# DATA SUPPORT BULLETIN

APRIL 2018

NCVER

Thank you!

A big thank you to those who responded to our Client support customer survey. We were pleased to see that 93% of respondents were either satisfied or very satisfied with our service. But, there is always room for improvement, and we will use the survey results to improve our services to you.

Survey Results - Satisfaction

71.20%
22.00%
3.40%
1.70%
1.70%

2018

● Very satisfied ● Satisfied ● Neither ● Dissatisfied
● Very dissatisfied
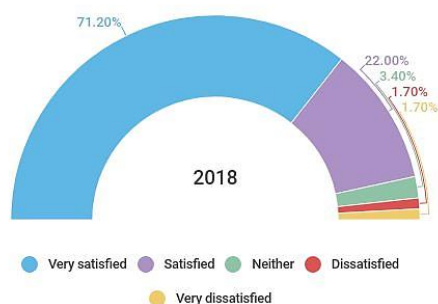
(n=59)

AVETMISS reporting

Optional quarterly reporting for RTOs

The AVETMISS Validation Software (AVS) is now available for quarterly reporting for all RTOs, with the first opportunity being the submission of 2018 January—March quarterly data in May 2018. This means USI transcripts for students will be updated more frequently. See our factsheet for more information.

AVETMISS Validation Software

Administration

As advised in earlier bulletins, all AVETMISS Validation Software (AVS) user accounts have now been reviewed for information management security and audit purposes. This aligns with *Schedule 2* of the revised National VET Data Policy (*RTO Declaration and Understanding*). The key focus of the review was to remove inactive and generic email accounts. If you are having difficulty accessing your user account, please refer to our fact sheet AVETMISS Validation Software: user maintenance, or contact our client support team for instructions on the actions needed.

AVETMISS support

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

submit:	contact form
email:	support@ncver.edu.au
phone:	08 8230 8400
toll free:	1800 649 452

www.ncver.edu.au

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