

# **Guide to data reporting on Skills Victoria Training System (SVTS) 2024 version 1**



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## Terminology

In this document:

**'we', 'us' 'our' or 'the department'** means the Department of Jobs, Skills, Industry and Regions.

**'you'** means a training provider that holds a current VET Funding Contract

## About this guide



This guide is for Skills First training providers.

Use this Guide to data reporting on Skills Victoria Training System (SVTS) (the guide) to help you report on SVTS and get paid for your Skills First training delivery.

The guide explains how to:

- report your training delivery data on SVTS
- use SVTS to manage and monitor your data reporting and payments
- use your data to inform your business decisions.

We will publish any updates to this guide on SVTS.

For more information on claims and payments, read the Guide to SVTS Claims.

This guide is for training and illustrative purposes and is subject to change where necessary.







If it conflicts with information in formally published advice, such as the VET funding contract, the Victorian VET Student Statistical Collection Guidelines or any other communication or directives from the department, the formally published advice will prevail.

## Overview of SVTS

SVTS has a wide range of uses, which include:

- being the primary communication tool between the department and training providers
- accepting and validating your training activity data file uploads
- calculating and confirming your claims and payment for training delivery
- providing system reports, data quality reports and monitoring reports
- being an enquiries function for you to ask us questions
- providing Contract Notifications relating to the VET funding contracts (the contract)
- managing the contracts between the department and training providers.

## Important information

Get access to SVTS		<a href="https://www.vic.gov.au">Access the Skills Victoria Training System   vic.gov.au (www.vic.gov.au)</a>
Enquiries		Submit your SVTS enquiries using the most relevant category
Upload data		Upload your training data to SVTS at least once a month
Collection year period		The collection year comprises all training activity delivered between 1 <sup>st</sup> January and 31 <sup>st</sup> December
Reporting year period		<p>Reporting year refers to the period you are allowed to submit data for the collection year. The reporting year opens between the 27<sup>th</sup> and 30<sup>th</sup> January and closes around the 15<sup>th</sup> January of the next calendar year.</p> <p>During the reporting year period, you can report training activity related to that collection year.</p> <p>Example</p> <p>2023 Collection year – 1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2023</p> <p>2023 Reporting year – 27<sup>th</sup> January 2023 to 15<sup>th</sup> January 2024</p> <p>The different dates between collection and reporting year provides RTOs extra time to finalise their submissions as we understand assessment might take a bit longer to be finalised during the festive season</p>
Payment dates		First week of each month – please refer to CN 2024-01 in SVTS

## How to log in to SVTS

1. **Log in** to **SVTS** at [Skills Victoria Training System \(SVTS\) \(eduweb.vic.gov.au\)](https://eduweb.vic.gov.au). If you can't log in, go to [Access the Skills Victoria Training System | vic.gov.au \(www.vic.gov.au\)](https://www.vic.gov.au) for instructions on how to troubleshoot your access or gain access if you are a new user
2. **Enter your username** (in the format eduweb\ECPusername) and **password** (case sensitive).
3. **Click** on 'Log In' button.

If you need help logging in, please contact the DE Service Desk on 1800 641 943 between 8:00 AM and 6:00 PM, Monday to Friday. Select option 1 and then option 4.



Alternatively, you can email [servicedesk@education.vic.gov.au](mailto:servicedesk@education.vic.gov.au). Please include your TOID and username, and a briefly explain the issue.

## SVTS homepage

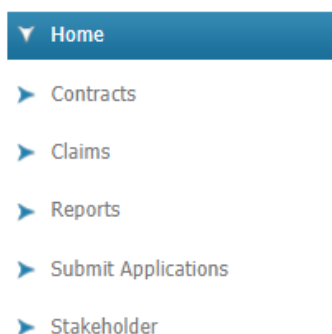
The SVTS homepage is made up of 3 sections – the navigation panel, information panel and training provider panel.

### Navigation panel

On the left side is the navigation panel, which includes Contracts, Claims, Data Transfer, Events, Reports, Submit Applications and Stakeholder.

We will explain each of these functions later in this guide.

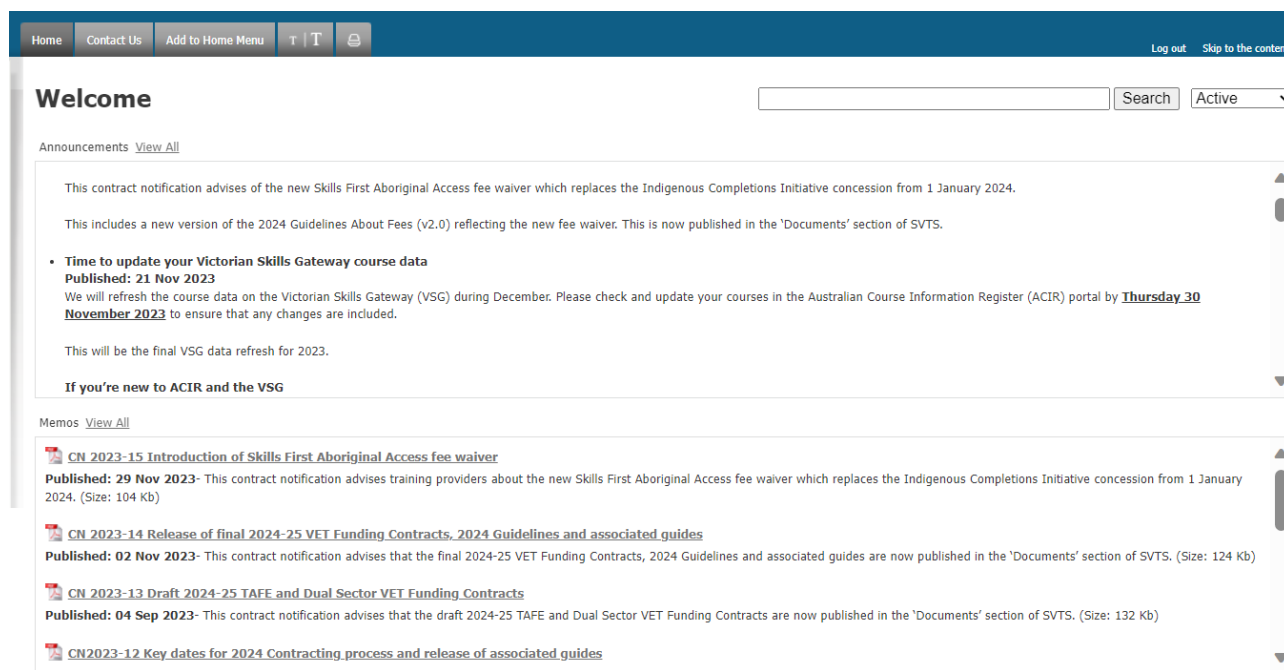
Figure 1: Navigation Panel



### Information panel

The centre of the page contains important information for you to read, including announcements, memos (as Contract Notifications), documents and FAQs. You should check the announcements section daily.

Figure 2: Information Panel



## Training provider panel

The right side of the homepage contains information specific to you, including claims information and validation results.

The summary of your claims will include:

- the date you successfully uploaded your training delivery data to SVTS
- the claims ready to be confirmed for payment
- the claims already confirmed and awaiting payment
- the rejected claims in SVTS that require your further attention or correction.

The validation results will show the validation outcomes for your last upload. The 'View Validation History' link will give details of your validation outcome results, including any errors detected.

Figure 3: Training Provider Panel

### My Claims

- Last valid upload: 04/12/2023
- To be confirmed: 0
- Confirmed claims: 11,083
- Rejected claims: 2,874

### Validation Results

- Last upload: 04/12/2023 11:35:01
- Last result: Completed
- Module enrolments uploaded: 11
- Module enrolments passed: 6
- Module enrolments in error: 5
- Total errors: 21

[View Validation History](#)

## Data reporting

At least once a month, you must successfully upload your previous month's comprehensive training activity data to SVTS. This involves a web browser upload of 10 NAT files to SVTS. The NAT files must be in a structure that complies with the Victorian VET Student Statistical Guidelines available at [Training data collection | vic.gov.au \(www.vic.gov.au\)](https://www.vic.gov.au/training-data-collection), or in the SVTS document section.

We undertake a series of SVTS data validations to ensure data integrity and accuracy. We explain these validations in more detail in the [Validation Outcomes](#) section.

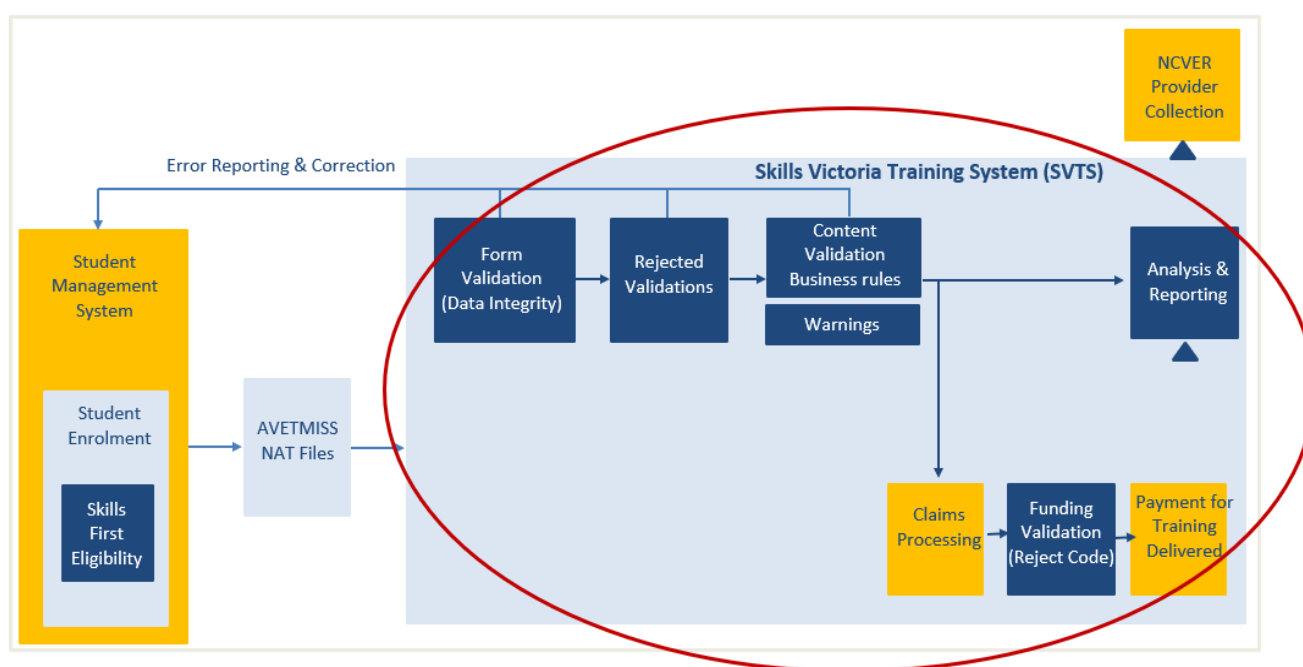
We submit your data to the National Centre for Vocational Education Research (NCVER). This fulfils reporting obligations under the National Register of VET (VRQA/ASQA).



You must use an electronic Student Management System (SMS) that complies with the Victorian VET Student Statistical Collection Guidelines.

Figure 4: SVTS Data Upload Process

When you upload data from your SMS into SVTS, the data follows a series of data validations to ensure the data is accurate and consistent with data requirements – see Figure 4



### Good reporting practices

1. Ensure that all data is accurate and correct. This is a requirement of the contract.
2. Regularly upload to SVTS. This will give you more confidence in the quality and accuracy of your data and claims for payment.
3. Review any errors or warnings. Make the following tasks a daily part of your business operations:
  - review claims and inspect any funding errors
  - check next month's forecast payment
  - upload data daily to minimise having to correct errors.
4. Regularly address validation errors to avoid them building up. Do not leave them until the end of the month to correct.
5. You can upload as many times as you wish to correct data errors. However, we will only



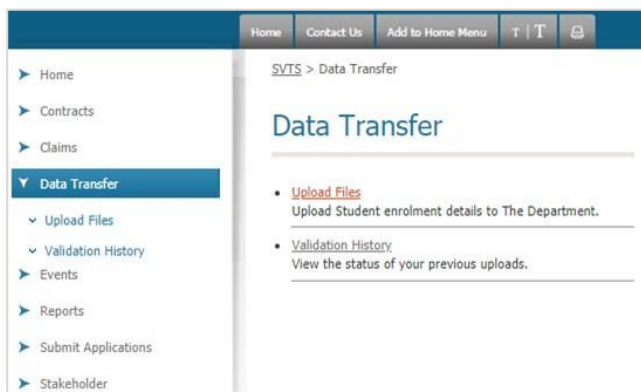
process your claims once a day (overnight).

6. Remember that each upload to SVTS overwrites the previous upload.
7. Include the full details of all reportable training activity you delivered within the collection period. This includes delivery already commenced or completed in the current collection period.
8. You may submit details of future training activity you plan to commence in the collection year.
9. Use SVTS functions and reports to help you correct data errors. Use the Validation History Report and the [Data Quality Reports in SVTS](#)

## How to upload data

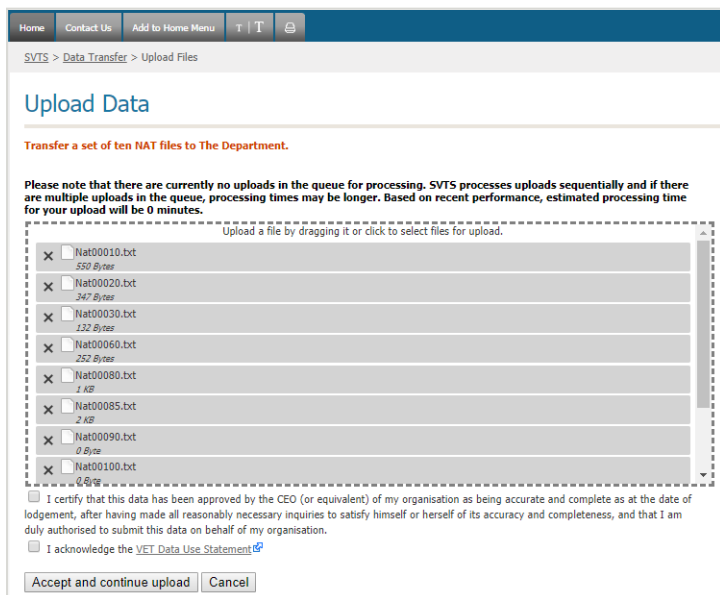
1. Click on the 'Upload Files' section is located on the left of the SVTS homepage, under the 'Data Transfer' section.

Figure 5: Upload Files



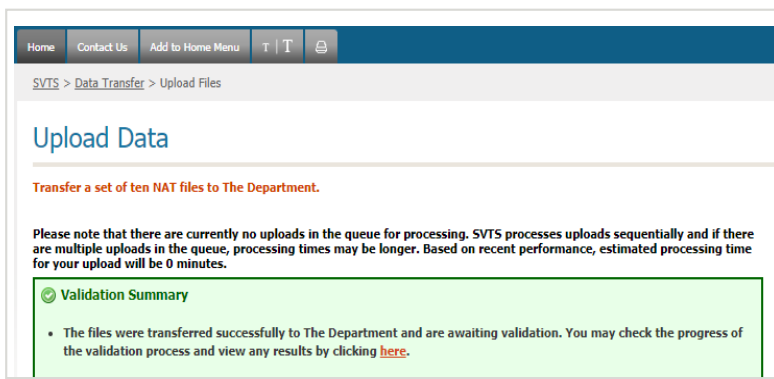
Select the files you need to upload from your SMS into SVTS

Figure 6: Upload Data Screen View



When all files have been selected, make the acknowledgements and then click on "Accept and Continue Upload". You will then see the data confirmation screen displayed.

Figure 7: Upload Data Confirmation Screen



### The NAT files

You must submit 10 NAT files to SVTS.

Figure 8: NAT files

File name	File name	Record requirement
Training Organisation	NAT00010.txt	One record.
Training Organisation Delivery Location	NAT00020.txt	One record for each location where the training organisation conducts a training activity.
Program	NAT00030.txt	One record for each program that the training organisation has conducted in the submission year.
Subject	NAT00060.txt	One record for each subject that the training organisation has conducted in the submission year.
Client	NAT00080.txt	One record for each student enrolled by the training organisation in the submission year.
Client Contact Details	NAT00085.txt	One record for each student who appears in the Client file (NAT00080).
Client Disability	NAT00090.txt	One record for each disability declared by a student enrolled by the training organisation.
Client Prior Educational Achievement	NAT00100.txt	One record for each prior educational achievement declared by a student enrolled by the training organisation.
Training Activity	NAT00120.txt	One record for each separate subject or unit of competency enrolment by a student.
Program Completed	NAT00130.txt	One record for each entitlement to a program (qualification) or skill set by a student enrolled by the training organisation.

## What each NAT file contains

Below is an overview of the information contained in each of the 10 NAT files. For additional definitions please see the [Victorian VET Student Statistical Collection Guidelines](#).

Figure 9: NAT Files

<b>NAT00010 Training Organisation File</b>
Training Organisation Identifier
Training Organisation Name
Training Organisation Type Identifier
Address First Line
Address Second Line
Address - Suburb, Locality or Town
Postcode
State Identifier
Contact Name
Telephone Number
Facsimile Number
E-mail Address
Software Product Name
Software Vendor E-mail Address

<b>NAT00020 Training Organisation Delivery Location</b>
Training Organisation Identifier
Training Organisation Delivery Location Identifier
Training Organisation Delivery Location Name
Postcode
State Identifier
Address - Suburb, Locality or Town
Country Identifier
Address Building/Property Name
Address Flat/Unit Details
Address Street Number
Address Street Name

<b>NAT00030 Program File</b>
Program Identifier
Program Name
Nominal Hours
Program Recognition Identifier
Program Level of Education Identifier
Program Field of Education Identifier
ANZSCO (Occupation Type) Identifier
VET Flag

<b>NAT00080 Client File</b>
Client Identifier
Name for Encryption
Highest School Level Completed Identifier
Gender
Date of Birth
Postcode
Indigenous Status Identifier
Language Identifier
Labour Force Status Identifier
Country Identifier
Disability Flag
Prior Educational Achievement Flag
At School Flag
Address - Suburb, Locality or Town
Unique Student Identifier
State Identifier
Address Building/Property Name
Address Flat/Unit Details
Address Street Number
Address Street Name
Survey Contact Status
Statistical Area Level 1 Identifier
Statistical Area Level 2 Identifier
Victorian Student Number (VSN)
Client Industry of Employment
Client Occupation Identifier

<b>NAT00085 Client Contact Details File</b>
Client (Student) Identifier
Client Title
Client Given Name
Client Family Name
Address Building/Property Name
Address Flat/Unit Details
Address Street Number
Address Street Name
Address Postal Delivery Box
Address - Suburb, Locality or Town
Postcode
State Identifier
Telephone Number - Home
Telephone Number - Work
Telephone Number - Mobile
E-mail Address
E-mail Address (Alternative)

<b>NAT00060 Subject File</b>
Subject Identifier
Subject Name
Subject Field of Education Identifier
VET Flag
Nominal Hours

<b>NAT00090 Client Disability File</b>
Client Identifier
Disability Type Identifier

<b>NAT00100 Client Prior Educational Achievement</b>
Client (Student) Identifier
Prior Educational Achievement Identifier
Prior Educational Achievement Recognition Identifier

<b>NAT00130 Program Completed File</b>
Training Organisation Identifier
Program Identifier
Client Identifier
Date Program Completed
Issued Flag
Parchment Issue Date
Parchment Number
Program Commencement Date
Program Supervised Teaching Activity Completion Date
Program Unique Supervised Hours
Program Status Identifier
Program Enrolment Identifier
Commencing Program Cohort Identifier
Commencing While at School Flag
Specialisation Name

<b>NAT00120 Training Activity File</b>
Training Organisation Identifier
Training Organisation Delivery Location Identifier
Client Identifier
Subject Identifier
Program Identifier
Activity Start Date
Activity End Date
Delivery Mode Identifier
Outcome Identifier - National
Funding Source Identifier - National
Commencing Program Identifier
Training Contract Identifier
Client Identifier - Apprenticeships
Study Reason Identifier
VET in Schools Flag
Specific Funding (Specific Program) Identifier
School Type Identifier
Outcome Identifier - Training Organisation
Funding Source Identifier - State Training Authority
Client Tuition Fee
Fee Exemption/Concession Type Identifier
Purchasing Contract Identifier
Purchasing Contract Schedule Identifier
Hours Attended
Associated Program Identifier
Scheduled Hours
Predominant Delivery Mode
Program Commencement Date
Eligibility Exemption Indicator
VET Student Loans (Income Contingent Loan) Indicator
Industry Code (ANZSIC)
Enrolment Date
Subject Enrolment Identifier
Client Fees - Other
Delivery Provider ABN
Funding Eligibility Key
Program Enrolment Identifier
Workplace ABN

**Victoria state-specific data elements are highlighted in blue.**

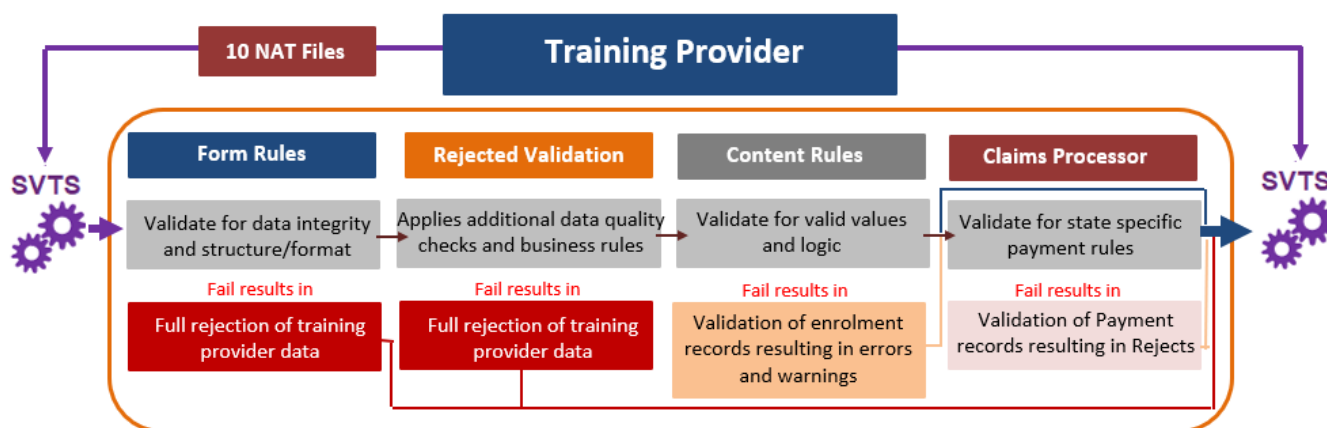
## Validation outcomes

Your NAT files must pass several validations to ensure data quality and accuracy.

The data passes through four stages of validations: form validation, rejected validation, content validation and business process validation.

The below diagram displays the pathway the NAT file goes through for validation.

Figure 10: Validation Outcomes



### Stage 1: Form validation

Form validation automatically starts when you submit your data to SVTS. The form validation checks that your data is complete and in the correct format. For example, that there is a value in a mandatory field. If a data record fails any form validation rule, SVTS will reject all data in all the NAT files and your submission will have a status of 'Failed'.

Submissions with no form validation errors automatically proceed to the next stage – rejected validation.

You can find the types of validation rules on the Validation Rule Report under the reports category in SVTS.

### Stage 2: Rejected validation

Rejected validations apply an additional level of data quality check and business rules to ensure that reported data is correct. For example, that the Activity Start Date is before the Activity End Date. If any rejected validation is triggered, the NAT file submission will be rejected by SVTS, not progress any further, and will have a status of 'Rejected'.

Submissions with no structure validation errors automatically proceed to the next stage – content validation.

### Stage 3: Content validation

Content validations apply data quality checks and business rules to ensure that reported data is correct. For example, all subjects within a program enrolment must have the same Associated Program Id.

There are 2 types of content validations – errors and warnings.

## Errors

Content errors are data entries that do not align with the business rules and might rely on entries in other fields, reference tables, or even other systems. For example, a wrong postcode when aligned with a suburb in the address details. The affected records are excluded from payment processes.

## Warnings

Some content validations provide data warnings. While these warnings do not stop payment or use of the data, they alert you to changes you need to make to the data. A warning might also identify data that is unusual and so needs you to check it.

You should check and correct warnings, as necessary. Over time, they might be converted to content validation errors. For example, a new validation might be introduced as a warning for a limited period to help you prepare for the implementation of a new content validation error.

At the end of this stage, your submissions will have a status of 'Completed'. However, you must still fix any errors and review the warnings associated with the submission.

## Stage 4: Business process validation (reject code)

Your data records must successfully pass the form and content validations for our business processes.

### Rejects

Our business processes may apply further validations before using the submitted data. At this stage, if your data does not comply with our various claim payment criteria, it will be assigned a reject code. The reject may apply to the whole claim group (program enrolment) or to the one claim (subject enrolment) depending on the type of payment criteria that wasn't complied with.



You can find information about reject codes in the Guide to SVTS Claims in SVTS, which includes a complete detailed description of each reject code.

## How to fix errors

Do not correct validation errors directly in the NAT files. Instead, you should review and fix validation errors within your SMS. Once you've done this, you can regenerate the NAT files and upload them again to SVTS.

Your data reporting must reflect the training delivered to students. You must not simply adjust key data elements (such as the dates of training) to avoid data validations or claim payment rules when such changes would incorrectly represent the student's training.

### Victorian VET Student statistical collection guidelines

Your data structure must comply with the [Victorian VET Student Statistical Collection Guidelines](#) (the guidelines). The guidelines comply with the [Australian Vocational Education and Training Management Information Statistical Standard \(AVETMISS\) version 8](#), which apply to all training activity from 1 January 2018.

You must ensure that persons with responsibility for data collection and reporting are aware of all obligations under the contract and the reporting requirements within the guidelines.

### Validation rules report

The Validation rules report is available in the Reports section of SVTS. It details each of the validation error types, their code, the file they belong to, and the validation description.

A sample validation rules report is shown below:

**Figure 11: Validation Rules Report**

Validation Rule Identifier	Validation Type	Is this a warning only	Rule Type	Description
120001	FormValidation	No	NAT00120 - Training Activity file	120001: The Training Organisation Delivery Location Identifier on the Training Activity (NAT00120) file must also exist in the Training Organisation Delivery Location (NAT00020) file.
120002	FormValidation	No	NAT00120 - Training Activity file	120002: The Client Identifier in the Training Activity (NAT00120) file must also exist in the Client (NAT00080) file.

### Validation status

After you've uploaded your NAT files, a validation status will be displayed depending on whether your data passed or failed the form validation process:

- Validation Process Failed – this indicates your data has failed Stage 1 of the validation process and no data will be imported into SVTS.
- Validation Process Rejected – this indicates your data has failed Stage 2 of the validation and while it will be imported into SVTS, it will not progress any further until all errors are fixed.
- Validation Process Complete – this is for content only. You might still have errors to fix.

As the validation process is progressing, you can refresh the page to check how the validation is progressing. The following statuses assist you in understanding the progress

- Format Validation - format validations are being processed
- Importing data – submission data is being saved to SVTS
- Reject Validation – reject validations are being processed
- Content Validation - content validations are being processed
- Finalising Submission – your file submission is being finalised
- Processing error – there was a system error processing your file



## Error reports

After uploading your data, you must view and fix all errors and warnings.

Click on **'Outcome'** to open the validation outcomes summary screen so you can view error details either by **type** or by **student**.

Figure 12: Validation History

### Validation History

Click on the Outcome link to view the selected outcome.

Results: 1 to 400 Display: 400 ▼

Start Date/Time	Status	Enrolments Loaded	Warnings	Errors	Action
7/12/2022 10:09:39 AM	Completed	1	2	0	<a href="#">Outcome</a>
7/12/2022 10:04:51 AM	Rejected	1	0	2	<a href="#">Outcome</a>
7/12/2022 7:34:49 AM	Processing Error	1	0	1	<a href="#">Outcome</a>
7/12/2022 7:23:19 AM	Processing Error	14	0	1	<a href="#">Outcome</a>
7/12/2022 7:22:24 AM	Completed	10	64	23	<a href="#">Outcome</a>

## View errors by type

The 'View Errors/Warnings by Type' report lists and groups all records causing errors by validation type. When you select an error, the following will be displayed:

- Rule Type – this indicates which NAT file contains the error or warning and how many district errors or warnings relate to the NAT file.
- Description – this identifies the error or warning that's been triggered, the error description and number of errors.
- Details of the error/warning – this displays the error code and message for each record you need to correct in your SMS, along with details to help you identify the record and data in error.

## View error by student

The 'View Error by Student' report lists all the errors for a given student. The report does not include errors that are not tied to a specific student.

## Exporting reports

You can export the data to Excel or another format, rather than printing the full error reports. This allows you to expand or contract various levels of the error reports, filter results, or print sections. These functions can help you make the required data corrections.

## Claim processing

After successfully passing stages 1, 2 and 3 of the validation process, training data that's eligible for payment will pass through stage 4 of the validation process.

This stage 4 process validates the data against the funding business rules. If data fails any of the funding business rules, it will be assigned a reject code. A reject code will either prevent further payments or reverse existing payments until you fix the data in your SMS and resubmit it to SVTS.

We will not process for payment any data with content errors until you fix those errors in your SMS. Content errors become reject 17s in SVTS.



Read the Guide to SVTS Claims in the Documents section of SVTS for information on claim processes and payments.

You can also refer to the Reject Rules report available under the Report section of SVTS to get more information on the meaning of each reject rule

## Data quality reports

We have several reports in SVTS for you to use to check the quality and status of your training data.

### Valid Enrolment ID/Program Enrolment ID Report

This report shows valid Subject Enrolment IDs/Program Enrolment IDs where 'valid' means the last time the enrolment record was reported without any validation errors and was registered as being valid by the system.

To access the Valid Enrolment ID/Program Enrolment ID Report:

1. Select **Reports** from the SVTS Homepage menu on the left of the screen.
2. Select **Data Quality Reports**.
3. Select the **Valid Enrolment ID / Program Enrolment ID**.

Figure 13: Valid Enrolment ID / Program Enrolment ID Report filter options

SVTS > Reports > Data Quality Reports > Valid Enrolment ID / Program Enrolment ID Report

### Valid Enrolment ID / Program Enrolment ID

**Enrolment ID:**

**Client ID:**

**Government Subsidised:**  ▾

**Program Enrolment ID:**

Use this report to check the valid values for the reported Program Enrolment Identifier or Subject Enrolment Identifier.

Figure 14: Validation Enrolment ID/Program Enrolment ID Report View

1 of 1 | 100% | Find | Next

Valid Enrolment ID / Program Enrolment ID

TOID	Legal Name	Enrolment ID	Program Enrolment ID	Date Last Reported as Valid	Submission Last Reported as Valid	Client ID	Program ID	Program Name	Program Commencement Date	Associated Program ID	Purchasing Contract ID	Subject ID	Subject Name	Activity Start Date	Activity End Date	Government Subsidised
			PE_025595	30/11/2022			HLT54115	Diploma of Nursing	08/07/2019			HLTENN005	Contribute to nursing care of a person with complex needs	15/02/2021	24/06/2022	Y

Report Criteria

Printed on 20/12/2022 08:18 AM

Page 1 of 1

Under the Victorian VET Student Statistical Collection Guidelines, the 'Program Enrolment Identifier' and 'Subject Enrolment Identifier' must remain unique for the combination of data elements. These values uniquely identify a student enrolment. You cannot change these values once we've successfully paid you for the training activity. You will receive a validation error (120105,120013 or 130043) if you change any unique value.

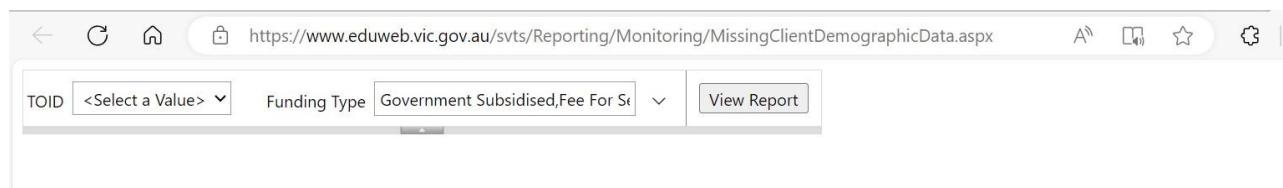
## Missing client demographic data report

This report provides information on any missing client demographic data elements you've reported (e.g. gender, postcode or study reason).

To access the Missing client demographic data report:

1. Select **Reports** from the SVTS Homepage menu on the left of the screen.
2. Select **Data Quality Reports**.
3. Select **Missing Client Demographic Data**.

Figure 15: Missing Client Demographic Data Report Filter Options

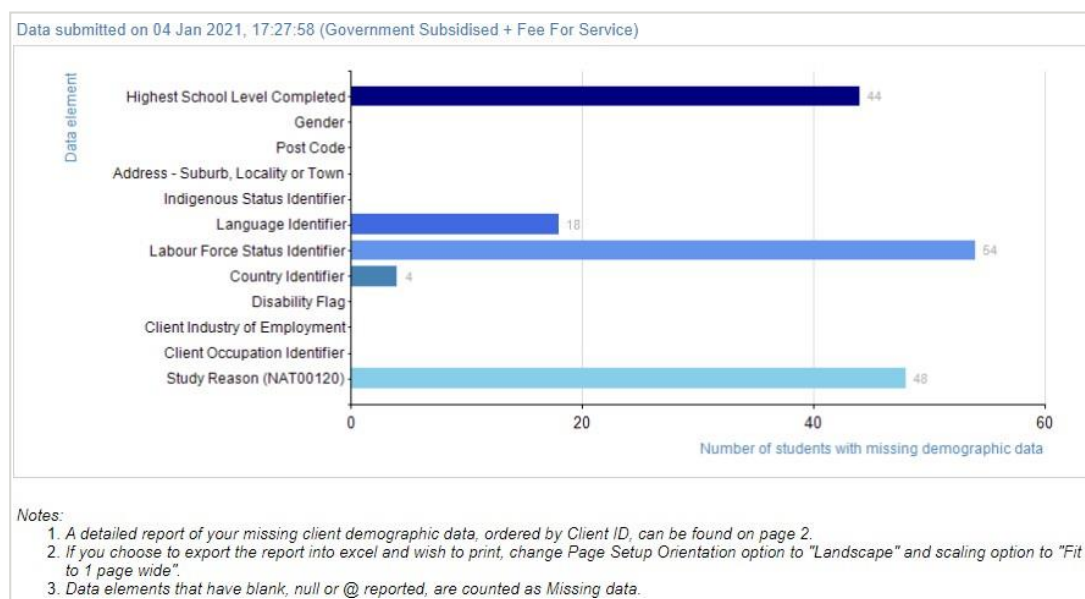


The screenshot shows a web browser window with the URL <https://www.eduweb.vic.gov.au/svts/Reporting/Monitoring/MissingClientDemographicData.aspx>. Below the address bar, there are two dropdown menus: 'TOID' with the value '<Select a Value>' and 'Funding Type' with the value 'Government Subsidised, Fee For Service'. To the right of these menus is a 'View Report' button.



We have benchmarks for the level of missing or unstated data. The detailed view of the report will group each of the missing client demographic data.

Figure 16 Missing Client Demographic Data Report View



AVETMISS and the guidelines allow you to report some client demographic data elements as blank or unstated. However, we expect you to make best efforts to provide this data. You should only leave it blank or unstated if you've asked the client the question, but they decline to answer. Some of the data elements are linked to payments and these will be affected if you do not provide the data.

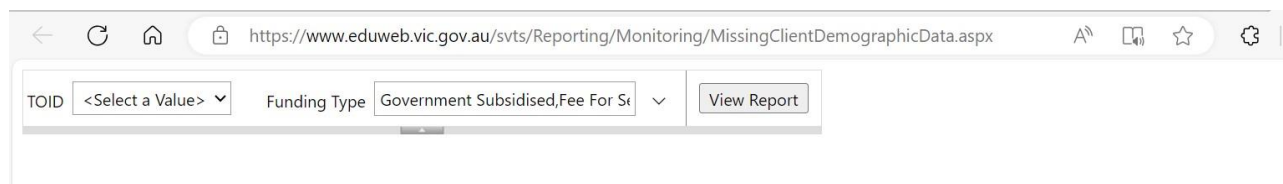
## Missing outcomes report

This report gives you information on the delayed reporting of valid outcomes based on Activity End Dates.

To access the Missing Outcomes Report:

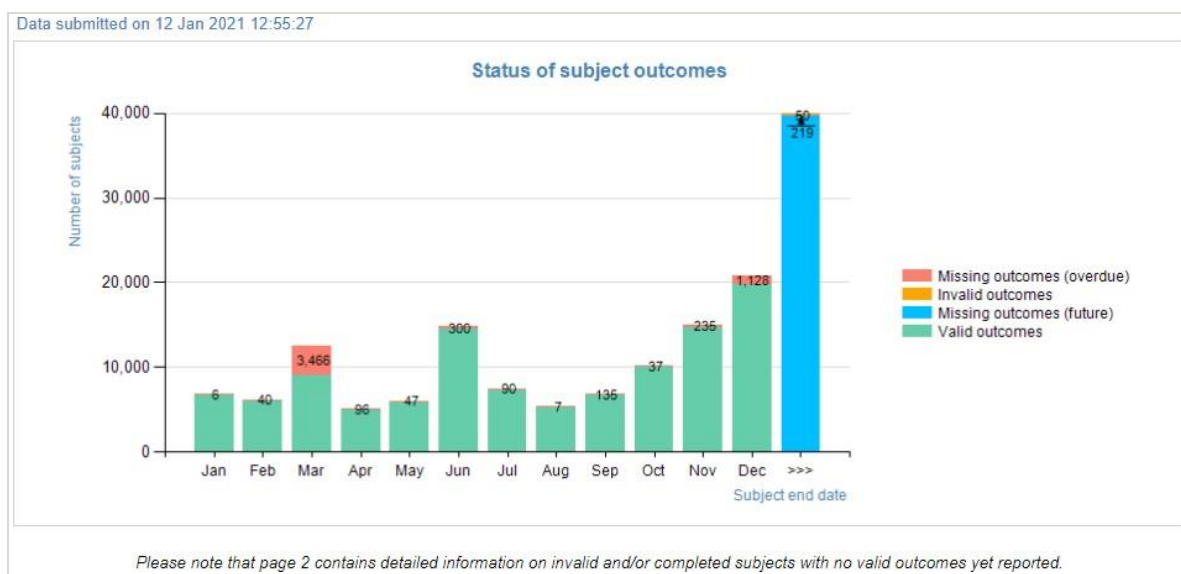
1. Select **Reports** from the SVTS Homepage menu on the left of the screen.
2. Select **Data Quality Reports**.
3. Select **Missing Outcomes Report**.

Figure 17: Missing Outcomes Report filter options



Use this report monthly to ensure you timely report your training outcomes. This report is especially useful towards the end of a collection year before validation rule 120058 is switched to an 'error' to help you progressively report valid outcomes.

Figure 18: Missing Outcomes Report View



The number highlighted in red indicates the number of subjects that have had an end date in the month but have not been assigned a valid outcome.

The amounts highlighted in blue indicate the number of expected outcomes in future months from the date the report is run. For example, in Figure 17 the report was generated in mid-January.

Figure 19: Missing Outcomes Report - Detailed View

<div> <span>&lt;</span> <span>2 of 2</span> <span>&gt;</span> <span>100%</span> <span>Find</span> <span>Next</span> </div>								
<b>Details of completed modules where valid outcomes haven't been yet reported</b> <small>Data submitted on 12 Jan 2021 12:55:27</small>								
Status	Subject End Month	Client ID	Program ID	Subject ID	Subject Name	Activity Start Date	Activity End Date	Outcome ID National
Missing outcomes (overdue)	January							5806
	February							6
	March							40
	April							3466
	May							96
	June							47
	July							300
	August							90
	September							7
	October							135
	November							37
	December							235
	>>> 2021+							1128
Invalid outcomes	>>> 2021+							219
								50

Select the 'across button' to see a detailed report of missing outcomes.

Page 2 gives a detailed view of the report and will group each of the missing outcomes by month. Select the +symbol to further drill down on the information.

The drill-down view of the Missing Outcomes Report provides the:

- Client ID
- Program ID
- Subject ID
- Subject Name
- Activity Start Date
- Activity End Date
- Outcome Identifier – National.

## Changing Student Management Systems

You must use an AVETMISS-compliant Student Management System (SMS).

If you decide to change your SMS, it must remain compliant with AVETMISS requirements. Changing SMS can be a large-scale business systems project requiring a significant amount of time, resources and change management. Accordingly, we suggest you do not change your SMS close to the end of a data collection year, as it may cause significant issues in providing us and NCVER with finalised data.



Contact us with an SVTS enquiry if you're planning to change your SMS so we can ensure your payments will not be impacted.

## Key Dates and NCVER

We submit training activity to the National Centre for Vocational Education Research (NCVER) on your behalf. Accordingly, your uploads must contain the Total VET Activity, including both government-funded and fee for service activity. Only information that passes both SVTS and NCVER validations can be submitted.

It's a condition of your registration with the Australian Skills Quality Authority (ASQA) and Victorian Registration and Qualification Authority (VRQA) to report AVETMISS data to the NCVER in line with their reporting requirements.

The National VET Provider Collection dates are at the end of each quarter.

## Uploading fee for-service data

In your upload to SVTS, you must report your Total VET Activity which includes both government-subsidised and fee-for-service data together. The funding source code will differentiate between the different forms of delivery.

If you submit your Total VET Activity to SVTS before the close of the data collection year (mid-January each year), you do not also need to submit this data to NCVER. We will submit the data on your behalf to NCVER.

If you have not been using SVTS to upload your Total VET Activity, you must report this directly to NCVER to comply with conditions of your registration with the Australian Skills Quality Authority (ASQA) and Victorian Registration and Qualification Authority (VRQA).

Any training activity falling under the jurisdiction of another state or territory must be submitted according to their rules.

## Obtaining further assistance

If you need further assistance with your data submission or validations, you can lodge an enquiry.

Please give as much detail in your enquiry as possible. If your enquiry concerns a validation error, always include the error number and the subject enrolment identifier in your enquiry. Attach screen, where possible.

To make an enquiry:

1. Select **Stakeholder** from the left side menu.
2. Select **Enquiries**.
3. Click **Make an Enquiry**.

Figure 24 Enquiry Screen

The TOID and training provider name will be automatically populated on the enquiry. You can attach one or more files to the enquiry. Attaching files, such as a screenshot or Excel report, can help us to quickly resolve your enquiry. Select the most relevant category for your enquiry, and always include the validation rule number if relevant.

As a first step, we expect you to use our documents and information products, like fact sheets, to help answer your questions before you submit an enquiry.

We can also send you an enquiry to communicate directly with you. So, remember to check for any enquiries you get.