"

Select *SIM* or *NÃO*.

If you select *Outras turmas*, a Protheus window with the following message will pop up:

"Create F group based on INTRO A?"

Select *SIM* or *NÃO*.

Remember: letters refer to time; numbers refer to groups.

To open a group at a different time, select *grade horária* to adjust the time settings. If you fail to do so, the timetable will have different letters referring to the same time.

Remember: different letters must always refer to different times.

Contingency:

It is possible to wait until the system is restored to execute this routine.

24. RECORDING ABSENCES

Definition:

This process enables the user to record students' absences or monitor the absences recorded within a certain period.

Note:

Saturday students will have two absences recorded for each Saturday they miss.

Routine:

Atualizações > Wise Up > Turmas

Execute the routine.

The *Turmas* screen will load.

Select the group you want to attribute absences to and click on *Apontar Faltas*, on the lower Menu.

A window containing the following information will pop up:

• A class program for the group

• The day of the week

• The number of absences recorded

• For Saturday groups, two columns for each date will be displayed. Absences must be recorded individually for each of the two classes in Saturday groups.

Click on the date when the student was absent and then click on *Alunos*.

A window containing a list of the students in that group will pop up. Select the desired student and click on *Apontar*, on the right side of the window.

The system will then record the absence and the bullet next to his name will turn red.

If you want to reverse the procedure, click on *Excluir* and the bullet next to his name will turn back to green.

As soon as you are done recording absences, click on *Sair*.

The three bullets used to categorize the recording of absences are the following:

• Green: the student attended the class.

• Blue: the student made up for the class he missed and therefore is not considered absent.

• Red: the student was absent.

Contingency:

It is possible to wait until the system is restored to execute this routine.

25. RECORDING GRADES

Definition:

This process enables the user to record the students' three grades.

Note:

The student will pass on to the next level if the average of his three grades is equal or higher than 70. He will fail if that average is below 70. All grades range between 0 and 100. Once the student's final grade is set, it can only be changed until the change of terms takes place. Once the *Encerramento de Bimestre* routine is executed, the process is irreversible.

Routine:

Atualizações > Wise Up > Turmas

Execute the routine.

The *Turmas* screen will load.

Select the desired group and click on *Notas*.

A window containing a list of the students in that group will pop up.

To record grades, select the cell that refers to the exam and type in the grade. To move to the next cell, click on Enter.

As soon as you are done recording the grades for a particular group, click on *Confirmar*. If you fail to do so, all the grades you have just entered will be lost.

Observation: when you execute the *Encerramento de Bimestre* routine, all the students who have no grades or do not have all three of their grades will be placed in the NONE group. The Coordinator has up to ten days from that moment on to feed the missing grades into the system and move the students to regular groups. After those ten days, students can only moved to groups at the same level or at a lower level, depending on each individual situation.

Contingency:

It is possible to wait until the system is restored to execute this routine.

26. MOVING STUDENTS FROM ONE GROUP TO ANOTHER

Definition:

This process enables the user to move ONE, TWO or ALL the students from one group to another, as long as they are both at the same level and as long as the number of students being moved is not an issue.

Note:

A student can only be moved to a group at the same level. He cannot be moved to a group at a higher level without the recording of grades that amount to an average of 70 or more. This procedure automatically generates a follow-up entry.

Routine:

Atualizações > Wise Up > Turmas > Transf. Turma

Execute the routine.

The *Turmas* screen will load.

Select the desired group and click on *Transf.*

Turma.

A window containing a list of the students in that group will pop up.

Double-click on the name of the student or the names of all the students you want to keep in the group.

The bullet next to the student's name will turn from red to green.

Click on *Transferir*.

A window will pop up containing a list of all the groups at the same level with enough available spaces to accommodate the number of students to be moved (red bullets).

Select a group and click on *Transferir* again.

A confirmation window will pop up. Click OK.

Observation: in case there are no available groups with enough spaces, a Protheus windows containing that message will pop up. Click OK to close that window and return to the process.

Contingency:

It is possible to wait until the system is restored to execute this routine.

27 CORRECTING GROUP INFORMATION AND THE NUMBER OF STUDENTS

Definition:

This process enables the user to recalculate the number of students in each group when the group-student ratio report differs from the school's real number of students.

It is recommended that this process be executed after the *Encerramento de Bimestre* routine is confirmed.

Routine:

Atualizações > Wise Up > Turmas

Execute the routine.

The *Turmas* screen will load.

Select the desired group and click on *Acerto de*

Turmas.

A window will pop up containing the question, *"Processar acerto de turmas?"* Select *SIM* to go ahead or

NÃO to abort the operation.

Contingency:

It is possible to wait until the system is restored to execute this routine.

28. DEACTIVATING EMPTY GROUPS

Definition:

This process enables the user to deactivate groups that do not have any students in them. This tool must be

used before attendance sheets (Front Pages) are printed for the first time after the change of terms.

Routine:

Atualizações > Wise Up > Turmas

Execute the routine.

The *Turmas* screen will load.

Click on *Desativar vazias*.

A window will pop up containing the question, *"Desativar todas as turmas vazias?"* Select *SIM* to go ahead

or *NÃO* to abort the operation.

Contingency:

It is possible to wait until the system is restored to execute this routine.

29. REPORTS

Definition:

This process enables the user to print the Timetable (as long as every group has a teacher assigned to it),

the Groups-and-Students report, and the attendance sheets (Front Pages).

Routine:

Atualizações > Wise Up > Turmas > Relatórios

Execute the routine.

The *Turmas* screen will load.

Select the desired report option according to the following sequence:

Grade de Aula: this option enables the user to view a timetable containing days of the week, times, number of students, teachers and levels.

Turmas/Alunos: choosing this option will prompt the user to select specific settings through the *Parâmetros* command. The following information can be filtered:

• Standard course

• Level

• Group

• Show students (Yes /No)

• Show Grades Grid (Yes /No)

• Show Grades (Yes /No)

Click OK and OK again.

Chamada: this option enables the user to print the current term's attendance sheets (Front Pages).

Observation: to view the next page of the report, click on the lower scroll bar arrow.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: Atualizações > Wise Up > Turma

30. MOVING STUDENTS FROM AN INTRO GROUP

Definition:

This process enables the user to move students from INTRO groups to BASIC 1 / LEX I after the change of terms.

Note: INTRO students need not take exams and are automatically moved to BASIC 1 / LEX I groups.

This procedure automatically generates a follow-up entry.

Routine:

Atualizações > Wise Up > Turmas > Transf. Turmas

Execute the routine.

A Protheus window will pop up containing the date and branch. Click OK.

The *Turmas* screen will load.

Select the INTRO group you want to move students from and click on *Transf. Turma* on the lower menu.

A window will pop up containing a list of all the students in that group.

Click on *Transferir*.

A window will pop up containing all the available BASIC 1 / LEX I groups. Select the group the students will be moved to and click on *Transferir*.

A Protheus confirmation window will pop up.

Click on *SIM* to go ahead or *NÃO* to abort the process.

If you click on *SIM*, the Protheus window will pop up and inform you that the transfer was successful.

All the students in the group will be moved at once.

Click OK.

Observation: Before the change of terms, all the students in an INTRO group can be moved to another INTRO group should necessity present itself.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Atualizações > Wise Up > Faltosos*

31. ABSENTEES

Definition:

This process enables the user to monitor all contact with absentees. This tool enables the user to view only those absences that have been entered into the system.

Routine:

Atualizações > Wise Up > Faltosos

Execute the routine.

Select the desired date in the *Parâmetros* window and click OK.

A screen will load containing a list of all the students who were absent on the selected date.

The following information will be available:

- *NOME:* student's name

- *AULAS:* all classes given up to selected date

- *FALTAS:* all the student's absences up to selected date

- *CONSECUTIVAS:* all the student's consecutive absences up to selected date

- *PL:* student's level

- *TURMA:* student's group

- *INSTRUTOR:* group's teacher

- *TELS. DE CONTATO:* student's telephone numbers

The following is a list of all possible actions in this routine:

Ordem de: this tool enables the user to select in what order the information will be displayed, namely: *Nome, Período Letivo/Turma* or *Faltas consecutivas.*

Follow-Up: this tool enables the user to access the standard follow-up window and include a new entry.

Cadastro: this tool enables the user to view or make changes to the student's register.

Contatos: this tool enables the user to select one of the three types of follow-up entries generated automatically after a contact with a student, namely: *Frequência, Recado, and Sem contato*.

Faltas: this tool enables the user to view the absences screen.

Reposição: this tool enables the user to schedule a make-up class. In the event the scheduling takes place before the actual class the student will miss, all you have to do is enter the date of the absence even if it is still to come. Doing so will justify the absence when it is entered into the system.

Resumo: this tool enables the user to view a screen containing a report of all the absentees of the day and their status, namely: *Faltas, Reposição Agendada, E-mail de Frequência, Sem Contato, Recado, Frequência,* and *Aviso Prévio.*

Enviar E-mail: this option enables the user to write and send an e-mail automatically to the e-mail address contained in the register.

Atividades Extras: this option enables the user to view all the extra activities a student has attended.

Cursos: this option enables the user to view all the groups a student has ever been in.

Extrato: this option enables the user to view a register of all the payments made by the student.

Refresh: this option enables the user to refresh the data on the screen.

Legenda: this option enables the user to identify the status of all attendance-related events, such as:

- Scheduled Make-Up Class: green bullet

- Student on Notice: yellow bullet

- Attendance Control E-mail: blue bullet

- No Contact: black bullet

- Message: orange bullet

- Attendance Control Contact: white bullet

- Absence: red bullet

Observation: the system allows the scheduling of up to two make-up classes in excess of a group's capacity (12 students at Wise Up; 15 at Lexical). However, when applicable, a window will pop up containing a warning about that circumstance.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Atualizações > Wise Up > Reposições (Encerramento/Cancelamento)*

32. MAKE-UP CLASSES (Confirming attendance/Cancellation)

Definition:

This process enables the user to confirm or cancel the scheduling of a make-up class.

Routine:

Atualizações > Wise Up > Reposições > Encerramento / Cancelamento

Execute the routine.

The Protheus window will pop up. Click OK.

The Reposições window will pop up containing the following information:

- Date of make-up class

- Level

- Group of make-up class

- Teacher of make-up class

- Student's name

- Student's phone numbers

- Student's branch

- Date of absence

The following is a list of all possible actions in this routine:

• *Encerrar:* this option enables the user to confirm the student's attendance or absence. Execution of this routine is mandatory. Click on *Encerrar*. The *Reposição* window will pop up containing all information about the scheduled make-up class. Select the desired option under *Compareceu* (*SIM* or *NÃO*) and click OK.

• *Cancelar:* this option enables the user to cancel a scheduled make-up class.

• *Legenda*: this option enables the user to view the status of the make-up class, namely: *Futura:* green bullet *Pendente de Encerramento:* red bullet

Observation: Upon execution of this routine, the system will perform a scan of all make-up classes. Those which have not been set as concluded up until the seventh day of their scheduling will be categorized as NOT EXEC UTED. Next, the system will produce a window informing you how many scheduled make-up classes have been attended.

Contingency:

It is possible to wait until the system is restored to execute this routine.

As soon as all the required data has been entered, click on *Confirmar*. The *Observações* field must be filled out with the results of the Diagnosis (Wise Up Placement Tests) or the *Impressões de Nivelamento* (Lexical Placement Tests).

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Atualizações > Wise Up > AZ / Nivelamento / Alocação*

33. *AULA ZERO*

Definition:

This process enables the user to schedule and confirm the *Aula Zero*. It is important to highlight that this process should be run by the Head of Student Services. This procedure automatically generates a follow-up entry.

Routine:

Atualizações > Wise Up > AZ / Nivelamento / Alocação

Execute the routine.

Select the name of the student and click on *Aula Zero*.

After you enter all the required information in the window that pops up, click on *Confirmar*.

To set the event as *Agendada*, *Cancelada* or *Realizada*, double-click on *Status* and pick one of the aforementioned options.

Observation: Should the status be set as *REALIZADA*, that action cannot be undone.

Contingency:

It is possible to wait until the system is restored to execute this routine.

34. PLACEMENT TEST

Definition:

This process enables the user to record the results of the Placement Test.

This procedure automatically generates a follow-up entry.

Routine:

Atualizações > Wise Up > AZ / Nivelamento / Alocação

Execute the routine.

Select the name of the student and click on *Nivelamento*.

Note:

Before he is placed in a group, a student must go through the *Aula Zero* and the Placement Test.

It is possible to schedule the *Aula Zero* and confirm its attendance, as well as to record date and time and any other information you desire. The *Aula Zero* is initially recorded as *agendada*, but the user may set its status to *cancelada* or *realizada*. The latter will generate an automatic *Aula Zero* follow-up entry and no information can be altered after that. Upon choosing *Nivelamento*, on the lower menu, the user can record information on the student's Placement Test (date, executor, observations, recommended activities, units that should be studied).

At the end of the Placement Test, the Coordinator is to set the course and the level of the student, as well as days and time, date of first class and the lesson programmed for that day. Every change in the Placement Test information will automatically generate a follow-up entry.

Routine:

Atualizações > Wise Up > AZ / Nivelamento / Alocação

Execute the routine.

The *AZ/Nivelamento/Alocação* window will pop up containing a list of all the students without a group and everyone's status.

Select the name of the student.

Click on *Aula Zero*, on the lower menu, to schedule and confirm attendance at this activity. After you enter all the required information in the window that pops up, click on *Confirmar*. Click on *Nivelamento*, on the lower menu, to schedule and confirm attendance at this activity. After you enter all the required information in the window that pops up, click on *Confirmar*. After all the information has been entered into the system and both the *Aula Zero* and the *Nivelamento* are recorded, the student can finally be placed in a

group. To place the student in a group, select his name and click on *Alocação*. A window will pop up containing all the available groups at the level determined in the Placement Test. Select the desired group and click on *Alocar*. The Protheus confirmation window will pop up. Click OK. Another Protheus window will pop up and inform you that the transfer was successful. Click OK again.

Contingency:

It is possible to wait until the system is restored to execute this routine.

35. PRINTING

Definition:

This process enables the user to print the "Entrance Exam Form", which will be filled out during the Placement Test.

Routine:

Atualizações > Wise Up > AZ / Nivelamento / Alocação

Execute the routine.

Select the name of the student and click on *Imprimir*.

Doing so will cause the printer to produce a copy of the Entrance Exam Form, which will be filled out at the end of the Placement Test. The Entrance Exam Form is to be printed twice, and signed by the Coordinator and the student. One copy is to be given to the student and the other is to be filed in his folder in the Administration.

Contingency:

It is possible to wait until the system is restored to execute this routine.

36. PLACING STUDENTS IN GROUPS

Definition:

This process enables the user to place in a group a new student, a student who has been transferred from another school, a student returning from a leave of absence, or a student who has re‑enrolled.

37. STUDENT'S REGISTER

Definition:

This process enables the user to view and change the student's register during the Placement Test.

Routine:

Atualizações > Wise Up > AZ / Nivelamento / Alocação

Execute the routine.

Select the name of the student and click on *Cadastro*.

The *Alunos - Cadastro* window containing the selected student's information will pop up.

Select the name of the student you want to view information about and click *Cadastro*.

The *Alunos - Cadastro* window containing the student's contact information will pop up.

Verify the student's information and make changes if necessary. The student's *CPF* number is

indispensable. As soon as you are done, click OK to confirm the changes.

Observation: The Coordinator has unlimited access to make any changes to the student's register.

However, any changes in the teachers' register can only be made by the Administration.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Atualizações > Wise Up > Turmas Ativas & Inativas*

38. ACTIVATING AND DEACTIVATING GROUPS

Definition:

This process allows the user to activate or deactivate a group according to necessity.

Note:

Any group that is not being used is to be deactivated. In the event the school needs a new group, a

deactivated group is to be activated.

Routine:

Atualizações > Wise Up > Turmas > Ativas e Inativas

Execute the routine.

The *Turmas Vazias* window will pop up.

The groups listed next to a green bullet are activated. Those listed next to a red bullet are deactivated.

Select the desired group.

If you want to activate it, click on *Ativar*.

If you want to deactivate it, click on *Desativar*.

Click on *Sair*.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Atualizações > Wise Up > Atividades Extras*

39. EXTRA ACTIVITIES

Definition:

This process enables the user to schedule extra activities, namely, make-up classes, coaching classes, support classes, *aulão*, etc.

Note:

Whenever a support class (*aula extra*) is scheduled, a debt will automatically be generated by the system to be paid by the student. In the event activities have been scheduled and changes need to be made to the information recorded, execute the routine and click on *Alterar*, on the lower menu to make those changes. The *Alocar Turma* procedure can only be executed in the event of a make-up class due to a holiday.

Routine:

Atualizações > Wise Up > Atividades Extras

Execute the routine.

The *Atividades Extras* screen will load.

Click on *Inserir*.

Enter all the necessary information into the *Turmas*

Extras - Inserir window that pops up.

Atividade: this field will be filled out automatically.

Data da Aula: enter the date when the activity will take place.

Hora Inicial e Hora Final: enter starting and finishing time.

Qtd. Aulas: enter the number of classes that will take place.

Tipo Ativ.: click on the magnifying glass icon and select the desired activity.

Cód. Curso: click on the magnifying glass icon and select the activity.

Período Letivo: enter the level that corresponds to the activity.

Conteúdo: describe the contents of the activity.

Cód. Prof.: click on the magnifying glass icon and select the teacher that will run the scheduled activity.

Alocar Aluno: double-click on the *RA* line. A window containing a magnifying glass icon will pop up. Click on the magnifying glass icon. A new window will pop up containing a list of all the students at the selected level. Scroll to the name of the desired student and select it. Click on *Confirmar*. Repeat this sequence to include another student in the same activity. Click OK to confirm. The system will automatically pop up a window for a new activity. If you do not need to schedule any more activities, click on *Cancelar*.

ASSIGNING AN EXTRA ACTIVITY TO A GROUP

In case a make-up class due to a holiday needs to be scheduled, follow the aforementioned instructions and then place an entire group in the activity – as opposed to just one or two students. After confirmation, click OK and then click on *Cancelar* when a window for a new activity pops up. Next, select the activity and click on *Alocar Turma*, on the lower menu. A window containing all the groups at the selected level will pop up. Select the desired group and click on *Alocar*. Next, click on *Confirmar*.

RECORDING STUDENT'S ATTENDANCE OR OTHERWISE

After the activity has taken place, it is imperative that you confirm the participants' attendance.
Execute the routine.
Click on *Encerrar*.

The *Turmas Extras - Encerrar* window will load containing information about the activity and a list of the students who had scheduled participation. It is essential that the *Compareceu* field be filled out with *Sim*, if the student has attended the activity, or *Não*, if the student has failed to show up.

Contingency:
It is possible to wait until the system is restored to execute this routine.

Routine: *Relatórios > Wise Up > Ensino*

40. ABSENCES REPORT

Definition:
This process enables the user to generate – and print – a report containing students' absences.

Routine:
Relatórios > Wise Up > Ensino > Faltas
Execute the routine.
The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Data de / Data até?: enter the period within which you want to view the absences and the number of classes per student. In the event a student has moved to another group or returned from a Leave of Absence, etc., all the absences he had in all the groups he was in before will be considered.

Aluno?: this field enables the user to select a specific student by clicking on the magnifying glass icon.

Curso?: this compulsory field enables the user to select a standard course by clicking on the magnifying glass icon.

Período Letivo?: this field should only be filled out in case a more specific search is necessary.

Turma?: this field should only be filled out in case a more specific search is necessary.

Número de Faltas Consecutivas?: enter the number of consecutive absences you want the report to show.

Ordernar por: this option enables the user to select the order in which the information contained in the report will be shown: *Alunos, Turma,* or *Faltas Consecutivas.* Click OK. The *Relação de Faltas* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

41. GROUPS AND STUDENTS

Definition:

This process enables the user to generate – and print – a report containing students' groups, courses, and levels.

Routine:

Relatórios > Wise Up > Ensino > Turmas / Alunos

Execute the routine.

The Protheus window will pop up.

Click on *Parâmetros* and enter the following information:

Curso: click on F3 or on the magnifying glass icon to select the desired course. Click OK.

Período Letivo: enter the level of the group whose information you want to print. If you do not, the report will contain every group at every level of the selected course.

Turma: enter the code of the desired group. If you do not, the report will contain every group at the selected level.

Mostrar Alunos:

• *Sim:* this option will produce a report that contains the *RAs* and the names of the students in the selected groups.

• *Não:* this option will produce a report that contains only the headings of the groups.

Exibir Grade para Notas:

• *Sim:* this option will produce a report containing a grid for the recording of grades, which will facilitate entering grades into the system.

• *Não:* this option will produce a report without the aforementioned grid.

Exibir Notas:

• *Sim:* this option will produce a report containing the students' grades. In the event no grades are available, 0.00 will show. After the change of terms, no grades will be contained in the report as they refer to the students' previous module.

• *Não:* this option will produce a report without the aforementioned grades. *Exibir Grade para Notas* and Exibir Notas are options that will only be seen if you select *Sim* for *Mostrar Alunos*.

Contingency:

It is possible to wait until the system is restored to execute this routine.

42. NONE LIST REPORT

Definition:

This process enables the user to generate – and print – a report containing a list of the students who have failed or do not have all three grades, and therefore are on the NONE list.

Routine:

Relatórios > Wise Up > Ensino > Alunos NONE

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Curso?: this compulsory field enables the user to select a standard course by clicking on the magnifying glass icon.

Situação: select the desired option among *Sem Notas*, *Reprovados*, *Pendentes*, or *Todos* (to see all of the options). Click OK.

Exibir Telefones: click on *Sim* to view telephone numbers and *Não* to not view them. Click OK.

The Protheus window will pop up. Click OK.

The *Relação de Alunos* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Observation: In the event the student is on a 30-day notice, the report will contain that information.

Contingency:

It is possible to wait until the system is restored to execute this routine.

43. ATTENDANCE SHEETS

Definition:

This process enables the user to generate – and print – attendance sheets, also known as Front Pages.

Note:

If you choose to not specify a group, the system will automatically generate the Front Pages of all

the activated groups. If any group happens to not have a teacher assigned to it, a window will pop up

containing a warning, and the system will not print the Front Pages until all the groups have teachers

assigned to them.

Routine:

Relatórios > Wise Up > Ensino > Chamada

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Curso?: this compulsory field enables the user to select a standard course by clicking on the magnifying

glass icon.

Select the desired option and click OK.

PL: enter the code of the level.

Turma: enter the code of the group.

Data de and *Data até:* enter the period you want the Front Page to contain. Click OK.

Exibir Página Reposição: this option enables the user to print a page containing the group's identification

but no students' names, so students attending make-up classes can sign in.

Click OK.

Situação: select the desired option among *Sem*

Notas, *Reprovados*, *Pendentes*, or *Todos* (to see all of the options). Click OK.

Exibir Telefones: click on *Sim* to view telephone numbers and *Não* to not view them. Click OK.

The Protheus window will pop up. Click OK.

The *Relação de Alunos* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Observation: In the event the student is on a 30-day notice, the report will contain that information.

The *Configuração de Impressora* window will pop up. Select *Servidor* and *Paisagem* in the available fields and click OK.

The *Lista de Chamada* screen will load. On the upper margin, click on *Imprimir*.

Observation: The Front Page is a record of the students' attendance. It must not be torn or contain strikethroughs or the like.

Contingency:

It is possible to wait until the system is restored to execute this routine.

44. STUDENTS' BIRTHDAYS REPORT

Definition:

This process enables the user to generate – and print – a report containing a list of the students and their birthdays.

Contingency:

It is possible to wait until the system is restored to execute this routine.

45. TEACHERS' BIRTHDAYS REPORT

Definition:

This process enables the user to generate – and print – a report containing a list of the teachers and their birthdays.

Routine:

Relatórios > Wise Up > Ensino > Aniversariantes /

Instrutores

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Mês: enter the number of the month and click OK.

Click OK again on the Protheus window.

The *Relação de Aniversariantes* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

46. TEACHERS' REGISTER REPORT

Definition:

This process enables the user to generate – and print – a report containing teachers' register information.

Any changes in a teacher's register can only be made by the Administration.

Routine:

Relatórios > Wise Up > Ensino > Cadastro de Instrutores

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Click OK.

Routine:

Relatórios > Wise Up > Ensino > Aniversariantes /

Alunos

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Curso: click on the magnifying glass icon and select the course.

Período Letivo: if necessary, enter the code of the level.

Turma: if necessary, enter the code of the group.

Mês: enter the number of the month and click OK.

Click OK again on the Protheus window.

The *Relação de Aniversariantes* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

47. STUDENTS' INFORMATION REPORT

Definition:

This process enables the user to generate – and print – a report containing a student's register information.

Routine:

Relatórios > Wise Up > Ensino > Info Alunos

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

RA: enter the student's *RA* number or click on the magnifying glass icon to look it up. When the *Consulta Padrão* window pops up, enter either the student's *RA* number or his name in CAPS.

Click OK.

Click OK again on the Protheus window.

The *Informações Cadastrais do Aluno* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

The *Cadastros de Instrutores* screen will load and, on its right side, the print settings will be available. Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

48. STUDENTS WITHOUT GROUPS REPORT

Definition:

This process enables the user to generate – and print – a report containing a list of the students without groups.

Routine:

Relatórios > Wise Up > Ensino > Alunos s/ Turma

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Exibir Telefones: click on *Sim* to view telephone numbers and *Não* to not view them. Click OK.

The Protheus window will pop up. Click OK.

The *Alunos sem Turma* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

49. WANTED GROUPS REPORT

Definition:

This process enables the user to check on the possible need for group activations in order to facilitate the change of modules.

Routine:

Relatórios > Wise Up > Ensino > Turmas Pretendidas

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Click OK.

The Protheus window will pop up asking you to confirm the replacement of the current file. Click on *Sim*.

The *Relatório de Turmas Pretendidas* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

50. *AULA ZERO* REPORT

Definition:

This process enables the user to print a custom copy of the *Carta de Aula Zero* to be used right after the Placement Test. The *Carta de Aula Zero* ratifies the contract.

Note:

Two copies of the *Carta de Aula Zero* are to be printed. One is to be given to the student and one is to be filed in his folder.

Routine:

Relatórios > Wise Up > Ensino > Carta de Aula Zero

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

RA: enter the student's RA number or click on the magnifying glass icon to look it up. Click OK.

Select the name of the student and click OK.

Click OK again.

The *Carta de Aula Zero* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

51. EXTRA ACTIVITIES REPORT

Definition:

This process enables the user to view all the extra activities attended by students.

Routine: *Relatórios > Wise Up > Ensino > Atividades Extras*

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Data de and *Data até:* enter the period within which you want to view the Extra Activities.

Tipo de Atividade: click on the magnifying glass icon to select the kind of activity, that is, whether it is a

make-up class or a make-up class due to a holiday.

Aluno?: click on the magnifying glass icon to look up the name of the student.

Ordernar por: this option enables the user to select the order in which the information contained in the

report will be shown: *Aluno/Atividade or Atividade/Turmas.*

Click OK twice.

The *Atividades Extras* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

52. GRADE REPORT

Definition:

This process enables the user to view all the grades of any given student.

Routine: *Relatórios / Wise Up / Ensino / Histórico de Notas*

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Aluno?: click on the magnifying glass icon to look up the name of the student.

Click OK.

The *Histórico de Notas do Aluno* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

53. TIMETABLE REPORT

Definition:

This process enables the user to view a timetable grid containing groups, teachers, and their classrooms.

Routine:

Relatórios > Wise Up > Ensino > Grade de Aula

Execute the routine.

The Protheus window will pop up. Click OK.

The *Grade de Aula* screen will load. Click on *Imprimir* on the upper margin.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

54. ANALYTICAL REPORT OF ABSENCES

Definition:

This process enables the user to view the absences of any given student individually.

Routine:

Relatórios > Wise Up > Ensino > Analítico Faltas do Aluno

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Data de and *Data até:* enter the period within which you want to view a student's absences.

Aluno: click on the magnifying glass icon to look up the name of the student.

Click OK.

The *Analítico de Faltas do Aluno* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

55. REPORT OF ABSENT STUDENTS WHO HAVE NOT BEEN CONTACTED

Definition:

This process enables the user to view a report containing a list of all the students who have missed classes and have not been contacted for attendance control and to schedule make-up classes.

Routine:

Relatórios > Wise Up > Ensino > Faltosos sem Contato

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Data de and *Data até:* enter the period within which you want to view a list of the absent students who have not been contacted.

Exibir: choose between *Sem Contato* and *Telefone Não Atende*.

Click OK.

The *Faltosos sem Contato* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

56. MANAGERIAL REPORT OF ABSENCES

Definition:

This process enables the user to check on the attendance control of any given branch through managerial analysis of all the absences within any period of time, scheduled make-up classes, attended make-up classes, *Frequência* follow-ups, *Recado* follow-ups, *E-mail* follow-ups, *Telefone Não Atende* follow-ups, and *Sem Contato* follow-ups. This report aso enables the user to view the absences/students ratio.

Routine:

Relatórios > Wise Up > Ensino > Gerencial de Faltosos

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Data de and *Data até:* enter the period within which you want the Managerial Report to refer to.

Click OK.

The *Gerencial de Faltosos* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Observation: It is highly recommended that this report be analyzed every week in order for the Coordinator and the Regional Coordinator to devise strategies to prevent student evasion.

Contingency:

It is possible to wait until the system is restored to execute this routine.

57 GROUPS/GRADES REPORT

Definition:

This process enables the user to view a report containing a list of groups, students, grades, and teachers from terms prior to the current one.

Routine:

Relatórios > Wise Up > Ensino > Histórico Turmas / Notas / Pós-Virada

Execute the routine.

The Protheus window will pop up. Click OK.

The *Parâmetros* window will pop up. Enter the following information:

Ano: enter the year you want the report to refer to.

Período do Ano: enter the code of the desired term.

Curso: enter the desired standard course or click on the magnifying glass icon to select it.

Período Letivo: enter the code of the level if you want the report to refer to a specific level. If you do not, the system will produce a report containing every level.

Turma: enter the code of the group if you want the report to refer to a specific group. If you do not, the system will produce a report containing every group. Click OK twice.

The *Histórico Turmas/Notas Pós-Virada* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

Contingency:

It is possible to wait until the system is restored to execute this routine.

Routine: *Relatórios > Wise Up > Operacional*

58. MANAGERIAL REPORT

59. LEAVE OF ABSENCE AND RETURN

Definition:

This process enables the user to view a report containing a list of the students on a leave of absence (*período de ausência*, a.k.a. *PA*) and the dates of their return. The use of this report facilitates their inclusion in groups.

Routine:

Relatórios > Wise Up > Operacional > Ausência e Retorno

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Ausência e Retorno* window will pop up. Click on *Parâmetro*s, on the right.

Data de and *Data até:* enter the period within which you want the report to refer to.

Buscar data de: choose between *saída* and *retorno*.

Click OK twice.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

60. RE-ENROLLMENTS

Definition:

This process enables the user to view a report containing a list of all the students who have reenrolled within any given period, based on the month in which the re-enrollment took place or on the month in which the first payment is due.

Routine:

Relatórios > Wise Up > Operacional > Reativações

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Reativações* window will pop up. Click on *Parâmetros*, on the right.

Select the month, the year, and the day.

Click OK twice.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

61. STUDENTS WHO HAVE CLASS CREDITS

Definition:

This process enables the user to view a list of the students who have class credits originated following an old leave of absence (*PA*).

Routine:

Relatórios > Wise Up > Operacional > Alunos c/ Crédito de Aulas

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Alunos com Crédito de Aula* window will pop up.

Click OK.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

62. SCHOLARSHIP HOLDERS

Definition:

This process enables the user to view a list of all the students who study on scholarships. That list is generated based on the dates when their names were entered into the system.

Routine:

Relatórios > Wise Up > Operacional > Alunos Bolsistas

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Relatório de Bolsistas* window will pop up.

Click on *Parâmetros*, on the right side.

Data de and *Data até:* enter the period within which you want the report to refer to.

Click OK twice.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

63. FIRST PAYMENT + *AULA ZERO* + *MD* REPORT

Definition:

This process enables the user to view a report containing a list of all the students who will make their first payment. The report also contains information about the purchase of *MD* and attendance at the *Aula Zero* and the Placement Test (*TN*).

Routine:

Relatórios > Wise Up > Operacional > Primeira Mensalidade + AZ + MD

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Primeira Mensalidade + AZ + MD* window will pop up.

Click on *Parâmetros*, on the right side.

Select the desired date.

Click OK twice.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

The *Primeiras Mensalidades + AZ + MD* screen will load and, on its right side, the print settings will be available.

Refer to the printing procedures.

64. STUDENTS ATTENDING CLASSES

Definition:

This process enables the user to view a report containing a list of all the students currently in groups.

Routine:

Relatórios > Wise Up > Operacional > Alunos Estudando

Execute the routine.

The *Data Base* window will pop up. Click OK.

The *Alunos Estudando* window will pop up.

Click OK.

The Protheus window asking you to confirm the replacement of the file will pop up.

Click on *Sim*.

Routine: *Atualizações > Encerramento de Bimestre > Encerramento de Bimestre*

If the NONE group has been emptied, the execution of the *Encerramento de Bimestre* routine will cause a

Protheus confirmation window to pop up with a similar message to the one below:

"Do you confirm the change of terms from *INGLÊS EXECUTIVO* from 2010/04 to 2010/05?"

Next, click on the desired option:

• *SIM:* to go ahead and execute the change of terms.

• *NÃO:* to abort the process.

If you have clicked on *SIM*, several windows will pop up until a final Protheus confirmation window does

containing the message: "Change of terms successfully executed."

Click OK to conclude the process.

Observation: All the changes of terms are programmed in accordance with the National Class Program. If

they fail to be executed at the right time, a Protheus window will pop up asking the user to execute the

routine. After three days past the deadline the system will block all access and will only be restored after

the change of terms takes place.

Contingency:

It is possible to wait until the system is restored to execute this routine.

65. CHANGE OF TERMS

Definition:

This process enables the user to conclude the current term and automatically program the new term.

Routine:

Atualizações > Encerramento de Bimestre > Encerramento de Bimestre

Execute the routine.

The *Parâmetros* window will pop up. Choose the standard course by clicking on the magnifying glass icon.

The *Consulta Padrão* window will pop up. Click on the desired course, which could be Executive, Intro, or Teens.

Click OK.

If there are students in the NONE group, a Protheus window containing the following warning will pop up: "There are still active students in NONE."

Click OK.

The system will not perform the change of terms until the NONE group is emptied.