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General AVETARS Questions

1. When will I receive my log in to AVETARS and how will I know?

Registered Training Organisations (RTOs)

RTOs will receive an email when AVETARS goes live with a link to set up a user account. The email will outline the password requirements, account set-up steps and user access permissions.

Australian Apprenticeships Centres (AACs)

AACs will receive an email when AVETARS goes live with a link to set up a user account. The email will outline the password requirements, account set-up steps and user access permissions.

Australian Apprentices

Australian Apprentices will receive an email with a link to set up a user account to correspond with the release of training contract variations functionality. The email will outline the password requirements and how to establish a log-in.

Employers

Australian Apprentices will receive an email with a link to set up a user account to correspond with the release of training contract variations functionality. The email will outline the password requirements and how to establish a log-in.

Schools

Schools will receive an email when 'Principal Endorsement' functionality is available in AVETARS with a link to set up a user account. The email will outline the password requirements, account set-up steps, user access permissions and specific information relevant for school RTOs.

2. What are the access permissions in AVETARS and what do they mean?

There are two user access permissions in AVETARS – Administrator and Officer:

- **Administration** means you can grant access to other people in your organisation and you will have access to all functionality for your RTO in AVETARS.
- **Officer** means you will have access to all functionality for your RTO in AVETARS but will not be able to grant access to other people in your organisation. Officer access will be given by the RTO Administrator in AVETARS.



3. What if my organisation is an 'AAC and an RTO' or an 'employer and an RTO'? How will I manage my various log-ins?

AVETARS will require users to have an email account per log-in meaning you cannot share one (1) email address across multiple organisations. For example an individual who works for an organisation that is both an AAC and an RTO will require 2 log-ins, one for the RTO and one for the AAC. E.g. To log into the AAC account John Citizen will require one email address such as john.citizenAAC@organisation.com and for the RTO john.citizenRTO@organisation.com.

4. When will AVMS be shut down?

Please refer to the [key dates news item](#).

5. How will I manage new Notifications of Business (NOBs) or submit 'Training Plan Sign Dates' while RTO Online is offline and AVETARS is being readied for go-live?

NOBs and the updating of 'Training Plan Signed Date' will not be available during this time. NOBs will be accepted when AVETARS goes live. For more information on the shut-down period please refer to the [key dates news item](#).

6. Do I have to re-nominate the qualifications I currently offer as an RTO after AVETARS goes live?

No, all details of the qualification/s currently delivered by RTOs in the ACT will be migrated to AVETARS. The 'Nominate User Choice' function in AVETARS allow for qualifications to be added.

7. What does AVETARS stand for?

AVETARS stands for the ACT Vocational Education and Training Administration Records System.

8. Can I still submit hard copy/scanned forms to the Directorate once AVETARS goes live?

Yes, AVETARS will only accept scanned documents from the portal to support contract variations such as a signed form from a parent for a student under 18 years-of-age.



9. Will there be any training to assist stakeholders in using AVETARS?

The Directorate already conducted a series of workshops in November 2014 and December 2014. The presentation from the training workshops can be found at the following link [AVETARS Training Workshops – Presentation Now Available](#). An AVETARS User Manual will be available on the [AVETARS webpage](#) prior to AVETARS go-live.

10. If I have a question about AVETARS, who do I ask?

All AVETARS related enquiries can be directed to AVETARS@act.gov.au. Once AVETARS is live stakeholders will be able to submit queries through AVETARS portals. A hotline will also be available from 9am – 5pm Monday to Friday (except public holidays).

11. Will I still be able to use RTO Online/AAC Online/ASBA Online when AVETARS is fully implemented?

No, AVETARS will replace all RTO Online, AAC Online and ASBA Online. AVETARS will include user portals for RTOs, AACs, Australian Apprentices, employers and schools.

12. When nominating qualifications (both User Choice and Skilled Capital) the contact details drop down menu includes the same contact multiple times. Also the names and phone numbers attached to qualifications are not displaying.

Each time a contact person has been listed against a qualification; this contact appears in the drop down list. A data cleansing exercise to remove duplicate contacts is planned. There is also work being undertaken to ensure the updated contact person against a qualification is displayed on the ACT Qualifications Register.

13. I have been prompted to re-set my AVETARS password and I don't know why?

Due to security reasons, AVETARS passwords need to be reset every 45 days. As a result, every 45 days, you will be prompted to set a new password when you sign into the system.



Australian Apprenticeships AVETARS Questions

14. Where there is a 'change of RTO', will the new RTO be able to view an Australian Apprentice's previously completed Units of Competencies with their previous RTO?

Any commercial or financial information from a previous RTO will not be visible to the new RTO.

15. How will I claim for payment in AVETARS? Will I still submit Funded Training Delivery Forms like the Unit Results Report or Training Plan Report to the ACT Education and Training Directorate (the Directorate)?

All 2015 activity must be submitted through an AVETMISS upload in the RTO portal. For 2014 activity, RTOs must submit hardcopy/scanned forms for Unit Result Reports and Completion payment claims. These payments will continue to be processed in AVETARS, however, an AVETMISS upload will not be accepted for 2014 activity payment claims.

16. How will I vary a training contract in AVETARS? Will I still submit a training contract variation form?

Hard copy variation forms will continue to be accepted and processed until this functionality is released in AVETARS. Once this functionality is available, hard copy forms will no longer be accepted.

17. Why are there Units of Competency (UOC) in AVETARS with a unit code starting with 'MIGR'? This code doesn't relate to a UOC my RTO has claimed.

UOCs starting with 'MIGR' are UOCs that existed and were paid to an RTO through AVMS however did not match an actual UOC code on training.gov.au (TGA). As a result, these units were migrated to AVETARS using this code as an identifier of a previously paid UOC to an RTO.

18. Why is there a \$0.01 difference in my unit payment amount from AVMS to AVETARS?

This is due to the difference in rounding between AVMS and AVETARS. As a result migrated training contracts may reflect this difference.



19. What is the difference between the 'Actual End Date' and 'Cancelled Date' fields in AVETARS?

AVETARS has two fields relating to Australian Apprenticeships cancellations:

'Actual End Date' Field: The 'Actual End Date' field is the actual cancellation date of the training contract

'Cancelled Date' Field: the 'Cancelled Date' field is the date the training contract was cancelled by the Directorate.

Training contracts that were migrated from AVMS will have the same date across both of fields as AVMS only collected the actual end date. As a result both fields have been populated with the actual end date.

Where an RTO requires the specific date the cancellation was actioned for a migrated training contract, please contact the Directorate via email to apprenticeships@act.gov.au or call (02) 6205 8555 and this information can be provided.

20. Why do some training contracts have a different 'due-to-complete date'?

AVETARS is currently automatically applying a three (3) month extension to training contracts that have been reactivated from an 'expired' status. The Directorate will notify stakeholders of the actual 'due-to-complete date'. This date may differ from what appears on AVETARS whilst the Directorate works to resolve the discrepancy.

21. Why am I getting a message saying my initial payment is 'ineligible' when it meets the eligibility requirements?

AVETARS is currently incorrectly assessing some initial payments as 'ineligible'. As a result the Directorate is monitoring all ineligible initial payments regularly and manually assessing them against the eligibility requirements. If the initial payment is manually assessed as eligible, the status will be updated to 'approved' prior to a pay run being processed.



22. What does 'ACT Unfunded', 'Fundable' and 'Not Fundable' mean?

ACT Unfunded

This means that the qualification is eligible for User Choice funding in the ACT, however, the training contract didn't meet the eligibility requirements

Fundable

This means the qualification attracts User Choice funding but the training contract is still subject to eligibility requirements.

Unfundable

The qualification is not eligible for User Choice funding in the ACT. The qualification can still be delivered as an Australian apprenticeship but will not receive User Choice funding.

23. I can see the training contract but why can't I see the accept NOB button?

This occurs when the training contract is awaiting approval. The NOB will be available to accept once the training contract has been approved.

24. Why is the funding type appearing as 'ACT Unfunded' when it states the training contract is 'fundable'?

This can be for two reasons:

- a. The training contract has not yet been approved and therefore has not yet been through the funding allocation. Upon approval of the training contract funding will be assigned as per the funding eligibility requirements.
- b. The qualification is eligible for User Choice funding in the ACT but the training contract did not meet funding eligibility requirements

25. I have entered the 'date-deemed-competent' and 'date qualification issued' through my RTO portal and the TC status has not changed to completed?

This is because the RTO must **also** upload an AVETMISS file to trigger the completion payment. It doesn't matter what order this occurs in e.g. upload the AVETMISS file then enter the completion information in the portal or enter the completion information in the portal and then upload the AVETMISS file.



26. How do I complete or claim a unit completion for a training contract with a status of 'expired'?

In this situation, the Directorate will reactive the training contract to allow the RTO to complete the records, however, this functionality is temporarily unavailable. This issue is being treated as a priority and work is occurring to resolve this issue. RTOs can continue to email reactivation requests to skills@act.gov.au. Once this issue has been resolved RTOs will be notified and they can commence uploading AVETMISS files to claim payments for these training contract.



Skilled Capital AVETARS Questions

27. When nominating my Skilled Capital qualifications AVETARS displays a checkbox to select the qualification to be delivered as an ASBA. Why is there a checkbox if ASBA's are not included under Skilled Capital funding?

This functionality is currently being updated. Skilled Capital providers nominating Skilled Capital qualifications should not select the ASBA check box.

28. The ACT Qualifications Register is not displaying the student fees I entered against each Skilled Capital qualification per delivery mode.

The student fees entered against each Skilled Capital qualification, per delivery mode and the contact details are currently not displaying on the ACT Qualifications Register. This information will be extracted from AVETARS to be displayed on the Skilled Capital website www.skills.act.gov.au. From 23 February 2015, the ACT Qualifications Register will also display this information.

29. The 'Enrolments Remaining' field shown with my nominated Skilled Capital qualification does not match the qualification cap amount.

This functionality is currently being updated. The field currently shows a percentage of the qualification cap, rather than the total enrolments remaining. The enrolments remaining in each Skilled Capital qualification will remain as the total qualification cap amount, until after enrolments open on 23 February 2015.

30. If a student record already exists in AVETARS (e.g. the student is undertaking a User Choice qualification or has completed a User Choice qualification in the past) but the student did not train at my RTO and I don't have their student ID, how can I match the student record?

Please call the Directorate on 1800 175 924 and provide the following information:

- Full name
- Date of Birth
- Email Address

The Directorate will verify this information and provide the Student ID to allow you to match the student details.



31. I have entered the student details incorrectly in AVETARS. How do I edit these details?

If you have made an error in your Skilled Capital student enrolment, please contact the Directorate at skills@act.gov.au or on 1800 175 924.

32. If I press the reject button can I start the student's enrolment again?

No, the student record will be retained in AVETARS after the reject button has been clicked. This means, AVETARS will not allow you to re-enrol the student as they will have an existing Skilled Capital record in AVETARS. If you wish to cancel the student enrolment, please contact the Directorate at skills@act.gov.au or on 1800 175 924.

33. I have a Skilled Capital student that holds a concession card but has not applied for a fee concession. Do I select yes to Question 17 on the Skilled Capital Enrolment (Does the student hold a current and valid version of one of the following prior to the commencement of the training?)

In this instance, select 'No – concession not applicable' to Question 17. RTOs should only select 'Yes' to Question 17 if a fee concession has been applied, not if the student has paid the full student tuition fee. If an RTO selects 'Yes' to Question 17, the RTO will be reimbursed a balance of the student fee. Please refer to Part B: Administrative Arrangements for Skilled Capital – Fee Concession of the *ACT Standards Compliance Guide for Skilled Capital* for more information on Skilled Capital fee concessions.

34. How to I find out the remaining number of places in all Skilled Capital qualifications?

A Skilled Capital RTO can access a real time counter of their nominated qualifications via the RTO portal on AVETARS.

35. When will Skilled Capital payment claims be available in AVETARS?

Skilled Capital payment claims functionality is currently undergoing testing prior to being released to stakeholders. It is anticipated this functionality will be available from 30 April 2015.