USI TRANSCRIPT UPDATE TOOL WEBINAR - QUESTIONS

Non-Payment of Fees

1. Can you please also email me with the information as to whether or not a student's record will be available if they have outstanding fees?
2. What happens if we report a completed student but withholding certificate as payment has not been made - will the student be able to access their transcript and bypass us?
3. I would also like to know about the student not making payment?
4. Would be interested in hearing your guidance around students who haven't paid so we don't provide their certs/statements until they do, however they can access their results through the USI website and possibly bypass us.
5. Can you please have a recording of all the answers to the questions? I am interested in the non-paid student transcripts.
6. Hi there, I'm not sure if your intention is to send the answer regarding whether data will be displayed on the USI Transcript service for students who haven't paid their enrolment?
7. Can I be included in the follow up of question: What if student hasn't paid?
8. Please also send the answer to the question about if a student hasn't paid will subjects appear on transcript?
9. Following the webinar today, a question was put forward in regards to Units of Competence successfully completed and reported to NCVER, however the student has not paid their final instalment for their tuition fees. Can you please advise how RTO's can ensure that students will not just print off their USI Transcript to avoid paying their final instalment?
10. I would also like to know what happens to the student data if the student has fees outstanding.

STA Reporting

1. We report through SVTS. Do we have to report through the STA as well?
2. Just to clarify do submissions via QCAA classify as STA or Board of Studies reporting?
3. Our RTO delivers State funded programs but also fee for service and other programs (accredited), therefore some of our data is lodged to the State but the balance needs to be lodged separately. Do we need to split our data and lodge to both State and NCVER?
4. Please confirm, if we already submit AVETMISS data via our STA we only need to use the update tool to make amendments?
5. If I'm reporting directly to WATAC, I don't need to complete AVETMISS/NCVER data? Or, in WA do we have to do the date inputting for 2 different agencies and double up on the data inputting?
6. Our RTO delivers standalone First Aid training with fee for service funding. These enrolments are reported monthly to SVTS. These qualifications are not appearing on USI Transcripts and I believe that they should be. How and who do I contact to clarify why this has happened?
7. We report through SVTS do we still have to register with AVS and report to AVS?
8. If there are compliance related questions related to SVTS reporting or any other questions who can we contact?
9. Just to clarify do submissions via QCAA classify as STA or Board of Studies reporting?
10. I am still unclear why we need to use this tool, if we are uploading to the STA?
11. Can we upload NAT files for 2015-2016 to update records, instead of individual changes through the tool?
12. Can we bulk update a unit for several students?
13. Can we see a list of all of the records for our RTO to check against our internal listings?
14. If training commenced in 2014 and completed in 2015, will it be included on the transcript and can we make amendments?

15. If a USI was missing in 2015 data, but obtained later in 2016 or 2017 - do we need to update via the USI tool - or when we report to STA does this occur naturally?
16. Can we upload NAT files for 2015-2016 to update records, instead of individual changes through the tool?
17. Can we bulk update a unit for several students?
18. What happens for accredited courses?
19. Is there any way to link our Student Mgt System data to the USI transcript tool or is it a manual process?
20. When will the bulk update tool be available?
21. If you missed the reporting period for a student somehow, and you make the update using the transcript tool, does that then get updated in the AVETMISS records? If the reporting period has closed how can you report on a missed client?
22. If a student enrolled in 2015 and withdrew without submitting any subjects AND didn't have a USI when they withdrew, do we need to go back in and generate a USI for them?
23. A student studied in 2015 but did not supply a USI to the RTO. The student continued to study and did supply the USI to the RTO in 2016 (after final submission). Is the RTO expected to add the 2015 study through the tool even though the student did not provide a USI in 2015?
24. Hello, All our data is reported. In what scenario would you be entering the data directly in NCVER? Thanks,
25. The webinar suggests 2016 data can be updated however NCVER VOCSTATS indicates 2016 data will not be available until 24 July. Correct?
26. I reported directly to NCVER previously so is it still done this way and reported at the end of March? Sorry I missed half of the webinar.

Access to USI Transcript Update Tool

1. How do we get access to the USI transcript tool?
2. How do we check our role and change it?
3. Hi there, I'm a Data Validator with AVS, how do I change this so that I can access the USI Transcript Update Tool?
4. What sort of evidence do we have to provide to show that we're authorised by our organisation to correct USI Transcripts?
5. What relationship does this NCVER tool have with our SMS? If we use SMS does it report the AVETMISS data for us? I have an account for https://avs.ncver.edu.au/avs/, but couldn't find the menu for that showing on the ppt, how can I request to enable the tools for us?
6. I have just registered what is the website to log in again?
7. Can't see it. Just messages and collections. How do I get access? I am the only staff member here that would be using the tool?
8. It is not showing in my current logon?
9. How do we know if we are registered for AVS already?
10. Is an RTO required to access the AVS tool, e.g. quarterly, during the year?
11. I'm a Data Validator with AVS, how do I change this so that I can access the USI Transcript Update Tool?
12. Is it compulsory for every RTO to register with AVS for USI transcript update tool? Or is it optional?
13. Is the updater tool in Production/Live yet?
14. If you have already registered as a "Self-register" account, how do you change to an "NCVER register" account?
15. How do I assign a user role if I am already NCVER registered for AVS?
16. How do we know if we are registered by NCVER or self-registered?
17. I have registered for AVS and I cannot see the USI transcript update tool in the menu?

Transcript Update Tool - General

1. If a training package was superseded in 2016 can units studied and completed in 2015 and 2016 still be added while they are in transition?
2. What would be the trigger for us to make an update?
3. Do we update the USI Transcript only when the Provider changes its name?
4. If a USI was missing in 2015 data, but obtained later in 2016 or 2017 - do we need to update via USI tool - or when we report to STA does this occur naturally?
5. Can you update a student eg put in their USI without the student's permission, if you only recently received it for 2015/16?
6. For Funding Source - 11, should you always have to add the Funding State Territory and Client number or just for VET in schools?
7. We are a public RTO and only deliver single units of competence. Can you explain 'when' and 'why' we would need to add / delete / change/ etc.?
8. If a student contacts the RTO after a year of his activity end date to finish his previous course, can we update later?
9. Is it possible for a fee for service RTO to amend the funding source from 20 to 30?
10. Can you put a short course 4-6 hours in?
11. Can activity start and finish dates be the same day?
12. If training commenced in 2014 and completed in 2015, will it be included to the transcript and can we make amendment?
13. If the system does not allow you to add into the transcript, will this come up as an error on the screen?

Transcript - Content

1. It may come up later but is it possible to link a training record reported with no USI (in error) to a USI through the USI transcript update tool?
2. We have students doing the same UOC annually, eg Apply First Aid, will they all be listed?
3. Are you looking to increase the update of the transcripts? It would be great if the information in the USI transcript was more current/up to date.
4. Will Statements of Attainment appear on the transcript as well?
5. If a student enrolled in a course in 2016 and completed two units from that course in 2016 and there are four units he is enrolled in but not completed, are we able to view his completed 2016 units in the USI transcript update of that course?
6. I would like to ask regarding client enrolment . E.g client has completed/passed most of their modules to complete a course (eg cert 1) in 2016 and completed one module in early 2017 and client has requested their transcript include the 2017 enrolment.
7. Will qualifications list the units completed on the transcript or just the qualification name?
8. Why is the record holding current continuing studies - what is the purpose of this?
9. Standalone First Aid training delivered as FFS - should it appear on the USI transcript?
10. How long does it take for the information to be available to students after the RTO has completed an update?
11. Can a student see his transcript on his USI login at this stage?
12. Will the Higher Education results be added to the USI Transcript Service in the future? Should a VET Provider be able to view transcripts where the USI holder has provided permission?
13. If "Not Yet Competent" is reported and the student is doing the unit again, how do you report that?

Transcript - Refresh

1. How can we populate transcript data if we only report annually? when a new USI is added? Some training is exempt.
2. Are the students also notified when a change has occurred to their transcript?
3. I report update training data to SVTS monthly - will new unit enrolments be added/adjusted monthly too?
4. Are we able to make amendments to the 2016 data now/is it uploaded in to NCVER? We are in QLD and they told us we aren't able to make amendments until it has come through?
5. What are the dates of the quarters of the uploads?
6. Is quarterly end of March, June, September and December? or at different times?
7. Do you update USI transcripts to every student management system report submission from RTOs ie monthly?

Transcript - Student

1. If a student has a USI in one name but has a training contract in another (i.e. got married) is this a problem?
2. We have been verifying the USI and collect a copy of the marriage cert, is this sufficient?
3. When will students be able to download transcripts?
4. If the student has given us access to their USI, how long can we have access for? Is it a one-time only access or do the students have to un-tick the permission afterwards?
5. Would we have to inform students when we have corrected data on their transcript?
6. Does the student have the option to remove units that may show as withdrawn or not yet competent on their transcript?
7. Are the students going to receive notification that the USI Transcripts are now available?
8. As an RTO if we want to see what participant has completed with other RTOs, do we go to USI Register or on AVS?
9. Apart from a student contacting us, do we know if we need to update anything?
10. Does offshore student require a USI number?
11. If RTOs receive email from USI office with regards to duplicate USI records for past students from 2015 or 2016 then are we required to update through AVS for our AVETMISS reporting requirement as an RTO?
12. Does USI have to be in capitals?
13. If the student has submitted their USI to previous provider, is there a way to check it?
14. A student studied in 2015 but did not supply a USI to the RTO. The student continued to study in 2016 and did supply a USI to the RTO.
15. Can a USI be attached to a student who has already been unloaded in 2015?
16. Will RTO's still be able to search for existing USI through the portal with the student's permission without going through USI transcript?
17. What happens if a student has refused to obtain a USI as they do not want their personal details shared?
18. Does offshore student require USI number?
19. What if the RTO that issued a transcript is closed and we are unable to update the information as student?
20. Please confirm, we must enter every student individually and each subject for the student individually?

ASQA

1. We received an email from ASQA informing us that the analysis of your RTO's 2015 reported total VET activity data shows that our RTO recorded no USI for a considerable number of

non-exempt students to whom it issued a VET qualification in 2015, suggesting significant non-compliance with both Standards, your RTO recorded no USI for more than 10 per cent of all student enrolment records, suggesting further significant non-compliance with Standard 7.5. As I have no way of currently identifying who the students were that were reported as not having a USI how can I respond to this ……(Annual report for 2016 was successfully submitted – I assume this means all USI's have now been updated). How important is it to follow up with this report and what are the consequences if we are unable to identify the students who are missing their USI.

Units not on TGA

1. Do accredited course results appear on USI transcript? What do we do if there are errors (being that Accredited Courses do not appear on TGA)?
2. One of my clients has accredited courses on TGA but not the individual units. Am I understanding correctly that this client's units cannot be updated?   Will they have a record from past uploads because of this?
3. For some programs delivered for international students such as ELICOS, which do not appear in TGA can we update the information in USI transcript?
4. Error appears when "Subject Identifier" is used. Says must be on TGA?

Webinar Information

1. Where do I find a copy of this webinar after today?
2. Can we please have a copy of the slides? Or is this webinar be available for viewing again?
3. When will the webinar from Friday be available?
4. Will it be possible to get the PowerPoint presentation?
5. Is it possible to get a copy of the presentation?
6. How can I download the handouts?
7. Will the slides be shared?
8. Will this webinar recording be made available to us to download?
9. Will this webinar recording be made available to RTOs?
10. Will the webinar be available for looking at again?
11. Is the next webinar the same as this webinar?
12. Can we have PPT?
13. Can you please send us all the questions asked and the answers?

Evidence of training

1. Can you use the data from the USI Transcript Tool to give students Credit transfer or must students also provide certificates / Records of Results or Statement of Attainments?
2. Can an RTO use the transcript as evidence of competency for credit transfers?
3. Will a student be able to use this document when applying for credit transfer?
4. For RTO's that have closed down for whatever reason, can the student use the transcript available through USI portal for RPL or credit transfer?