

## AVETMISS Reporting reminder

A reminder for registered training organisations (RTOs) about meeting their VET data reporting obligations: the collection of total VET activity data is now underway and the deadline (29 February 2016) for reporting your 2015 nationally accredited fee-for-service training activity is rapidly approaching.

If you haven't already provided your AVETMISS data to either NCVER or your state training authority, now is the time to start validating and submitting your data.

## Using the AVETMISS Validation Software

You will need to register to use NCVER's free web-based AVETMISS Validation Software (AVS) in order to validate and submit your data.

NCVER's client support team has created a short video to guide you through the validation process. Learn how to upload, validate and report your nationally accredited data using AVS.

The video is accessible from the AVETMISS support page on the NCVER Portal at [www.ncver.edu.au/avetmiss/21059.html](http://www.ncver.edu.au/avetmiss/21059.html).

## Hot topics: Most popular calls to the AVETMISS support team

Our client support team reports a high number of queries relating to:

- New AVS users being unaware that they need to assign user roles in addition to their organisation administrator roles.
- RTOs trying to submit government-funded data to NCVER (when they should be sending their submissions to the state or territory training authority that funded the activity).
- RTOs including final outcomes for activity that finished in 2016. The current collection is for 2015 activity, and the outcomes need to reflect the student's outcome at the end of 2015.
- RTOs trying to submit Client Postal (NAT00085) details when reporting data directly to NCVER. (This file is only required for activity funded by state or territory training authorities.)

For more detail on these solutions, please see our fact sheets, [Hot topics: Most popular calls to the AVETMISS support team](#) and [Submitting data to NCVER](#).

You can also visit the [AVETMISS support](#) page on the NCVER Portal for a range of additional fact sheets and other useful information.

## IN THIS EDITION

- [Reporting reminder](#)
- [Using the AVETMISS Validation Software](#)
- [Hot topics: Most popular calls to the AVETMISS support team](#)
- [Nil returns](#)
- [Help us to help you](#)

## AVETMISS support

Our client support team is available to help you between 8.45am and 5pm (ACDT). 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

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[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)

## Nil returns

If your RTO did not deliver any nationally accredited training between 1 January 2015 and 31 December 2015, the CEO of your RTO will need to email [support@ncver.edu.au](mailto:support@ncver.edu.au) stating that:

- the RTO did not conduct any nationally recognised training delivery or assessment of any students throughout 2015
- no other organisation conducted any nationally recognised training delivery or assessment of any students on behalf of the RTO throughout 2015
- the RTO did not issue any Australian Qualifications Framework certification testifying competence in any nationally recognised training qualification, course or unit of competency throughout 2015.

This will enable NCVER to advise the regulatory body of the nil return on behalf of your RTO.

## Help us to help you

Our client support team is very busy during the submission period. Please ensure you allow sufficient time to meet your reporting deadline.

If you call us and are asked to leave a message please leave your name, RTO number and phone number including area code. There is no need to call again (or send a follow up email) - a member of our team will get back to you as soon as they are available. Multiple messages and emails reduce our capacity to provide an efficient and effective service to you.

### *What help is available?*

If you would like assistance with your reporting, NCVER's client support team are available to help you between 8.45am – 5pm (Adelaide) and can be contacted a number of ways:

Contacting the client support team			
Fill out our <b><u>contact form</u></b>	<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