eReporting

Acceptable Outcomes Codes

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Acknowledgement of Country

We recognise the Ongoing Custodians of the lands and waterways where we work and live.

We pay respect to Elders past and present as ongoing teachers of knowledge, song lines and stories.

We strive to ensure every Aboriginal and Torres Strait Islander learner in NSW achieves their potential through education.

eReporting

What is it and how to access

- It is used to validate Training Activity Data to ensure compliance with the Smart and Skilled contract terms and conditions, AVETMISS requirements {national data standard} and other business rules

- Training Activity Data is reported through successful submission of AVETMISS compliant data files

- It's the only accepted method for reporting S&S Training Activity Data to the Department

- eReporting functionality is available within the Department's secure portal: STS Online under the RTO Contract Services menu
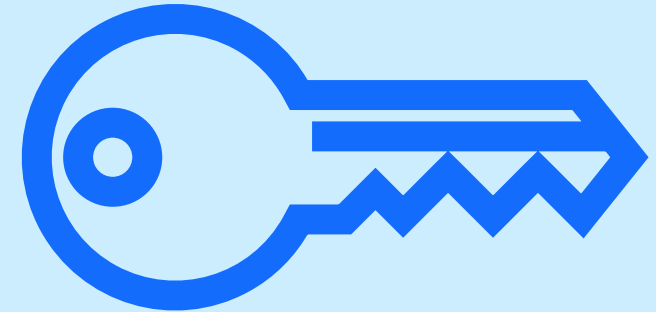
Objectives of eReporting

- To enable Providers to meet reporting obligations under the Smart & Skilled Contract Terms & Conditions and Operating Guidelines

- To allow the Department to monitor student training activity under Smart and Skilled

- To enable the Department to make payments for Smart and Skilled training delivered [subject to Unit of Competency [UoC] outcome achievements]

Snapshot of Steps for eReporting

Part 1: NCVER – AVS

1. Export data [NAT files] from your Student Management System (SMS) to create AVETMISS compliant NAT files

2. Go to NCVER website and use AVETMISS Validation Software [AVS] to validate NAT files and fix errors

3. CSV file is created from AVS. **Rename** the file to: "CollectionProcessingSummaryReport.csv"

Part 2: STS Online eReporting

4. Upload CSV & NAT files (individually or zipped) to eReporting for validation

5. Check Last Validation Report section to view a Result Summary of the submitted Training Activity Data

6. If the Result Summary shows items with error(s) the relevant students with error(s) must be rectified within the SMS and the entire process reinitiated.

Note: Successfully submitted data that passes initial S&S validation is assessed by the Department to determine if the data should be accepted.

Payment is made within 28 days after data acceptance

eReporting timeframes

Training Activity Data for a student must be submitted:

- Once training has commenced [i.e. student has participated in at least one UoC and participation evidence has been collected]

- Before the expiry of the Commitment ID [CID] issued for the student at Notification of Enrolment.

Note: The CID must be created before training commences

- At least once every 28 days, even if no UOC achievement stage has occurred, and

- Until the student has completed or discontinued the training

- **Note:** Providers should also refer to section 18 of the Smart and Skilled Operating Guidelines

eReporting timeframes

Continued...

- Each data file submitted to TSNSW must contain data for every student that has commenced training under S&S

- Commitment IDs will expire if the Training Activity Data for the student is not reported within:
  - ✓ 6 weeks of the planned start date for the Entitlement Foundation Skills, Entitlement Full Qualification, Targeted Priorities Full Qualification & Targeted Priorities Prevocational & Part Qualification programs
  - ✓ 10 weeks of the planned start date for the Entitlement A&T program.

- Data files can be uploaded more regularly than at least once every 28 days e.g. weekly or daily*

  *daily quota for submitted data files is capped at 3 files/day

Note: for the TPPPQ Program training commencement must occur within the training commencement period specified in the PAS.

Accepted Outcome Codes for Student Training Activity Data

Prepare your student training activity data through your Student Management System (SMS) according to the S&S Contract Terms & Conditions.

When entering data make sure the unit outcome codes are aligned with the S&S Contract Terms and Conditions [p11]

Notification of RPL [Outcome 51] and/ or Credit Transfer [Outcome 60] through eReporting will result in a recalculation of the fee and subsidy.

Please note: If these are reported late it may result in an overpayment which will need to be repaid to the Department.
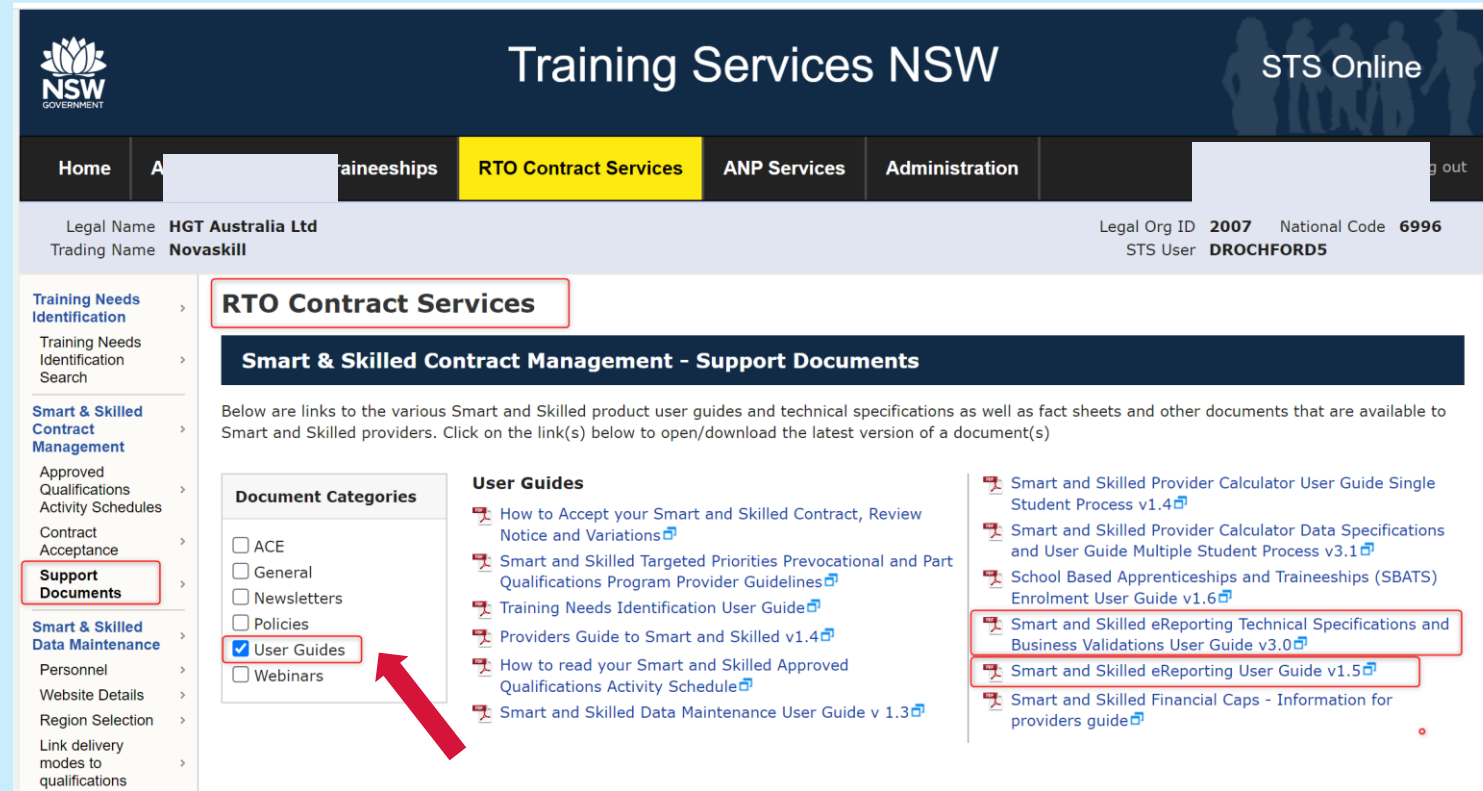
UoC Outcome Code	UoC Outcome Name	UoC Outcome Achievement Please refer to the AVETMIS Standard definitions of the UoC Outcomes together with the descriptions below
20	Competency achieved / pass	The Enrolled Student has been Assessed and satisfies all the requirements for the Unit of Competency (as specified in the relevant Training Package).
30	Competency not achieved / fail	The Enrolled Student has been Assessed as not satisfying all the requirements for the Unit of Competency (as specified in the relevant Training Package).
40	Withdrawn	The Enrolled Student has Participated in Subsidised Training for the Unit of Competency and has withdrawn before completing all Training and Assessment (as specified in the relevant Training Package).
51	Recognition of Prior Learning – granted	The Enrolled Student has successfully undertaken a Recognition Process to satisfy all the requirements of the Unit of Competency (as specified in the relevant Training Package).
60	Credit Transfer	The Enrolled Student has received Credit Transfer to satisfy all the requirements of the Unit of Competency (as specified in the relevant Training Package).
70	Continuing enrolment	The Enrolled Student has Participated in Subsidised Training in the Unit of Competency and no other UoC Outcome Achievement has occurred.
85	Not yet started	This outcome code is to be used if the student has enrolled in the Unit of Competency but Training has not yet commenced.

Resources to assist you with eReporting

For guidance and instructions on eReporting including submitting data files in STS Online eReporting it is important to use and follow the:

- Smart and Skilled eReporting User Guide, and

- Smart and Skilled eReporting Technical Specifications and Business Validations User Guide

- These are located on STS Online under RTO Contract Services - Support Documents (use the User Guide filter)

Technical Specifications to be included in S&S eReporting

- S&S Training Activity Data submitted must be in accordance with the AVETMIS Standard Release 8.0 specification. The full AVETMIS Standard for VET providers can be found at https://www.ncver.edu.au/rto-hub/avetmiss-for-vet-providers, which includes the VET Provider Collection Specifications and Data Element Definitions.

- AVETMISS allows for States to define specific requirements for some fields under S&S.

- eReporting uses the below-the-line fields in the NAT00120 file and NAT00130 files:

NAT00120 file
- Outcome Identifier – Training organization field used to record Training Not Completed (TNC) or Training Deferred (D)
- Purchasing contract identifier field used to record the CID
- Predominant delivery mode field

NAT00130 file
- Parchment issue date field
- Parchment number field

Refer to pages 4-5 S&S eReporting Technical Specifications and Business Validations User Guide

Other Information to Include with Training Activity Data

- Complete list of UoCs or modules for the qualification, course or part qualification/course

- Planned Start and End dates, which should be the actual dates

- Relevant outcome code for each UoC as they are achieved

- **Note:** As training starts and completes the data in the next data files submitted must be updated to include outcomes as they are achieved

Data Reporting Requirements for S&S TPPPQ Program

Table 9 p15 Technical Specifications User Guide provides the codes for reporting the S&S Targeted Priorities Prevocational & Part Qualifications Program (TPPPQ) using the NAT00030A & NAT00030 files.

AVETMISS Field	Full Qualification	Skill Set	Skills Group
Program identifier	Code as identified on the Activity Schedule issued by the Department. This may be for a Training Package qualification or accredited course.	Code as identified on the Activity Schedule issued by the Department, and determined by the Training Package.	Code as identified on the Activity Schedule issued by the Department. This code is generated by the Department. A Skills Group Code will start with: "SGXXXXXXXXXX".
Program name	Name as identified on the Activity Schedule issued by the Department. This may be for a Training Package qualification or accredited course.	Name as identified on the Activity Schedule issued by the Department and determined by the Training Package.	The name will be: "SGXXXXXXXXXX – Skills Group". ⚠ **Note:** Providers can enter another description other than "SGXXXXXXXXXX – Skills Group" in the Program name field but all STS Online screens/reports will still display "Skills Group"
Program recognition identifier	Leave blank.	Leave blank.	16

Part 1: Use AVETMISS Validation Software (AVS) to validate Training Activity Data

- S&S providers need to validate their Training Activity Data using the AVETMISS validation software (AVS) to ensure the Training Activity Data complies with the National Centre for Vocational Education Research (NCVER) format requirements.

- All NAT files must pass AVS validation

- **Note:** Files generated from the SMS are NAT files and would generally start with NAT followed by numbers.

- For guidance on how to use the AVS, you should use the resources available from NCVER at www.ncver.edu.au

For enquiries regarding AVS or AVETMISS error messages, you should contact NCVER on:
Phone: +61 8 8230 8400
Email: ncver@ncver.edu.au

Part 1: AVETMISS Data Validation Requirements

In summary, when validating NAT files in AVS the following should occur:

- When validating training activity data for S&S Programs under 'Collection Details' choose the appropriate year and period from the dropdown menu.

- Screenshots show examples of quarterly and yearly reporting

- If you are choosing period "Jan-Dec" tick the 'Allow continuing outcomes for activity ending this year' box

- Refer to the AVS User Guide for further instructions

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Part 1: AVETMISS Data Validation Requirements cont.

Preliminary data checks

- are conditions that you can set prior to validating the NAT files at the collection processing screen. The Preliminary Check button becomes active after adding and uploading your files

The two boxes you need to select to accommodate NSW specific requirements are:

• Exclude all validations relating to Activity End Date on NAT00120

• Exclude all validations relating to Activity Start Date on NAT00120

Preliminary Data Checks

Validations run with checkbox(es) ticked will result in a Status of 'Part-Validated' for successfully validated data.
These checkboxes must not be used when validating your finalised data for the year.

	Preliminary Check
☐	Omit data cross reference checks
☐	Exclude all validations for NAT00030
☐	Exclude all validations for NAT00030A
☐	Exclude all validations for NAT00060
☑	Exclude all validations relating to Activity End Date on NAT00120
☑	Exclude all validations relating to Activity Start Date on NAT00120
☐	Exclude all validations relating to New Apprenticeships on NAT00120
☐	Exclude validations relating to Outcome Identifier - National on NAT00120
☐	Exclude validations relating to Blank Outcome Identifier - National on NAT00120

Part 1: Saving your CSV File once your data has passed Validation

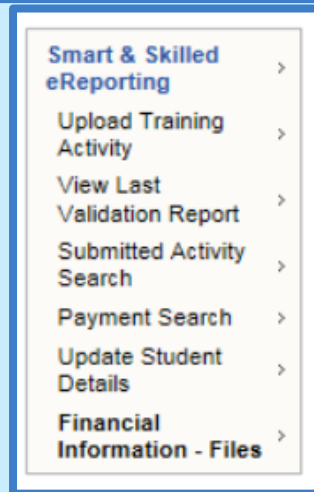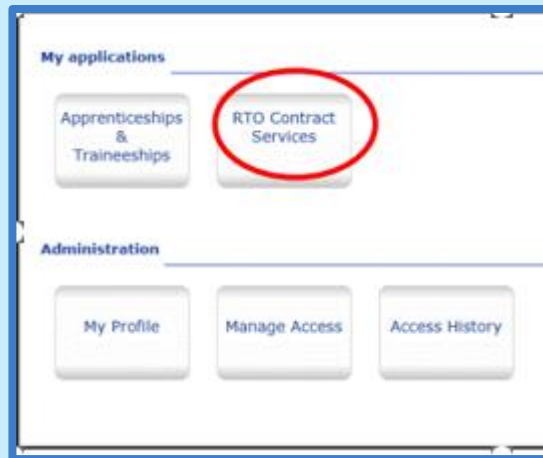CSV file ('AVS validation Summary File') and Correct File Name

- **Please note:** When you receive and export the CSV file from AVS, the system will add your provider name to the end of the file name

- When saving the file you need to remove provider name from the filename

- STS Online eReporting system will only accept a CSV file with the name

"CollectionProcessingSummaryReport.csv"

Part 2: Submitting Data Files [CSV & NAT] in STS Online eReporting

- Log on STS online and click RTO Contract Services menu

- 2. Upload training activity data under **Smart and Skilled eReporting**

- **Note:** it's recommended to use Chrome browser

Part 2: Submitting Data files in eReporting

To submit data files in eReporting you can upload either via a zip file or files individually
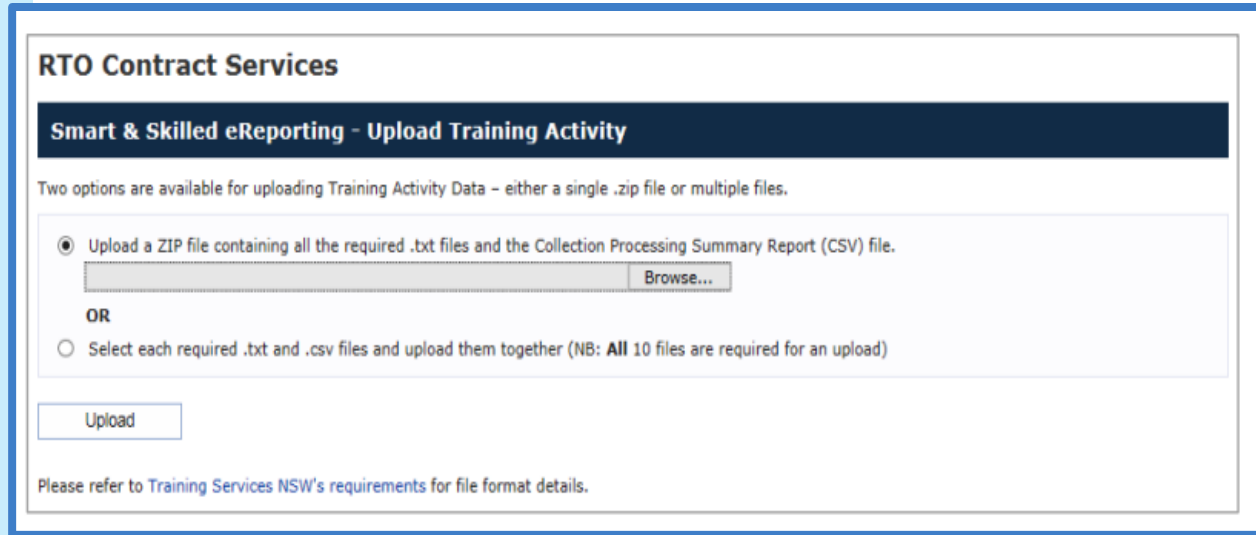
To upload a zip file

- Click browse to select file

- Click on Upload

OR

To upload individual NAT files

- For each file click browse to select file

- When all files selected Click on Upload

RTO Contract Services

Smart & Skilled eReporting – Upload Training Activity

Two options are available for uploading Training Activity Data – either a single .zip file or multiple files.

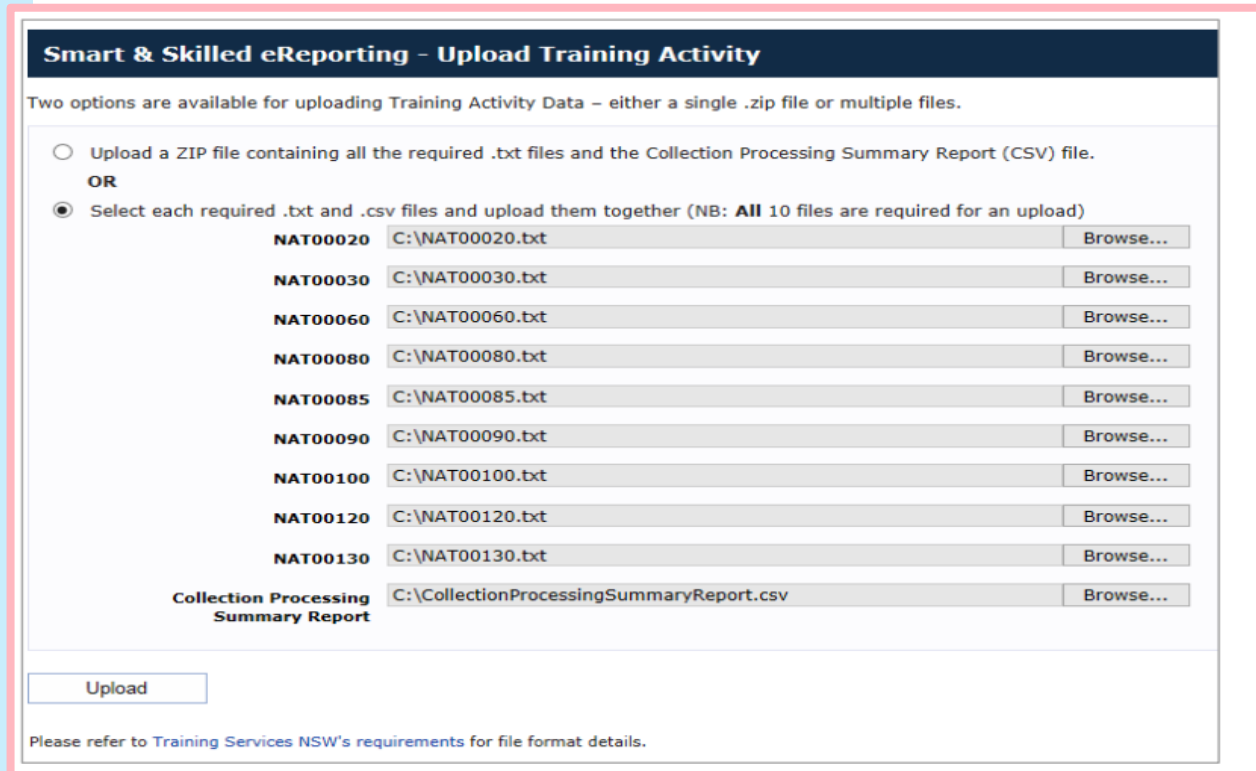○ Upload a ZIP file containing all the required .txt files and the Collection Processing Summary Report (CSV) file.

[Browse...]

OR

○ Select each required .txt and .csv files and upload them together (NB: **All** 10 files are required for an upload)

[Upload]

Please refer to Training Services NSW's requirements for file format details.

Smart & Skilled eReporting – Upload Training Activity

Two options are available for uploading Training Activity Data – either a single .zip file or multiple files.

○ Upload a ZIP file containing all the required .txt files and the Collection Processing Summary Report (CSV) file.

OR

● Select each required .txt and .csv files and upload them together (NB: **All** 10 files are required for an upload)

NAT00020	C:\NAT00020.txt	Browse...
NAT00030	C:\NAT00030.txt	Browse...
NAT00060	C:\NAT00060.txt	Browse...
NAT00080	C:\NAT00080.txt	Browse...
NAT00085	C:\NAT00085.txt	Browse...
NAT00090	C:\NAT00090.txt	Browse...
NAT00100	C:\NAT00100.txt	Browse...
NAT00120	C:\NAT00120.txt	Browse...
NAT00130	C:\NAT00130.txt	Browse...
Collection Processing Summary Report	C:\CollectionProcessingSummaryReport.csv	Browse...

[Upload]

Please refer to Training Services NSW's requirements for file format details.

Part 2: Submitting Data files in eReporting

1. Once CSV and NAT data files are submitted you need to **review your data upload results.**

Note: Upload results may take 24 hours or more from the time of upload (an email will be sent to the user who uploaded the file prompting them to view the last validation report).

2. To review the result of your last upload, click on 'View Last Validation Report' from STS Online menu (left hand side, see red arrow)

3. **Check for any error[s]** - failure against at least one of the validations for a particular student will result in all data related to that student's Qualification or Course Enrolment being rejected from the same upload
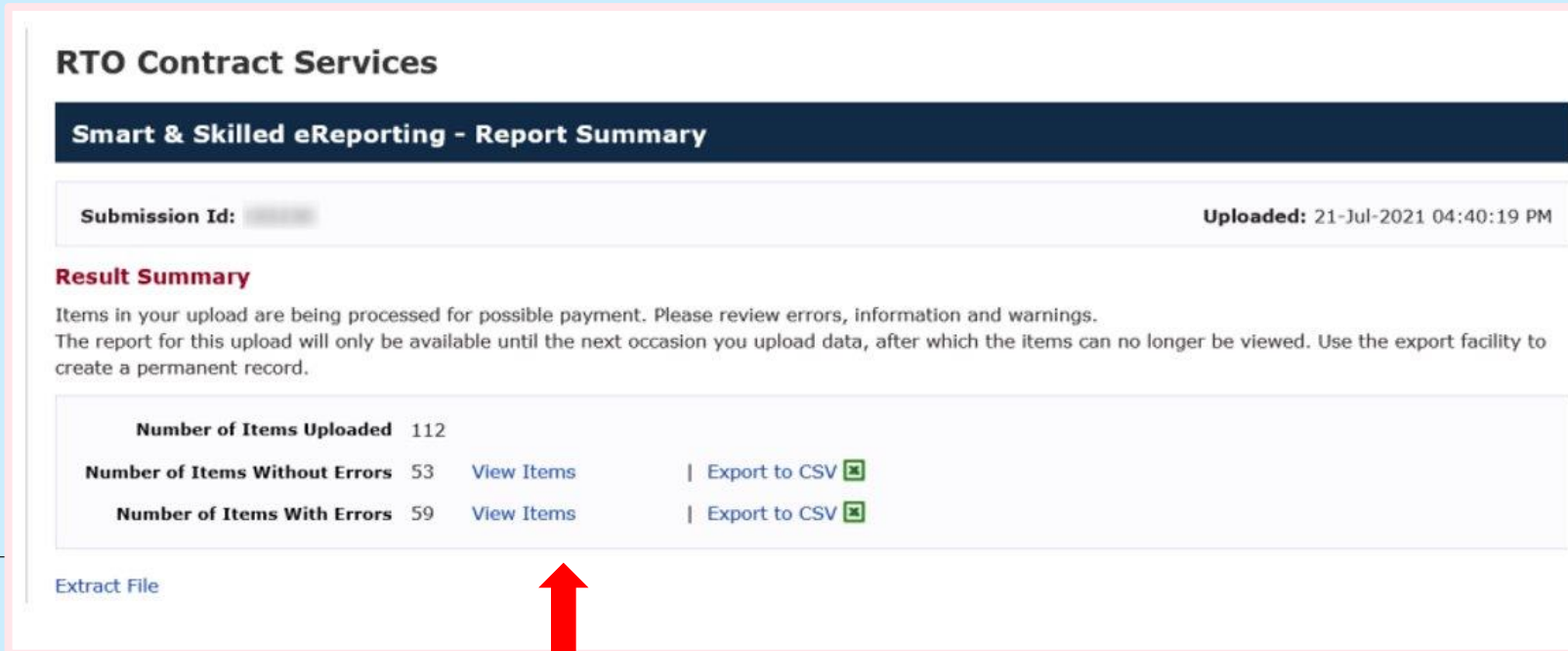
Part 2: Checking for eReporting errors

Here you'll see:

- Number of Items Without Errors &

- Number of items With Errors

To see the **Number of Items with Errors** click on the View Items hyperlink - see red arrow in screenshot below

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Part 2: Checking eReporting errors cont.

This takes you to the Items With Errors page (see screenshot) where you will see the Error ID number[s] you will need to troubleshoot the error(s) against the *Smart and Skilled eReporting Technical Specification and Business Validations User Guide*

Note: The Excel file export is also available, click on 'Save as Excel' at the bottom of the student list.

Part 2: Fixing eReporting validation errors

To correct validation errors refer to **Table 10, pages 17-33** in the S&S eReporting Technical Specifications and Business Validations User Guide.

Table 10 lists the Validation No. [Error ID no.] the validation message you have received, and the troubleshooting tips you will need to use to correct the error.

Note: All errors are required to be fixed in the providers SMS

If you need more assistance, you can contact the Customer Service and Operations team

Table 10: Validation Messages

Validation No.	Validation Message	Trouble Shooting
1	Your Provider's upload facility has been disabled. Contact Customer Service and Operations for advice.	Providers should refer to correspondence sent to CEOs and/or Provider's Representatives regarding their Contract. Should they require further information, please send an email to tsnswcust.service@det.nsw.edu.au with your Provider Legal Name, Provider Legal Organisation ID (NSW RTO ID) and a screenshot of the error message.
2	Maximum upload file size exceeded. Contact Customer Service and Operations for advice.	The file you are attempting to upload through eReporting is too large. The maximum upload size for a zip file is 20MB. The maximum upload size for an individual NAT file is 120MB.
3	One or more mandatory files {0} are not in your upload.	One or more of the required files are not included in the data you are attempting to upload. Please ensure you are uploading all required NAT files and the Collection Processing Summary Report as outlined in the eReporting guides.
4	Data is currently being processed and cannot be reviewed until all validations are complete. When this has occurred an email will be sent to the user who uploaded the data. Validations may take up to 24 hours from time of upload.	The system is processing a data upload and can only validate one upload at a time. Your Provider will need to wait at least 24 hours from time of the last upload before contacting Training Market for assistance.
5	Your Provider has reached the maximum daily successful file upload limit ({0}).	Only the maximum number of successful uploads can be made through eReporting per day. Please wait until the next calendar day before attempting to upload further data. A successful upload is where at least one student in the NAT files has been validated and the training activity data submitted.

Part 2: Fixing eReporting validation errors cont.

There are 93 Error IDs in Table 10.

The most common of these are in the table below:

Error ID	Validation message
1003	Earliest start date xxxxx can't be changed after commencement of training.
1065	CID xxxxx is not active.
1110	The UoCs supplied are not in accordance with the Training Package rules for the qualification xxxxx.
1113	The required number of Core UoCs for this qualification as specified in the training package has not been submitted.

Reporting Student Progress [AVETMISS Data Export Requirements]

There are three Categories of Student for reporting student data:

1. Students who have commenced or are continuing training in the qualification

2. Students who have completed training in the qualification

3. Students who have discontinued or deferred training in the qualification

Reporting Student Progress [AVETMISS Data Export Requirements] cont.

NSW GOVERNMENT

Refer to page 7-8 of the technical specifications user guide

In the NAT00120 file, for each UoC report the relevant outcome codes and start and end dates as shown in Table 4a

Please note: the earliest UoC start date confirms the commencement of training in a qualification.

Table 4a – Reporting UoCs in the NAT00120 file for a student who is still in training

Field	If training activity has not started	If training activity has started but not completed	If training activity has completed
Program Identifier	Qualification code	Qualification code	Qualification code
Subject identifier	UoC code	UoC code	UoC code
Activity Start Date	Planned start date	Actual start date	Actual start date
Activity End Date	Planned end date	Planned end date	Actual end date
Outcome identifier – national	'85 – Not yet started'	70 – Continuing activity	20 – Competency achieved/pass 30 – Competency not yet achieved/fail 40 – Withdrawn/discontinued' 41 – Incomplete due to RTO closure 51 - Recognition of prior learning 60 - Credit transfer 61 – Superseded subject (This outcome does not count towards a UoC Outcome Achievement Stage.)

Reporting Student Progress [AVETMISS Data Export Requirements] cont.

2. Students who have completed training in the qualification

Refer to page 8-9 of the technical specifications user guide

In the NAT00120 file, report the UoCs for the student as shown in Table 4b.

In the NAT00130, indicate completion as per the AVETMIS Standard.

Please note: Once a student is reported as completed, the student's CID record will have a status of "Finalised" and no further data can be submitted.

Table 4b – Reporting UoCs in the NAT00120 file for a completed student

Field	Training activity has completed
Program Identifier	Qualification code
Subject identifier	UoC code
Activity Start Date	Actual start date
Activity End Date	Actual end date
Outcome identifier –national	20 – Competency achieved/pass 30 – Competency not yet achieved/fail 40 – Withdrawn/discontinued 51 - Recognition of prior learning 60 - Credit transfer 61 – Superseded subject (This outcome does not count towards a UoC Outcome Achievement Stage.)

Reporting Student Progress [AVETMISS Data Export Requirements] cont.

3. Students who have discontinued or deferred training in the qualification

Refer to page 9-11 of the Technical Specifications user guide

In the NAT00120 file, for each UoC report the relevant outcomes codes and start and end dates as shown in Table 4c.

Report **TNC** or **D** in the **Outcome Identifier – Training Organisation** field against all UoCs.

Please note: you may only permit a deferral or deferrals totalling no more than 12 months from the date of receipt of notice from the Enrolled Student

See screenshot to the right for example of a NAT00120 file for a student being reported as discontinued

Table 4c – Reporting UoCs in the NAT00120 file for a discontinued or deferred student

Field	If training activity did not start	If training activity has completed
Program Identifier	Qualification code	Qualification code
Subject identifier	UoC code	UoC code
Activity Start Date	Planned start date Note: The start date for these UoCs must be on or after the start date of the UoC which has an outcome and the earliest start.	Actual start date
Activity End Date	Planned end date	Actual end date
Outcome identifier – national	'85 – Not yet started'	20 – Competency achieved/pass 30 – Competency not yet achieved/fail 40 – Withdrawn/discontinued 41 – Incomplete due to RTO closure 51 - Recognition of prior learning 60 - Credit transfer 61 – Superseded subject (This outcome does not count towards a UoC Outcome Achievement Stage.)

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Reporting Student Progress [AVETMISS Data Export Requirements] Cont.

Students who have transitioned from a superseded qualification to a current qualification

- Where a student has transitioned from a superseded qualification to a replacement [current] qualification, and commenced training in the current qualification, your RTO should submit Training Activity Data which reflects the transition of training to the current qualification

- This situation is complex and is explained on pages 11-13 and in Appendix 2 Superseded Qualifications Scenarios on pages 50-54 of the technical specifications user guide

- You can also contact the Customer Service and Operations team for assistance

Requests for Training Activity Data Clarification

- The Customer Service and Operations (CSO)team will review your successfully submitted Training Activity Data, to assess whether it is sufficient for determining whether any payments are due to the Provider under the Contract and may take any or all of the following actions:
  - ➢ seek data clarification
  - ➢ seek evidence
  - ➢ reject Training Activity Data

- This may occur because the data reported may not have met contractual requirements

- If you receive a request for data clarification or request for evidence, please respond within the requested timeframe [7 working days]

- If data is confirmed as inaccurate, or no response is received from the Provider within the required time frame, the data will be rejected, and your RTO will be requested to resubmit the correct data

Payments
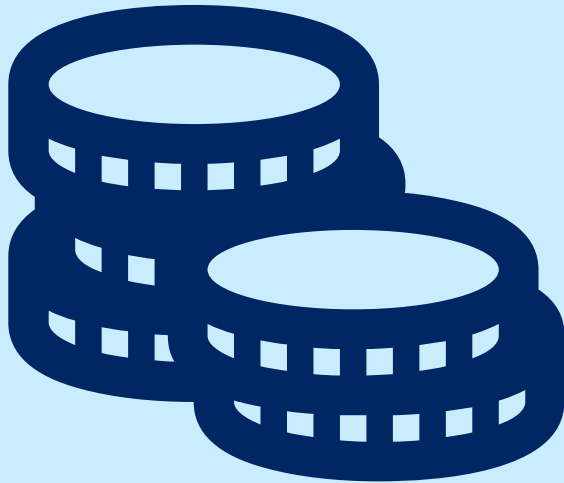
- Once the successfully submitted Training Activity Data is assessed and it meets a UoC Outcome Achievement Stage and Payment Instalment as per the S&S Contract Terms and Conditions, the Training Activity Data will be deemed as accepted

- Once the Training Activity Data is deemed accepted the payment(s) may then be made within 28 days

- The Provider needs to ensure it has enough financial cap (except for SBAT, A&T & TPPPQ) for the Activity Period so that the payment instalment can be made

Note: Further evidence may be requested from the provider regarding Training Activity Data associated with the payment

Support line

The Customer Service and Operations (CSO) Team are here to assist you at:

- TSNSWCust.Service@det.nsw.edu.au or
- 1300 772 104

Please include in your enquiry your:
- Legal Organisation ID and name
- Commitment IDs or Training Contract ID [TCID] for A&T
- Reject ID [error code] received (if applicable)
- Full description of your enquiry

Further support options

Strategic Relationship Managers
Your first point of contact is your Strategic Relationship Manager (SRM). The SRM will have an ongoing relationship with your organisation that helps them understand your circumstances and to provide tailored advice. If you require support relating to adjusting your Approved Qualifications Activity Schedules including Financial Caps or the TPPPQ program, contact your SRM.

Regional Provider Support Managers
From July 2023, a new approach for managing provider strategic relationships is being implemented, with lead SRM roles (known as Regional Provider Support Managers) established across the state (1 in each region). These are full time roles, dedicated to SRM duties and supporting regional SRMs.

Customer Service and Operations
For assistance with managing any aspect of your Smart and Skilled Contract or STS Online, such as systems access and/or functionality, reporting or other technical matters please contact Customer Service and Operations
Call 1300 772 104 or
Email TSNSWCust.Service@det.nsw.edu.au

Training Services NSW Regional Offices
If you have any queries relating to Apprenticeships and Traineeships, please contact your organisation's local Training Services NSW Regional Office on phone number 13 28 11.