

JUNE 2021

## AVETMISS reporting

### Access to AVS

In our last Bulletin, we advised that if an RTO did not have a primary contact in AVS, we would be adding the CEO as listed on the National Training Register ([training.gov.au](http://training.gov.au)). This work has now been completed.

Please regularly review your AVS users to ensure they are accurate and that the roles attached to them remain current. Please remember to deactivate any users who leave your organisation immediately, to ensure that no unauthorised updates can occur to student USI transcripts.

AVS has been designed so that the registered Primary Contact or Organisation Administrator can manage an RTO's users internally. For more information on user roles and maintenance, please refer to the [AVS user guide](#).

Our client support team are happy to assist with updating users but can only do so with an email giving permission from the CEO/Primary Contact listed on [training.gov.au](http://training.gov.au).

### Reminder – Quarter 2

For those RTOs that submit fee-for-service data directly to NCVER, the second quarterly collection window for 2021, covering the period of January to June 2021, will be open from 1–13 Aug 2021. If you submit your fee-for-service data via a State Training Authority, please check directly with them for their submission dates.

For more information on quarterly reporting and collection dates, please see our [fact sheet](#).

### 2021 annual data

The reporting window for reporting of 2021 annual fee-for-service AVETMISS data direct to NCVER will open on 4 January 2022 and close on 28 February 2022.

## Thank you!

### NCVER AVETMISS Client Support Survey 2021

We would like to thank all those who took the time to complete our short online survey in late April early May 2021.

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## AVETMISS support

Our Client Support team is available to help you between 8.45am and 5pm (ACST). The team can be contacted in a number of ways:

<b>submit:</b>	<a href="#">contact form</a>
<b>email:</b>	<a href="mailto:support@ncver.edu.au">support@ncver.edu.au</a>
<b>phone:</b>	08 8230 8400
<b>toll free:</b>	1800 649 452

This work has been produced by NCVER on behalf of the Australian Government and state and territory governments, with funding provided through the Australian Government Department of Education, Skills and Employment.

[www.ncver.edu.au](http://www.ncver.edu.au)

 [twitter.com/ncver](https://twitter.com/ncver)

 [linkedin.com/company/ncver](https://www.linkedin.com/company/ncver)

We were delighted that over 96% of respondents said they were very satisfied/satisfied with the professionalism and service provided by NCVET's AVETMISS Client Support team.

Respondents were also very happy with the response time for enquiries, however, a few RTOs indicated it can be hard to get through on the phone and felt a 48-hour response time is too lengthy.

During the annual collection period 1 January to 26 February 2021, the Client Support team attended to over 2560 enquiries with a third of these enquiries being attended to in the last week when data is due, this equated to a response time of under an hour.

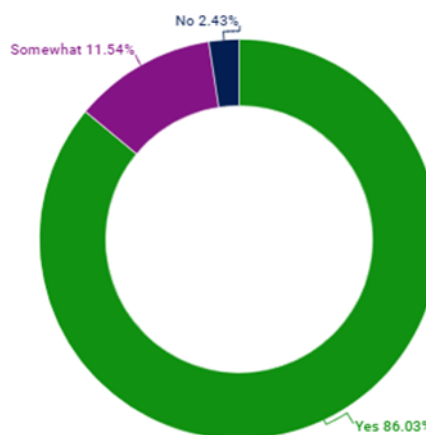
Whilst the team acknowledges that sometimes there can be delays, we are dedicated to helping resolve your queries in full before attending to the next caller.

Thinking about your interactions with our Client Support staff over the past six months, please rate your satisfaction with their professional conduct.



● Very satisfied ● Satisfied ● Somewhat satisfied ● Dissatisfied

Our client support team has a maximum 48 hour response time. Was your initial enquiry to our Client Support team responded to and dealt with in a timely manner?



We have reviewed the comments received in the survey and are currently looking at ways in which we can address some of the issues raised to further improve our services.

With any issues raised concerning the broader VET system in general, we have passed these on to the relevant areas in NCVET for consideration.

Should you have any further feedback please send an email to our Client Support team, [support@ncver.edu.au](mailto:support@ncver.edu.au).

Feedback on any of NCVET's other services and products can be made via [Feedback Form](#).

## Resources and communications

From the comments provided via the survey, it was clear that many RTOs are not aware of the existing resources that are available to them and where they can be found.

On [NCVER's Portal](#), we have a dedicated [RTO Hub](#) to assist RTOs with their national reporting requirements, such as collection dates, reporting reminders, reporting tools and system outages.

Reminders in relation to the reporting of AVETMISS data directly to NCVET and future collection dates are made available:

- via an email reminder to the CEO registered on training.gov.au in October and January each year
- on our portal [here](#)

- in our fact sheet [AVETMISS: Quarterly reporting](#) which is updated each year
- in Data Support Bulletins and NCVER News.

If you report AVETMISS activity (funded or fee-for-service) directly to a State Training Authority, you will need to adhere to the collection dates provided by them, which may vary from state to state.

Information on system outages can be accessed from the home screen of AVS or at the bottom of NCVER's Portal page.

We encourage anyone in your RTO who is responsible for reporting AVETMISS data to [subscribe](#) to our Data Support Bulletins so that they are kept up to date on any important changes to reporting.

## Reporting tips

### Validation errors

A number of RTOs questioned why AVS reported errors if there were no errors reported in their student management system (SMS).

The reason for this is that NCVER validates the uploaded data against the business rules contained in the AVETMIS Standard to ensure that it meets the specified requirements across all NAT files. An SMS does not check that the data entered meets the rules across NAT files - their checks will ensure that data meets required format rules and length.

Information on the AVETMIS Standard including a list of AVS business rules (error codes) can be found [here](#). You can also export a copy of these business rules in excel format when logged in to AVS. If you require assistance with the AVS business rules please contact Client Support.

### USI Transcript updates

NCVER staff are unable to update student transcripts - this is the responsibility of RTOs, and where an error or omission has occurred it is recommended that the RTO concerned fix this as soon as practicable.

When the training activity to be updated was completed in a past year (i.e. not the current collection year) RTOs need to use the USI transcript update tool within AVS to make the required changes (see our [fact sheet](#) for further information). Once any changes are submitted the student's transcript will show the revised information within 3 business days.

If the error or omission is in the current collection year, this needs to be corrected by making a submission to the next quarterly, or annual, AVETMISS data collection. Remember, USI transcripts are updated within 3 business days of data submission to NCVER (so if you submit data via an STA or Board of Studies it will be within 3 business days of NCVER receiving the data from them).

Should a student come to you from another RTO which has closed, asking for help to update their USI transcript, they should be directed to the VET Regulators who may be able to help if they have received closing data for the relevant RTO.

## #NoFrills2021 – less than 2 weeks to register!

Join us online at the *30th National VET Research Conference 'No Frills'* as we celebrate this milestone event on 7-9 July 2021.

The theme is **Past informing the future** and with over 40 insightful sessions covering 12 different streams, live Q&A talk shows, a focus session and ample networking opportunities, #NoFrills2021 has something for everyone. Plus, with the option of participating live or catching up 'on-demand', you can see it all!

You don't want to miss this, so [view the program and REGISTER NOW!](#)



## 2021 National Student Outcomes Survey now open!

The National Student Outcomes Survey has now opened for students who completed a VET qualification, program or subject during 2020. Around 1 million students are being contacted and asked about their satisfaction with training, employment, further study outcomes and how the COVID-19 pandemic affected their training experiences.

[Eligible RTOs](#) will again be able to access information about their students' satisfaction and post-training outcomes.

Take advantage of the [free kit](#) provided by NCVER to help you promote the survey to former students. It contains the survey logo, newsletter text and graphics.

Visit the [NCVER Portal](#) for more information about the National Student Outcomes Survey.