

Reporting client address

This fact sheet is designed to assist registered training organisations (RTOs) when recording non-standard client residential address information for AVETMISS purposes.

Required residential address information

To capture client residential address information in AVETMISS-compliant format, RTOs will need to seek information for the following AVETMISS fields: *Address building/property name*; *Address flat/unit details*; *Address street number*; *Address street name*; *Address location - suburb, locality or town*; *State identifier*; and *Postcode*.

RTOs should seek to capture the usual residence information of Australian students. Where a client moves location to take up a temporary residence (as opposed to their usual residence) closer to their training venue, the usual residential address details should be provided and not the temporary address details. (Note: AVETMISS client address collection does not apply to international clients - see below for more information.)

We encourage training providers to seek as detailed residential address information as possible to assist NCVER in publishing accurate statistical data reports for public information, research, and training policy development.

Note: To comply with privacy legislation, whilst the *Address location - suburb, locality or town* is a free text field it should **not** be used to record anything other than what is defined in the [AVETMISS Standard](#).

Recording non-standard address information

For each of the required client residential AVETMISS fields, the AVETMISS Standard will either allow blank entries or will provide a 'not specified' option which can be input when information may be unavailable.

Please do not substitute missing or incomplete home residential address details with postal address details.

The following examples depict scenarios which RTOs may face and the recommended approach to follow:

Client is unable to provide any residential address details

Where a client cannot disclose their address details for safety and/or privacy issues (e.g. client is in prison or under domestic violence protection), all client residential address fields should be filled with the appropriate 'not specified' response designated by the AVETMISS Standard.

Client provides address information which does not contain data for all AVETMISS fields

As much address detail information as possible should be sought from the client. Any client residential address fields for which there is no available information should be filled with the appropriate 'not specified' response designated by the AVETMISS Standard. For further details refer to [Collecting and reporting client details](#) fact sheet.

Client provides a rural/remote address which does not appear to fit into the existing AVETMISS fields

A client may provide address details containing rural property addressing or numbering systems, which is used by most states and territories to facilitate emergency services coordination. This information can be entered into the *Address street name* and *Address street number* AVETMISS fields. The field *Address building/property name* is a free text field which can also be used for describing the place in more detail.

International onshore/offshore clients

All international clients should be reported with the appropriate 'overseas' response in the *State identifier (99)* and *Postcode (OSPC)* fields as designated by the AVETMISS Standard. It is preferred that clients provide address details where possible, including overseas address locations, however, where a client does not provide this information, the appropriate '*not specified*' response should be used from the table below:

Data element/field	Not specified response
Address location – suburb, locality or town	Enter "not specified"
Address street name	Enter "not specified"
Address street number	Enter "not specified"
Postcode	Enter "OSPC" for overseas clients
State identifier	Enter in "99" for overseas clients
Unique Student Identifier (USI)	- From January 2015 all clients/students being issued with a statement of attainment/ qualification must obtain a USI please see www.usi.gov.au for more details. You can also access our USI fact sheet for USI related AVETMISS reporting and validation information. - International offshore students are not required to have a USI. For clients who have an overseas address (using OSPC as their postcode) please use the code "INTOFF" (international offshore) in place of a USI. Leaving the USI field blank may trigger a validation warning or error.

What help is available?

NCVER has a dedicated Client Services 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 contact form	Email: support@ncver.edu.au	Phone: 08 8230 8400	Toll free: 1800 649 452