

Reporting client names

This fact sheet explains how to meet with AVETMISS and the USI scheme reporting requirements in the reporting of client names.

Client naming conventions

Client first given name: sometimes called ‘given name’, ‘forename’ or ‘Christian name’ **must not be** the client’s family name even if it is usually written as their first name.

Client family name: sometimes called ‘last name’ or ‘surname’ is the official family name even if the client’s family name is usually written first.

- When a client only has one legal name, that name should be used to populate both the client’s family name and first given name in the Name for encryption data element.

If you are unable to save or continue when the *Client first given name* field is left blank, please contact your student management system (SMS) vendor.

The table below shows how these clients should be recorded when an individual has one name i.e. Madonna:

Client name: Madonna	Client first given name	Client family name	Name for encryption
Student management system	(leave blank)	Madonna	n/a (this is normally a derived field created upon export, not an SMS field)
SMS exporting to Client (80) file	n/a – field is not in this file	n/a – field is not in this file	Madonna, Madonna
SMS exporting to Client contact details (85) file	(leave blank)	Madonna	n/a – field is not in this file

- Nicknames or abbreviated names may not be used unless they match the form of ID the client used when they created their USI. For details on the ID requirements for creating a USI please read the *How do I create a USI?* section of the USI website: <https://www.usi.gov.au/students/create-your-usi>



Naming conventions for international students

For AVETMISS reporting purposes, there are two general types of international students:

- International studying offshore (not in Australia): **No USI** required - from 2017 enter the code “INTOFF” in place of the USI (in your SMS)
- International studying onshore (in Australia): **USI required** - please note that clients cannot create a USI until they have arrived in Australia, even if they have already enrolled at your RTO

Further details can be found on the [USI Office](#) website.

Key tips:

- Check the names on the client’s passport against the name on the client’s visa - usually it is the visa name which will verify when creating the USI
- Check the names on the bottom of the passport in the ‘barcode’ - often it will verify - translation of diacritics or ‘accent marks’ are often shown here (see image). If you are unsure about naming conventions or which name to use, the Department of Immigration’s [website](#) has useful examples.



Name for encryption

For privacy reasons NCVER does not store client names, but instead only encrypted names are stored. Student management systems should automatically populate the *Name for encryption* from the *Client first given name* and the *Client family name* fields.

- It is important that the *Name for encryption (client first name and client family name)* is spelled correctly, contains the full name of the client, and **does not** include initials or a title.
- The name for encryption must be recorded in the following order: *Client family name* (maximum 40 characters) (comma) (space) *Client first given name* (space) followed by the *Client's second given name* if provided (maximum 40 characters).
- While the AVETMISS data element definitions specify field lengths of 40 characters for both the client name fields, other systems, such as those used to obtain or verify a USI, may need more characters for *Client first given name* or *Client family name* to capture a client's full name resulting in longer field lengths in your student management system. For AVETMISS reporting purposes, these fields must be restricted to 40 characters.
- Where the full name for encryption, including commas and spaces exceeds 60 characters, you will need to enter the full name in the order above and truncate to 60 characters.

AVETMISS reporting

For AVETMISS reporting purposes client names are collected in the Client (NAT00080) file and the Client contact details (NAT00085) file.

- When exporting data to create the *Name for encryption* field in the *Client* (NAT00080) file for submission to the National VET Provider/VET in Schools collections, and the client has only one legal name, that name should be used for both the *Client first given name* and the *Client family name* fields. For example, if the client's name is *Madonna* and this is their only name, then the *Name for encryption* would be *Madonna, Madonna*.
- RTOs that report fee-for-service and Commonwealth funded training activity directly to NCVER should report their client names in the NAT00080 file via the data element: *Name for encryption* which is typically comprised of both the *Client first given name* and *Client family name*. Please note that ALL client names reported directly to NCVER are encrypted for privacy reasons. Please see [NCVER's Privacy Policy](#) for details.
- RTOs that report state funded training activity through to the administering state training authority (STA) will report client names in both the NAT00080 (as detailed above) and the NAT00085 files via the data elements: *Client first given name* and *Client family name*. Please note that each state/territory has different policies governing the storage and use of client names and personal information. For details please contact the administering [STA](#) directly.

For further information please refer to the [AVETMISS Data Element Definitions](#).

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
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