

## AVETMISS Validation Software: user maintenance

This fact sheet aims to assist registered training organisations (RTOs) with user maintenance and administration tasks within the [AVETMISS Validation Software \(AVS\)](#).

AVS uses the email address to identify users, so that training organisations can track who has validated/submitted data. It is recommended that email addresses contain the **name** of the user rather than being a generic account (e.g. admin@, info@, ceo@). It is also recommended for security purposes that each user has their own AVS accounts, due to data containing client privacy information.

We recommend that RTOs regularly review their registered AVS users and associated roles to ensure that they are current. We also encourage all registered users to change their passwords regularly. There are four main types of user roles within AVS:

- **Primary Contact:** this is the person legally responsible for the training organisation (usually the Chief Executive Officer) as registered on [training.gov.au](http://training.gov.au) (TGA) and responsible for the accuracy of data submitted to NCVER. The Primary Contact has access to all user functions within AVS and will receive email notifications whenever data has been submitted for your organisation. This role can view/edit all user accounts and roles and submit USI transcript updates
- **Organisation Administrator:** can validate and submit data and maintain user accounts and roles, submit USI transcript updates
- **Data Submitter:** can validate, submit data and submit USI transcript updates.
- **Data Validator:** can only validate data.

NCVER regularly reviews registered email addresses and where accounts have not been accessed for more than 12 months a status of 'pending' will be assigned.

### Changing your email address

If your organisation changes its email address, the Organisation Administrator will need to add themselves (and any other users) again in AVS with the new email address (please refer to section 7 of the [AVS User Guide](#)).

After doing so, the previous registrations should be made '*inactive*' by your Organisation Administrator to ensure that validation and submission communications go to the correct email.

Please note: user accounts are set to '*inactive*' rather than to '*deleted*' so that previous validation and submission history is maintained.

Where there is no 'active' Primary Contact role associated with an AVS account, this role will default to the CEO email as listed on TGA.

## Change of RTO ownership or key personnel changes

When there is a change of AVS registered personnel; for example, following a change of ownership or where there are no currently registered users, with the necessary access, following staff departures, a [self-registration](#) to use AVS needs to be made by the person in your RTO who will be either the Primary Contact or Organisation Administrator.

Once the self-registration has been completed, an email from the CEO (as listed on TGA) should be sent to [support@ncver.edu.au](mailto:support@ncver.edu.au) including:

- your RTO number
- a request to link the newly registered email address to your organisation's AVS account (specify which one)
- details of user roles - Primary Contact and/or Organisation Administrator for the newly registered user - *refer to user role details on previous page.*
- CEO signature block (must be from CEO email address as listed on TGA)

After this has been received, the accounts can quickly be linked enabling your RTO to update other AVS users as required, and to view the validation and submission history made under the RTO's previous administration.

Note: we are unable to update details where CEO details differ to those on training.gov.au. If there have been changes to the CEO or contact details, please ensure these are updated first.

## Change of registered trading name

The registered legal and trading names shown in AVS are not updated automatically. AVS validation relies only on your RTO number. However, the name which appears on your student's USI transcript comes from the NAT10 file of your AVETMISS data submission.

If you would like the registered legal or trading names updated in AVS following changes made to the names on TGA, please submit a contact form or send an email to our Client Support team who can update AVS for you.

For further information on AVS user roles and account settings please refer to the [AVS User Guide](#).

### What help is available?

NCVER has a range of support materials located on the [NCVER portal](#) with a dedicated [RTO Hub](#) to assist RTOs.

Please [subscribe](#) to our [Data Support Bulletin](#) for the latest information on changes to AVETMISS reporting including changes to validation rules and submission dates.

NCVER has a dedicated Client Support team to help you with your AVETMISS related queries and can be contacted a number of ways:

Contacting the AVETMISS support team			
Fill out our <a href="#">contact form</a>	Email: <a href="mailto:support@ncver.edu.au">support@ncver.edu.au</a>	Phone: 08 8230 8400	Toll free: 1800 649 452