

Skills & Employment Portal User Guide

Data Collection, View Claims and
Payments

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2.5	Jan 2023	Updated	Routine update
2.4	Nov 2021	Updated	Amend AVETMISS data close-off date
2.3	Oct 2020	Updated	Routine update
2.2	Dec 2019	Updated	Update Department and the Skills and Employment Portal; Merged from two previous User Guides



For further information or assistance in using the Skills & Employment Portal, please contact the Skills SA Infoline on 1800 673 097 and ask to speak with the Contract Administration team.

Important Note: This is general information only. It does not in any way amend, vary or waive any Terms and Conditions of the Contract. Where the content of this User Guide is inconsistent with the Contract or the Training Fee Framework or where a Training Provider is not clear on their responsibilities, they should seek appropriate independent advice.



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1. Purpose

The Skills & Employment Portal (**Portal**) allows RTOs to create Participant Profiles, create and maintain Training Accounts for related subsidised training activity, and view claims and payment history. This User Guide helps users understand:

1. the linkage between Participant Profile and Training Account data;
2. the need for AVETMISS data in STELA to match Training Account data in the Portal;
3. processes for submitting accurate and compliant claims for a subsidy payment; and
4. claim errors with meaningful descriptions and suggested action for each error.

To access subsidised training for an eligible participant, your RTO must:

- create a Participant Profile (or validate an existing profile), and establish a Training Account in the Portal;
- ensure all participant data in AVETMISS match the details contained in the Participant's Training Account in Portal. Discrepancies between these two data sets will cause errors and prevent AVETMISS data from progressing to the claim for further assessment; and
- ensure no training is delivered prior to creation of a Training Account. All units of competency commenced prior to the Training Account creation date will not be eligible for payment as per the payment rules.

Data accuracy is critical to the successful submission of a claim. Staff managing data entry are strongly encouraged to contact the Contract Administration team for assistance if they are unsure of the required process. This User Guide should be read in conjunction with:

- Your current Funded Activities Agreement (FAA) and relevant STL Qualifications annexure;
- the South Australian Vocational Education and Training – [Training Fee Framework](#);
- [User Guide for Creating a Participant Profile and Training Account](#); and
- [User Guide for Maintaining and Closing Training Accounts](#).



2. Data Collection, Claims and Payments Overview Process

The Minister will pay training subsidies to the Training Provider in accordance with the FAA, provided that the Training Provider has submitted data that is complete, compliant and accurate as required by the [AVETMISS VET Provider Collection specifications: release 8.0](#) and that the Training Provider has fulfilled all its obligations under the FAA.

AVETMISS data must be submitted by **5.00pm on the second Friday** of each month (unless notified otherwise). Data submitted for payment purposes must continue to be submitted for the complete AVETMISS collection calendar year period. The claims and payments process checks previously paid claim and identifies changes to previous data submissions. The Department utilises this information to work with Training Providers and identify data integrity issues where required. Errors and unresolved data integrity may result in recovery of training subsidies.

Progress of the AVETMISS data submission can be viewed in STELA, and any issues with your AVETMISS data should be directed to the STELA Helpdesk (1800 673 097) for assistance. Once the claim has been assessed and completed (expected by the end of every month), student history will be updated on the Skills and Employment Portal. Claim File and Error Reports will be available on the Portal for download and investigation. Any issues with these reports should be directed to the Contract Administration team.

Successful generation of a claim for payment depends on:

- a) complete and accurate data in the Training Account for each eligible participant;
- b) compliant, accurate and complete AVETMISS data submission in STELA; and
- c) accurate matching of reported data elements between the Training Account and AVETMISS.

Details of training subsidy including payable result codes, fee calculation and completion payment are outlined in the [Training Fee Framework](#). Please refer to these documents for details.

Figure 1 shows stages of the data process, from data submission to claims and payments.



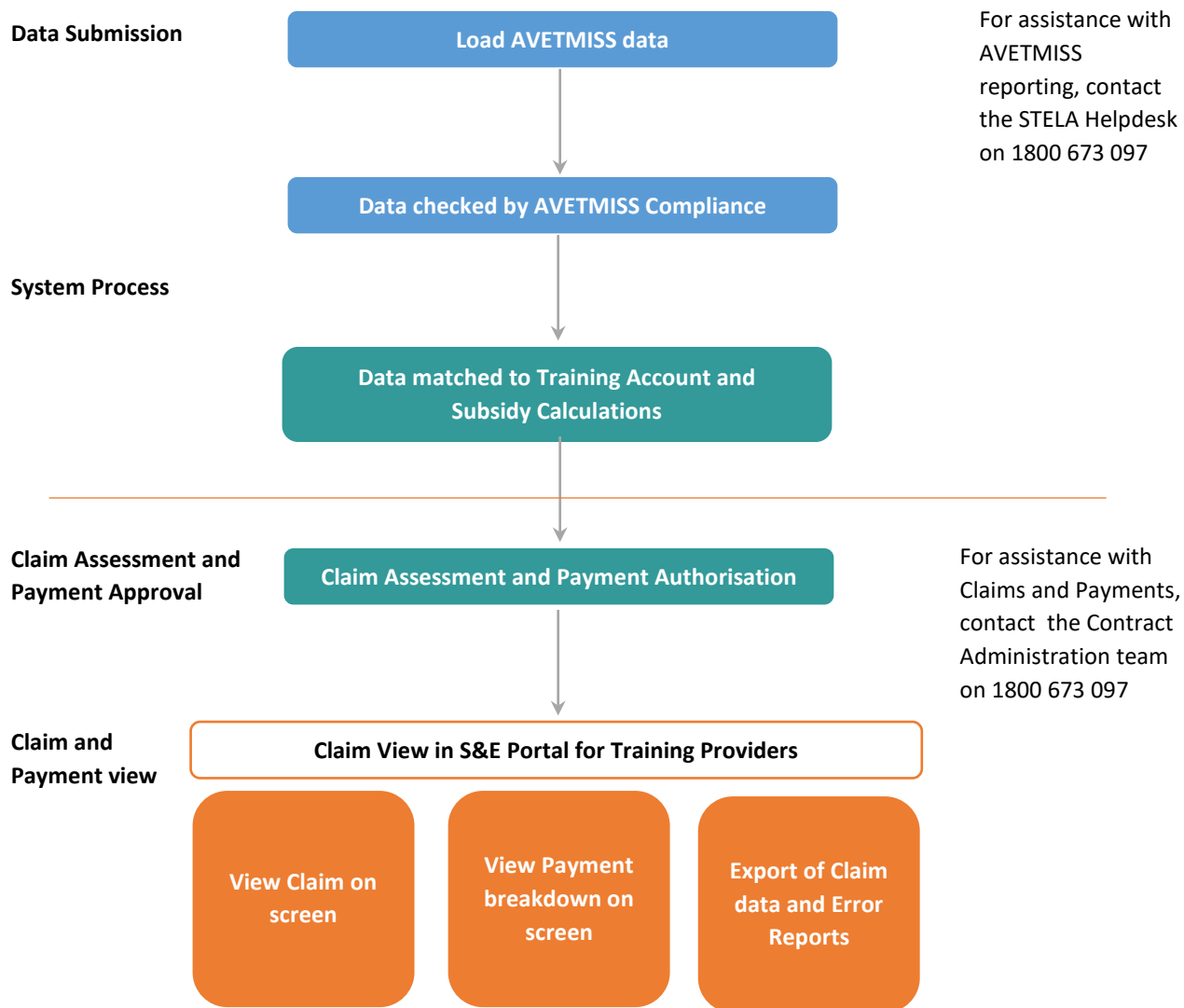


Figure 1 - Stages of the Data Reporting and Payment Process.



3. Enrolment and Training Account

Once the enrolment contract is agreed with the participant, and within 30 days of the training commencing, the Training Provider **must** create a Participant Profile (or validate an existing profile) and create a Training Account for the participant in the Skills and Employment Portal. This step is crucial, as any training commenced prior to the Training Account creation date will not be eligible for payment. Data accuracy is also crucial as the claim will not transition to the payment system for further assessment if any discrepancies.

3.1 Participant details

On creation of Participant Profile and Training Account, the Training Provider must accurately and completely report the following details for each participant in the Portal:

1. First Name and Last Name;
2. Date of birth;
3. Gender;
4. Course Code;
5. Training Contract ID (where the participant is undertaking the course under an apprenticeship or traineeship) and
6. Internal unique ID for Participant (a Training Provider's internal organisation participant ID). A Training Provider must have one internal participant identification number for each participant and must always use this number for that participant. Note: This is the most important link between your Training Account and reporting your AVETMISS data. This field is mandatory and is used to match your AVETMISS data to the Training Account. Failing this, the claim will not transition to the payment system for further assessment.
7. For Training Providers who use STELA as their enrolment system, the STELA Organisation Participant ID must be used as the "Internal unique ID for Participant" in the Training Account.

In addition, all the remaining fields must be entered accurately in the Training Account, and all information should match with its AVETMISS data.

To update a participant's personal details in the Training Account, please send a written request to SkillsContracts@sa.gov.au and attach supporting evidence. For further assistance, please contact the Contract Administration team.



3.2 Completion of a Training Account – Issue of a Qualification

The Minister may pay a completion payment as per the current contracting arrangement. The payment amount will vary depending on the level of qualification issued. Further information regarding completion payments can be found in the Training Fee Framework.

Prior to making a claim for a completion payment in STELA, the Training Provider must change the status of the participant's Training Account to "Qualification Issued", and record parchment information as follows:

1. Search for the participant's Training Account and select 'Edit';
2. Under Summary Information, find Training Account Status and select "Qualification Issued";
3. Record Parchment Number and Parchment Issued Date;
4. Select 'Save'.

Once saved, the Training Account status will be updated to "Qualification Issued". No further edits will be possible.



4. AVETMISS data submission

4.1 AVETMISS Compliance

Data must be compliant with the national AVETMISS VET Provider Collection Specification and other relevant AVETMISS standards, otherwise it will not progress to the claim for payment assessment. Each data submission must include the full set of training activity data for that calendar year's AVETMISS Collection, to that point.

4.2 Data submission

4.2.1 Claim Period

AVETMISS compliant data containing payable fund sources are to be submitted to STELA by 5.00pm on the second Friday of each month (unless notified otherwise). The data will be used to validate training activity, calculate payment values for each resulted Unit of Competency and generate a claim. Claims are then assessed, authorised and processed for payment within the month.

Once paid, the participant's subsidised training history is updated, and Training Providers can view their relevant Claim Items and Error Report.

4.2.2 Fund Source Identifier

Training Providers reporting training activity in South Australia via STELA must include the relevant state Fund Source Identifier (FSI). Which FSI to use in STELA will depend on the Funding Program you are contracted to deliver. For each 'Funding Type / Program Name' you select when a Training Account is created in the Skills & Employment Portal, there is a matching FSI in STELA. Generally, for accredited training delivered under the STL, the FSI to use is WRG.

A list of South Australian Fund Source Identifiers and information on how to report funded training activity are available in the [SA Fund Source Indicators](#) document.

If you are still unsure which one to use, please refer to your FAA and related Annexure or contact the Contract Administration team for assistance. Training Providers may also ring the [STELA helpdesk](#) on 1800 673 097 or email stelahelpdesk@sa.gov.au for clarification of the Fund Types and Fund Sources listed in the above mentioned document.



4.2.3 AVETMISS data submitted but not processed in Claims and Payments

The Claims and Payments process collects all compliant AVETMISS data submitted against payable Fund Sources and matches with data in the Training Account for each eligible participant in the Skills and Employment Portal.

There are a list of Validation and Payment Rules to ensure data imported for Claims Assessment is valid, consistent and accurate, and Training Provider is entitled to receive a subsidy.

Data which does not successfully pass a Validation or Payment Rule will be “systematically declined” and will not be paid. Data which successfully passes all rules will be considered “Pending Assessment” and be ready for further manual assessment to be recommended for payment or decline.

A list of Validation and Payment Rules, including meaningful Error Descriptions and suggested treatments, is available in Appendix 3.

4.2.4 Edit a claim

Once the monthly AVETMISS data is lodged, a claim is created automatically. Assessment of this claim will commence the day after data is lodged, being the 2nd Friday of every month (unless notified otherwise). If you find that you have claimed something that is incorrect, you have up to two days to phone and request that the payment be declined immediately, contact the Skills Infoline on 1800 673 097 and ask for Contract Administration. Once a claim has been assessed and approved for payment, it cannot be cancelled or declined.

Errors that have been identified through the claim process can be corrected in your enrolment system where appropriate. Changes will be reflected and processed in the next claim period following your revised AVETMISS data submission. Any data change that modifies a previously paid record to one that is no longer payable, results in ‘significant change’ or ‘missing data’ and may result in recovery of the previously paid subsidy.

4.2.5 Result Code 70 and Academic Pass (70 and AP)

A number of units of competency have been identified as requiring the participant to achieve competency for both off and on-job components (these units are published on the Training Provider website under [Result Code 70 and Academic Pass \(AP\)](#)). **For these units of competency only**, the full subsidy will be paid for the AVETMISS result code 70, accompanied by *Academic Pass – AP* recorded against the *Outcome Identifier Training Organisation* in the AVETMISS NAT00120 Enrolment File for the participant, where a participant has successfully completed the off-job component.



Once the Participant has been assessed for both off and on-job components, the Training Provider must convert the 70-AP to a finalised outcome, being:

1. 20 (Competency Achieved/Pass) where the competency is achieved;
2. 30 (Competency Not Achieved/Fail) where the competency is failed;
3. 40 (Withdrawn/Discontinued) where the competency cannot be assessed on-job.

To be AVETMISS compliant, the Training Provider must ensure that **all units of competency resulted with 70-AP** have an **Activity End Date in the following year** or are amended prior to the end of the January to December annual collection period to one of the result codes listed above.

“Activity End Date must be after 31 December of the collection period where the Outcome Identifier – national is 70 – Continuing enrolment”

*AVETMISS - VET Provider Collection Specifications
Release 7.0 April 2014, page 42*

Training Providers who do not use NAT files, but enter their results directly in STELA, can select the Academic Pass result from the drop-down box on the resulting screen. Similarly, these Training Providers should change the result code from Academic Pass to Competency Achieved/Pass, Competency Not Achieved/Fail, or Withdrawn/Discontinued as described above and amend the end date.

Conversion from 70-AP (payable) to a finalised result code 20, 30 or 40 will not generate any further payment for that Unit of Competency.

A qualification must not be issued before all 70-AP result codes are updated with valid AVETMISS result codes.

The Minister may from time to time publish an updated list of units of competency which are eligible for payment for a result code 70-AP. Training Providers should refer to the list published on the website for current information.

Training Providers wishing to add additional units of competency to the 70-AP list may request this in writing by email to SkillsContracts@sa.gov.au.

4.2.6 STELA Support and Assistance

For assistance in submitting your AVETMISS data via STELA, please ring the [STELA helpdesk](#) on 1800 673 097 or email stelahelpdesk@sa.gov.au.



5. Data accuracy and matching with the Training Account

AVETMISS data submitted via STELA must be compatible and linked with data in the Training Account for each participant. Unless the claim data matches the Training Account data, it will not proceed to payment assessment. This means that the Training Provider must ensure that the NAT files are accurate when uploading or direct data entry in STELA.

Participant details must be identical in the Training Account and the NAT files.

5.1 AVETMISS data:

The Training Provider must ensure that:

1. Each AVETMISS data submission must include the full set of training activity data for that calendar year's AVETMISS Collection, to that point. If the complete set of training activity data both reported and paid in the current AVETMISS Collection calendar year is not part of a Training Provider's submission, a recovery record is created against the Training Provider exactly equal to the total amount paid previously.
2. A correct **Fund Source Identifier** for the relevant program is selected, as per Section 4.2.2.
3. The **Activity Start Date** for the Unit of Competency must be either on or after the creation date of the Training Account.
4. The **Activity End Date** for the Unit of Competency must be after the date that the Training Account was created and before the end date of the Training Account.
5. The **Activity Start and End Dates** reflect the actual period of training and assessment delivery.
6. The **Outcome Identifier - national (result code)** must be accurate. A subsidy will only be paid based on the AVETMISS Outcome Identifier - national (result code) in accordance with your contracting arrangement and the Training Fee Framework. The Outcome Identifier must only be applied when the participant has completed the Unit of Competency, that is, the final assessment has been undertaken by the participant to complete the requirements for the specific enrolment of the Participant in the Unit of Competency.
7. The **Delivery Location Identifier** must specify the location where the training is delivered. The Training Fee Framework (section 4) clarifies the rules. For classroom and employment-based delivery, the delivery location Identifier is the predominant location where the training is conducted. For electronic and correspondence based delivery, the Delivery Location Identifier must specify the predominant location where the training is coordinated. The Identifier is cross-referenced to the valid suburb and



postcode within the NAT00020 file (or registered Delivery Location within STELA for manual entry by Training Providers). Training Providers should review the Training Fee Framework and accompanying postcode list to ensure the correct location is applied.

8. **Bridging Units** - For STELA NAT Upload Training Providers: If claiming for a bridging unit, the NAT00120 file should connect the bridging unit to the Qualification identified in the Training Account.

For STELA manual entry Training Providers: Ensure the bridging units are added to the qualification within STELA and the funding source/type assigned to the units.

9. **Multiple Failed Attempts – Activity Start and End Dates.** If claiming a second or third attempt at a failed Unit of Competency, the **Activity Start and End Dates** must be different, distinct and **not overlap**. For each attempt to be funded, Training Providers are required to have evidence (to be made available if requested) that the participant re-enrolled and paid appropriate fees, undertook further training and was re-assessed for a second or third time.

5.2 Skills & Employment Portal - Training Account data accuracy

Training Accounts must be accurate and complete. In particular:

1. Course Code and the Internal unique ID for Participant must be an absolute match with AVETMISS data, as detailed in Section 3.1;
2. Training Accounts must be established **before the No New Enrolment date** as listed on your contracting arrangement and the Subsidised Training List.
3. **Commonwealth Government Concession Card type** – the concession reimbursement will only be calculated for eligible students if this field is entered correctly.



6. View Claims Items and Error Report

Training Providers can use the Skills & Employment Portal to export Claims Items and Error Reports. This information combined with your STELA Error Report will provide a full overview of errors relating to Claims data. The following instructions will assist you in downloading and viewing Claims Items and Errors Report for your organisation. Once a claim has been assessed and a payment made to Training Providers, data will be available to view and export from the Portal. The status of the claim in the Portal will show as 'Reconciled'.

6.1 Exporting your claim reports from Skills & Employment Portal

1. From the Skills & Employment Portal menu, select 'Claims', then 'Claims Search' as per Figure 2 below:



Figure 2 - Screenshot of Skills and Employment Portal - Claim Search menu

2. Your Claim Details screen is then displayed as shown in Figure 3 below

A screenshot of the 'Claims Search' results page. The page has a blue header with 'Claims Search' and a search bar. Below the search bar, there are filters for 'Claim ID', 'Claim Period From', 'Claim Status', 'RTO ID', and 'Claim Period To'. The search results are displayed in a table with columns for 'Claim ID', 'Claim Status', 'Claim Date', and 'Claim Value'. The table shows five rows of data, with a total value of \$121,086.50. The table is paginated, showing 1-20 of 63 items.

Claim ID	Claim Status	Claim Date	Claim Value
	Reconciled	30/08/2012	\$0.00
	System Declined	07/09/2012	\$0.00
	Reconciled	27/09/2012	\$182.75
	Reconciled	15/03/2013	\$42,963.35
	Reconciled	27/03/2013	\$33,985.40
	Reconciled	12/07/2013	\$121,086.50

Figure 3 - 'Claims Search' details on display



Fields in Figure 3	Explanation
Claim ID	A unique claim number assigned to each new claim. This will automatically populate when you select a particular claim as per Figures 4 and 5.
RTO ID	Training Provider's unique ID number as per Training.gov.au
Claim Period From	These fields provide a calendar for easy date selection and entry. However, if these fields are left blank, you will retrieve <u>all</u> claims for your organisation, both current and non-current.
Claim Period To	As above.
Claim Status	Training Providers will now see their claim in the Portal when the status is 'Reconciled' or 'System Declined'. When reconciled, the payment has already occurred.
Search Results Fields	
Total	Value displayed is based on search criteria
Claim ID	A unique claim number assigned to each claim, which can be filtered as displayed.
Claim Status	Displays the status of the claim, which can be filtered as displayed.
Claim Date	Displays the date of the claim, which can be filtered as displayed.
Claim Value	Displays the claim value of claims, which can be filtered as displayed.
Page Navigation	Allows the provider to navigate pages to view claims on other pages
Number of Items Retrieved	Displays the number of items retrieved

3. Once you have selected the 'Claim Status' type and the relevant 'Claim Period' click the 'Search' button to view details of your claim/s on screen. A sample result is shown in Figure 4 below.

The screenshot displays the 'Claims Search' interface. At the top, there are input fields for 'Claim ID', 'RTO ID', 'Claim Period From' (with a date picker), and 'Claim Period To' (set to 10/03/2016). A dropdown menu for 'Claim Status' is set to 'Reconciled'. Below these fields are 'Search', 'Clear', and 'Close' buttons. The 'Search Results' section shows a table with columns for Claim ID, Claim Status, Claim Date, and Claim Value. The total value is \$91,059.52. A sample result is shown with a Claim ID of 12345, Status of Reconciled, Date of 12/11/2015, and Value of \$2,028.64. At the bottom, there is a pagination control showing '41 - 41 of 41 Items'.

Figure 4 - Sample of Claim Search results



4. By double clicking on the row of the selected 'Claim ID', you will see a summary of the claim by qualification and the calculated payment values against each qualification as per Figure 5 below. You will also notice that each qualification within the claim is also a linked field.

The screenshot displays the 'Claim Details' section of a software interface. At the top, there are input fields for 'Claim ID' and 'Claim Date', and a 'Claim Status' dropdown menu set to 'Reconciled'. Below this is a 'Claims Details' section with a 'Total' of '\$162.75'. A table lists three qualifications with their respective national codes, total participants, and amounts paid. The table includes a pagination control at the bottom left and a '1 - 3 of 3 items' indicator at the bottom right. Below the table are three buttons: 'Back', 'Breakdown', and 'Generate Claim Reports'. At the bottom of the interface is a 'Claim Reports' section with the instruction 'Click on the reports below that you would like to view' and two links to Excel reports: 'ClaimItemsReport.xlsx' and 'ClaimErrorsReport.xlsx'.

Qualification	National Code	Total Participants	Amount Paid
Qualification 1 (Detailed description)	XXXX-XXXX	1	\$42.75
Qualification 2 (Detailed description)	XXXX-XX	1	\$95.00
Qualification 3 (Detailed description)	XXXXXX	1	\$45.00

Figure 5 - Summary of the Claim via clicking on the row of the selected 'Claim ID'

The buttons on the bottom of the screen in Figure 5 are explained below:

Button in Figure 7	Function
Breakdown	Shows a breakdown on screen of the subsidies and loadings paid.
Back	Takes you back to the previous screen.
Generate Claim Items Report	Generates a report in Excel Format, of all payable items in the claim, including those that have been declined during the manual payment review process. Appendix 1 of these instructions contains a list of the report fields and descriptions.
Generate Errors Report	Generates a report in Excel Format of all Validation and Claim Errors, see Appendix 2 of these instructions for a list of the fields in this report. The report summarises the errors that may exist against your Training Account or against each Claim Line Item by Course, Participant, and Unit of Competency. Appendix 3 of these instructions contains a list of Error Codes and Descriptions. Note: This report does not include claims that have been assessed and declined during the manual payment review process. These will be in the 'Claim Items Export' report.

These export reports will assist to identify any data issues that are able to be corrected before the next claim collection. Remember, when correcting any errors, it is important to make these changes in the administrative system you use to manage your participant and/or your AVETMISS data. Then repeat the data submission process (if necessary) in STELA.

Please also note the following:

Some errors are old and unable to be fixed. You are recommended to maintain the main register to track all existing errors and add them into the new Error Report each month, to make it easy to identify which errors are new and require attention;

Within your usual reports, each error is reported for every Unit of Competency included in your AVETMISS data, so once the issue is resolved at the Training Account level, all activities will progress for payment review.

5. Double click on a row for a 'Qualification' to generate a list of participants in the Claim against that selected course.

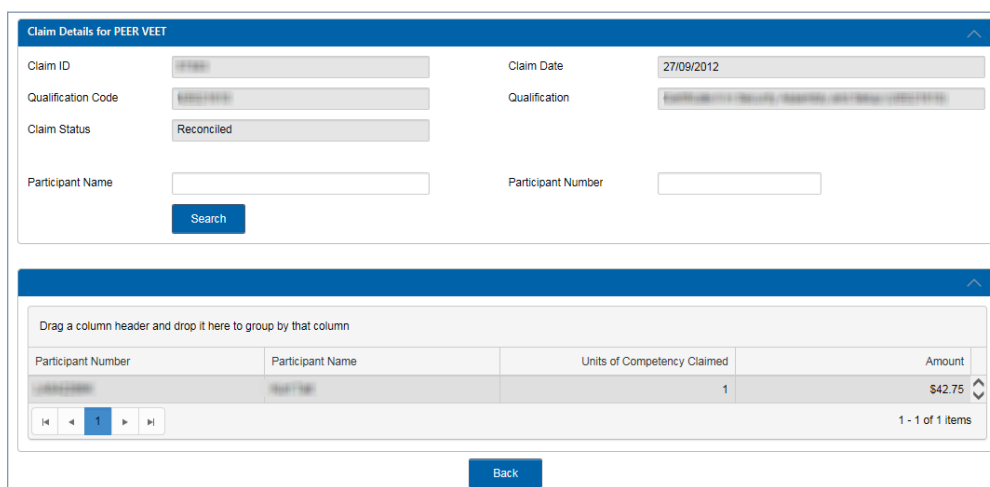


Figure 6 – Qualification drill down view



6. You can view or drill down further to the Unit of Competency level and see details of a Unit of Competency and any payment or error code. Double click on a row for a participant to view these details. A further breakdown can be provided (as per bottom section of Figure 9) to provide the payment breakdown details for the highlighted Unit of Competency.

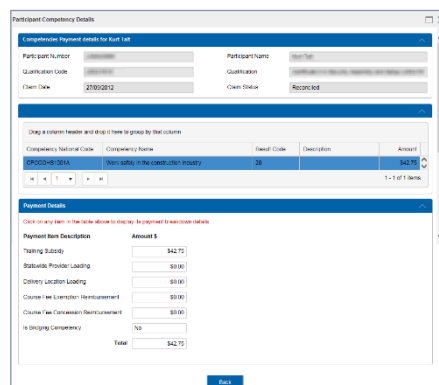


Figure 7 – Participant drill down view

6.2 Claims with a zero-payment value

For claims that result in a zero-payment value, it is important that Training Providers export the Skills & Employment Portal Claim Error Report (select 'Errors') which will provide a list of errors requiring attention.

All errors resulting in a zero-payment value will be re-assessed in subsequent payment runs. It is therefore important for Training Providers to ensure that all corrections are made in their enrolment systems and that all records including corrected NAT files are uploaded to STELA (for upload Training Providers) or manually entered prior to generating a new claim.



7. Reconciliation of Accredited Payments to AVETMISS data

Data amendments may occur after the payment has been made. Data amendments where a payable result has been amended to a non-payable result are captured in the Data Reconciliation Report, which identifies discrepancies between paid Accredited data and AVETMISS data that has been subsequently amended since payment occurred.

The reconciliation of Accredited Training Payments to AVETMISS data is undertaken on a monthly basis by the Contract Administration team. Where appropriate, Contract Administration team will follow up with Training Providers directly for either resolution of the issue or confirmation of error and subsequent recovery.

This process is monitored monthly, with more detailed actions undertaken in the later part of the calendar year until after the current calendar year AVETMISS data submission cut-off date in January the following year. This process identifies changes in paid AVETMISS data where:

- a) The student is missing from STELA;
- b) The UOC for a student is missing in STELA;
- c) The fund type has been changed to non-payable fund type (e.g. from WRG to FFS);
- d) The result code has been changed to a non-payable result code (e.g. from a 20 – Competency Achieved to 40-Withdrawn);
- e) The fund type and the result code have been changed to non-payable.

All recoveries, once verified and confirmed by the Training Provider, will be finalised and invoices will be sent to Training Providers to recover the overpaid amounts on an annual basis.

8. Support and Assistance

If you experience trouble logging into or require any assistance with using the Skills and Employment Portal, please do not hesitate to contact the Contract Administration team. Your feedback and comments are welcome so that we can continuously improve the **Portal** to meet the needs of our clients.

Telephone: 1800 673 097 and ask for the Contract Administration team

Email: SkillsContracts@sa.gov.au



9. Appendix 1: Fields within claim export file

Export Field	Description
Claim ID	Claim ID assigned to your claim
Claim Date	Date the claim was generated
Training Account ID	Unique System ID linked to Training Account
Claim Line Item ID	Unique transaction key assigned to the Unit of Competency in the claim
NTIS ID	Unique National ID assigned to the Training Provider as per Training.gov.au
Trading Name	Training Provider Trading Name
Participant ID	Participant ID
RTO Student ID	Training Provider's unique Student Identifier
TCID	Training Contract ID (for Apprentices or Trainees) stored in the Participant Training Account
Participant Surname	Participant Surname
Participant First Name	Participant First Name
Participant Other Name	Additional names assigned to the participant
Date of Birth	Participant Date of Birth
National Course Code	National qualification code assigned to the qualification undertaken by the participant
Course Name	Qualification Description
Competency Code	National code assigned to the Unit of Competency undertaken by the participant
Training Start Date	The reported training start date of the Unit of Competency
Training End Date	The reported training end date of the Unit of Competency
AVETMISS Result Code	AVETMISS Unit of Competency Result code
Field of Education	Identifies the area of learning pertaining to the course
Payment Type	Competency or Qualification
Transaction Type	Payment (only Transaction Type currently)
Claim Line Item Status	Status assigned to the Claim Line Item (System Declined, Approved, Reconciled or Declined)
Amount to Pay	Total amount payable
Error Code	Error code identifier assigned to the claim line item
Error Description	Description of the error against the claim line item (See Appendix 3 for more information and suggested treatments)
Assessment Outcomes	Manually assessed outcome
Work Group	Used by the Training Provider to identify workgroup responsible for participant delivery and assessment
Concession	Eligible concession reimbursement
Training Subsidy	Subsidy Paid
State Wide Provider Loading	Loading paid for state wide delivered training
Delivery Location Loading	Loading paid for training delivered in a remote location
Course Fee Exemption	Eligible exemption reimbursement
Qualification Completion Payment	Eligible completion payment



10. Appendix 2: Fields within claim Error Report

Export Field	Description
Contract Expires	Date your contract expires
Claim Date	Date the claim was generated
NTIS ID	Unique National ID assigned to the Training Provider
Training Account ID	Unique System ID linked to Training Account
Training Account Status	Status assigned to the Training Account: Active with Activity, Active with no Activity, leave from Enrolment, Qualification Issued, Terminated Agreement
Participant ID	Participant ID
RTO Student ID	Training Provider's unique Student Identifier
Participant Surname	Participant Surname
Participant First Name	Participant First Name
Participant Other Name	Additional names assigned to the Participant
Date of Birth	Participant Date of Birth
National Course Code	National code assigned to the qualification undertaken by the Participant
Course Name	Qualification Description
Competency Code	National code assigned to the Unit of Competency undertaken by the Participant
Training Start Date	The reported training start date of the Unit of Competency
Training end Date	The reported training end date of the Unit of Competency
AVETMISS Result Code	AVETMISS Unit of Competency Result code
Provider Result Code	Training Provider Unit of Competency Result code
Delivery Location Post Code	Delivery Location Post Code
Delivery Location Suburb	Delivery Location Suburb
Qualification Issued Flag	Flag used to indicate if the qualification has been issued
Error Code	Error code identifier assigned to the claim line item
Error Description	Description of the error against the claim line item (See Appendix 3 for more information and suggested treatments)
Location Classification	Classification applied to the delivery location
Location Loading	Loading paid for training delivered in a remote location
Provider Participant Fee	Participant fee as indicated in the Training Account
Provider Participant Hours	Participant delivery hours as indicated in the Training Account



11. Appendix 3: Validation and Payment Error Codes

11.1 Validation rules

The Validation Rules are used to ensure data imported into the Claims and Payment Assessment process is valid, consistent and accurate prior to being processed.

Payment Rule ID	Error Description	What this Means	Suggested Treatment
1001	Duplicate record	Two identical records have been reported in a Providers AVETMISS Submission	Review data to ensure no duplicate records are submitted in your AVETMISS data.
1002	Conflict record	Two records have been reported in a Providers AVETMISS Submission which counter act one another	Review data to ensure no conflicting UOC records with overlapping dates for the same Participant, are submitted in your AVETMISS data.
1004	Qualification Not Found	Unable to locate an approved Qualification for the Providers AVETMISS Submission	Review your AVETMISS data for this Course / Qualification against your approved Schedule of Courses.
1006	Competency Not found	Unable to locate an approved Unit for the Providers AVETMISS Submission	Review your AVETMISS data for this Unit of Competency. This Unit of Competency Code is not eligible against this Course / Qualification.
1007	Location not found	Unable to locate a matching Suburb AND Postcode for the "Delivery Location" information within a Providers AVETMISS Submission	Review the combination of suburb and postcode used for the delivery location. Combination in AVETMISS data is not valid.
1008	Training Account not found	Unable to locate a matching Training Account against information within a Providers AVETMISS Submission	AVETMISS data must match the Training Account. Check that the Student RTO ID and Course / Qualification code in your AVETMISS data matches the information against the Participant Training Account.
1009	Participant not found	Unable to locate a matching Training Account for the Participant in the Providers AVETMISS Submission	AVETMISS data must match the Training Account. Check that the Student RTO ID and Course / Qualification code in your AVETMISS data matches the information against the Participant Training Account.
1010	Qualification code missing	AVETMISS Submission does not include a "Qualification Code"	Review your AVETMISS data for this Course / Qualification. The Course / Qualification code is missing.
1012	Internal unique ID missing	AVETMISS Submission does not include a "internal unique ID"	Review your AVETMISS data for this participant. Internal unique ID is missing.
1013	Competency code missing	AVETMISS Submission does not include a Unit of Competency Code	Review your AVETMISS data for this Unit of Competency. Unit of Competency Code is missing or incorrect in your submission.



Payment Rule ID	Error Description	What this Means	Suggested Treatment
1014	Training Start Date missing	AVETMISS Submission does not include the required "Training Start Date" for this record	Review your Unit of Competency's training start date in your AVETMISS Data.
1015	Training Finish Date missing	AVETMISS Submission does not include the required "Training Finish Date" for this record	Review your Unit of Competency's training end date in your AVETMISS Data.
1017	Participant Date of Birth missing	AVETMISS Submission does not include a "Date of Birth" for this participant	Review your AVETMISS data for this Participant. Participant Date of Birth is missing.
1019	Location Suburb missing	AVETMISS Submission does not include the required "Delivery Location Suburb" for this record	Review your AVETMISS data for this Participant. Delivery Location Suburb is missing.
1020	Location Postcode missing	AVETMISS Submission does not include the required "Delivery Location Postcode" for this record	Review your AVETMISS data for this Participant. Delivery Location Postcode is missing.
1021	Organisation does not have an active contract	Provider does not have an active Contract	



11.2 Payment Rules

The Payment Rules are used to validate whether a Training Provider is entitled to receive a payment for a completed Qualification or Unit of Competency as per the current contracting requirements.

Payment Rule ID	Error Description	What this Means	Suggested Treatment
PR210B	Qualification completion payment cannot be paid unless the Training Account status is set to Qualification Issued.	The Training Account for this Participant has not been updated to reflect that the Qualification is complete.	Update the status of the Training Account to 'Qualification Issued'; Record the Parchment Number and issued date; and The Course / Qualification meets Completion payment criteria.
PR1000A	Maximum number of Units of Competency required for this Qualification has been funded	Maximum number of units of competency for this course has been subsidised.	This information is viewable in the Participant funded training history in Portal.
PR1000B	Maximum number of Bridging Units have been funded	The maximum number of bridging units for this Participant has been subsidised.	This information is viewable in the Participant funded training history in Portal.
PR1020A	Unit start date is prior to contract start date	Provider is reporting units that commenced before their contract was executed	Any training activity that commenced prior to the execution of your Contract is not eligible for subsidies.
PR1020B	Unit start date is after Training Account end date	Provider is reporting units with a training start date after the End Date of the Training Account	Any training activity that is completed before the date the Participant's Training Account is created is not eligible for subsidies.
	Training Accounts created on or After 1/3/2016: Unit end date is after the Training Account end date	Provider is reporting units with training end date after the Training Account end date	Any training activity that ends after the date the Participant's Training Account is terminated or qualification issued is not eligible for subsidies.
PR1020C	Unit end date is before the Training Account create date	Provider is reporting units with training end date before the Training Account create date	Any training activity that ended before the date of the Participant's Training Account is created is not eligible for subsidies.
	Training Accounts created on or After 1/3/2016 Unit start date is before the Training Account create date	The unit start date must be on or after the Training Account create date	Any training activity that commenced before the creation date of the Participant's Training Account is not eligible for subsidies.
PR1030A	Participant has already passed this Unit	This Unit of Competency has already been subsidised	The Unit of Competency for this Participant has already been subsidised. This information is viewable in the Participant's subsidised training history in Portal.



Payment Rule ID	Error Description	What this Means	Suggested Treatment
PR1030B	Participant has exceeded 3 paid attempts in this Unit	This Unit of Competency has exceeded maximum subsidised attempts	The maximum number of attempts for this Unit of Competency, for this Participant has been subsidised. This information is viewable in the Participants subsidised training history in Portal.
PR1040	Course completion payment has already been issued for this Course	A completion payment for this course has already been subsidised	The Course completion payment for this Participant has already been subsidised. This information is viewable in the Participant's subsidised training history in Portal.
PR1050A	AVETMISS Qualification issued date is in the future or null	The Qualification issue date is in the future or missing.	Review the Qualification issue date in AVETMISS data for this Participant.
PR1050B	Qualification issued date is null or before the Training Account created date	The Qualification issue date is missing or prior to the creation date of the Training Account.	Review the Qualification issue date in AVETMISS data for this Participant.
PR1120	RPL is not payable for this course	Provider is reporting RPL for a unit under a course where RPL is not subsidised	The Department does not subsidise outcomes of RPL for this Course.
PR1130	Unit End Date must not be after Contract Completion Date	Provider is reporting a unit where the training end date is after the providers no new Enrolment Date.	Review AVETMISS data for this Participant. There are results that ended after your Contract Training End Date.
PR1131	Provider contract has expired or been terminated	Provider is reporting after their Contract has expired or has been terminated	
PR1140	Qualification issued date cannot be after the contract expiry date	Provider is reporting Qualification Completion after their Contract Expiry Date	The Course / Qualification issue date is after the Contract expiry date. Review your Qualification issue date in your AVETMISS data for this Participant.
PR1170	No Payment on 70AP for this Course	Provider is reporting a 70AP result code for a Unit of Competency which is ineligible for 70AP use	The Department does not subsidise outcomes of 70AP for this Unit of Competency.
PR1190	Unit attempts overlap, this unit start date is within a previous unit attempt start and end date range	A Provider is reporting an attempt for a Unit of Competency where both previous unit and the new unit start dates overlap	Review AVETMISS data for this Participant. Additional attempts at a Unit of Competency must have a commencement date which is after the completion date of the Participant's prior attempt.



11.3 Calculation Rules

The Calculation Rules are used to validate the payment value for a Unit of Competency or Completion Payment as per the current contracting arrangement.

Payment Rule ID	Error Description	What this Means	Suggested Treatment
SC601010	RTO Participant fee value is invalid.	The Training Account for this Participant has a Participant fee entered that is invalid.	Review the Training Account for this Participant.
SC601011	RTO Participant hours value is invalid	The Training Account for this Participant has Participant hours entered that are invalid.	Review the Training Account for this Participant.

