Guide to data reporting, claims and payments in SVTS

This guide explains data reporting, claims and payments in SVTS.

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VICTORIA State Government | Jobs, Skills, Industry and Regions

Introduction

Purpose

Use this guide to help you understand how to report training activity data in SVTS, monitor your claims and payments and resolve any issues.

Additional resources

Read this guide along with our reference documents and resources:

- VET funding contract and guidelines, which detail the requirements you must meet under the contract and guidelines, and how to implement them.
- Victorian VET student statistical collection guidelines, which set out reporting requirements.
- Funding source identifier - STA supplement document, which lists funding source identifiers you must report for specific initiatives or fee-for-service training.
- Validation and reject rule supplement, which identifies all active validation and reject rules and provides hints on how to resolve them.

Resources in SVTS:

- Reports in the reports and claims sections, which help you manage your data.
- Release notes about system changes, and the guide to end of year data reporting in the documents section
- Contract notifications about reporting deadlines in the memos section
- Information about how to log in to SVTS.

Get help

If you are having any issues with your data or uploads, please raise an enquiry via SVTS.

Your reporting obligations

National data reporting obligations

As a registered training organisation, you must report your total VET training activity. Commonwealth and state government agencies use this data to analyse the VET sector. The National Centre for Vocational Education Research (NCVER) publishes VET statistics and the National VET Data Policy.

At the end of each quarter, we submit your data to the NCVER on your behalf. This meets your national reporting obligations.

It's important that your data uploads are accurate. NCVER uses SVTS uploads to provide information for student transcripts. Students and other training providers also rely on these as records of qualifications and other relevant enrolment information.

Skills First reporting obligations

You must upload all your training activity data to SVTS, including both Skills First and fee-for-service training.

We use this data to pay subsidies for Skills First training. We also use it to monitor VET activity, evaluate initiatives and shape policies.

When you make a claim for payment, you are confirming that you:

- provided the training or assessment hours, as required by the contract
- have proof that each Skills First student participated
- are entitled to be paid.

When to report

You must upload your data at least once a month. You can include details of future training activity you plan to start later in the same calendar year.

You can upload data as many times as you wish to update records or correct errors, but SVTS will only process your claims once a day (overnight). Each upload to SVTS overwrites the previous upload.

Collection year and reporting period

The **collection year** is the calendar year in which you deliver training.

The **reporting period** is the period in which you must submit data for the collection year.

You must report all training activity you deliver in the collection year before the end of the reporting period.

The reporting period continues a short time after the end of the collection year to allow you to finalise your data and ensure it's accurate.

We publish reporting period deadlines on SVTS and in the Victorian VET Student Statistical Collection Guidelines.

Once the reporting period ends, you won't be able to make new records for training activity with end dates in that collection year. Any claims related to that training activity become inactive.

This means that:

- You can't create new records for inactive training activity.
- SVTS locks existing claim payments for that training activity.
- To change that data (such as student competency outcomes), you need to make these changes directly via the transcript function available in the NCVER AVS software.

What to report

You must report your data in a prescribed NAT file format. NAT files are text files (.txt format) that contain your training activity and client data.

You must upload your data in 10 NAT files. We set out what each NAT file must include in the Victorian VET student statistical collection guidelines.

These guidelines comply with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and have additional requirements specific to Victoria.

Uploading data to SVTS

A student management system (SMS) is a software application for collecting and managing student data. You can choose to use your own SMS or purchase SMS services from a software vendor.

Your SMS must comply with both AVETMISS and the additional requirements set out in the Victorian VET student statistical collection guidelines.

If you change SMS vendors, ensure the timing doesn't impact your major deadlines, such as the end of year reporting. Raise an SVTS enquiry to let us know if you change systems and if you need any support.

How to upload data

To upload your 10 NAT files:

1. Click on the data transfer section on the left-hand side of the SVTS homepage.
2. Click on upload files.
3. Select the files you need from your SMS.
4. Tick the acknowledgements.

The data confirmation screen will show the status of your upload.

Tips for good reporting

1. Ensure that all data is accurate and correct.
2. Regularly upload to SVTS to give yourself time to deal with any issues.
3. Avoid uploading just on the last day of the month.
4. Review any errors or warnings after you upload.
5. Regularly address validation errors to avoid their build-up.
6. To help you correct data errors, use SVTS functions and reports.

Data validation

SVTS validates your NAT files in stages. This ensures that your data meets reporting standards and that you're eligible to claim for the training activity.

Each stage validates different data characteristics. See more information about validation stages in the table on the next page. You can refresh the data upload page to check the progress.

When your data passes the first three stages of validations, SVTS will show the upload status as 'complete'.

If your data has no errors and you're eligible to claim government subsidies, it automatically passes to the final stage of claims processing validations.

You can view a high-level validation summary of your last upload in 'validation results' on the right-hand side of the SVTS screen.

This can help you identify any issues with your data quickly and early.

Validation stage	SVTS Checks	Validation status and steps
Form validation	that your data is complete and in the correct format. For example, the post code has 4 numeric characters.	If your data format is correct, it automatically proceeds to the next stage. You won't get a specific status message. Status: failed. This means you have at least one form error. Click on the 'outcome' link to access reports detailing the errors. You must fix the data in your SMS and re-upload all your NAT files to SVTS.
Rejected validation	that data elements (such as start and end dates) align and that the relationships between NAT files are correct. For example, the: • training organisation identifier (TOID) in the training activity and training delivery location files must be the same • reported postcode must match what Australia Post specifies for that location • activity end date must be after the start date.	If your data logic is correct, it automatically proceeds to the next stage. You won't get a specific status message. Status: rejected. This means you have one or more validation error. Click on the 'outcome' link to access reports detailing the errors. You must fix the data in your SMS and re-upload all your NAT files to SVTS.
Content validation	that training activity details are correct. For example, that you are using the same Associated Program ID for all relevant enrolments.	All data that is correct will automatically proceed to the next stage and become claims. You will not get a specific status message. Any data that fails this validation stage will get content messages (either errors or warnings). **Errors** Errors mean that some of your data is incorrect. SVTS will exclude the affected errors from further validation. Those records will either: • be excluded from the claim process (if the data is reported for the first time)

Validation stage	SVTS Checks	Validation status and steps
		• result in reject 17 (if you had previously submitted a claim with correct data but then changed it to something that is incorrect). You need to fix any data issues in your SMS and re-upload NAT files. **Warnings** Warnings mean that some of your data is unusual and may need to be fixed. SVTS will still progress this data to the next stage. But you should review the warnings and correct the data if necessary.
Business rules validation	that you can get paid for the training activity you submitted. For example, that you are not exceeding your allocation.	SVTS will process your data as a claim for payment if it successfully meets the business rules. You'll get a specific reject code if a claim fails business rule validation. This means you're not eligible to make a claim for the training activity. A reject code will either prevent further payments or reverse existing payments until you fix the data. Only one reject code is triggered for a claim at any one time. In cases of multiple rejections, you'll only see the highest priority reject code. This means you may get another reject code when you re-upload. You need to fix that and repeat the process until the data is not rejected. You need to fix data in your SMS and re-upload your NAT files. You won't be able to fix rejects if you're not eligible to claim for that training activity.

Fixing data issues

As your data progresses through the validation stages, you need to fix any issues to ensure you are reporting correct training activity data and meeting your reporting requirements.

To check the status of your uploads:

1. Click on the validation history section located on the left of the SVTS homepage, under the data transfer section.

   The summary shows which of your data uploads are validated (status = completed) and which ones had issues (status = failed or rejected).

2. For the relevant upload, click on the ‘outcome’ link in the action column to view error details (such as which NAT files contain the error and how many errors).
3. View the error/warning reports by validation type or by student. For more information, see the validation rules report.
4. You can export the data to Excel or another format to help you analyse it.

You need to fix any issues in your SMS and re-upload your data into SVTS. Don’t correct errors directly in the NAT files.

You may occasionally get a processing error status. SVTS will show this in the validation history section. It is not linked to a validation stage, it could be a system error, so re-upload your data.

SVTS first ensures your data meets reporting requirements. SVTS then applies business rules validation, which checks if you are eligible to claim for training. Your data only becomes a claim after it successfully meets business rules.

If any of your data fails business rules validation, you will get a reject code. To see details of rejects you can look them up using the current claim status report:

1. Click on the Claims section located on the left of the SVTS homepage.
2. Select the current claim status report.
3. Enter the relevant search criteria (see more detailed instructions in the current claim status report guide).
4. To focus your search, in the Payment status field, select options including reject (active), reject (active and inactive) or specific reject codes.
5. In the ‘new rejects’ field, select ‘all rejects’ or ‘new rejects from last claims processing’.
6. Export the data to Excel or another format to help you analyse it.

As with errors and warnings, you need to address any rejects in your SMS before you can successfully re-upload your data into SVTS. Don’t correct errors directly in the NAT files.

For more information about reject codes, see the reject rules report.

You can only view the highest priority reject at any one time. In cases of multiple rejects, you must fix them one at a time and re-upload after each fix.

You can find the reject code priority order in the reject rules report.

End of year reporting

At the end of the collection year, make sure that:

- You have claimed for all training you delivered in that year.
- Your continuing Skills First training is eligible for payment in the next year.

Every subject in your final upload must have a valid, final outcome.

We apply **Reject 27** before the December invoice if you didn't report a correct outcome code within 90 days from the subject's activity end date. Reversed payments will impact your December payment.

We apply **Reject 99** after the December invoice for any Skills First enrolments with an activity end date in the current collection year (whether in the past or future) and no final outcome.

We publish the guide to end of year data reporting in the documents section of SVTS to assist you with fixing common errors and rejects before the end of the collection year.

Data quality reports

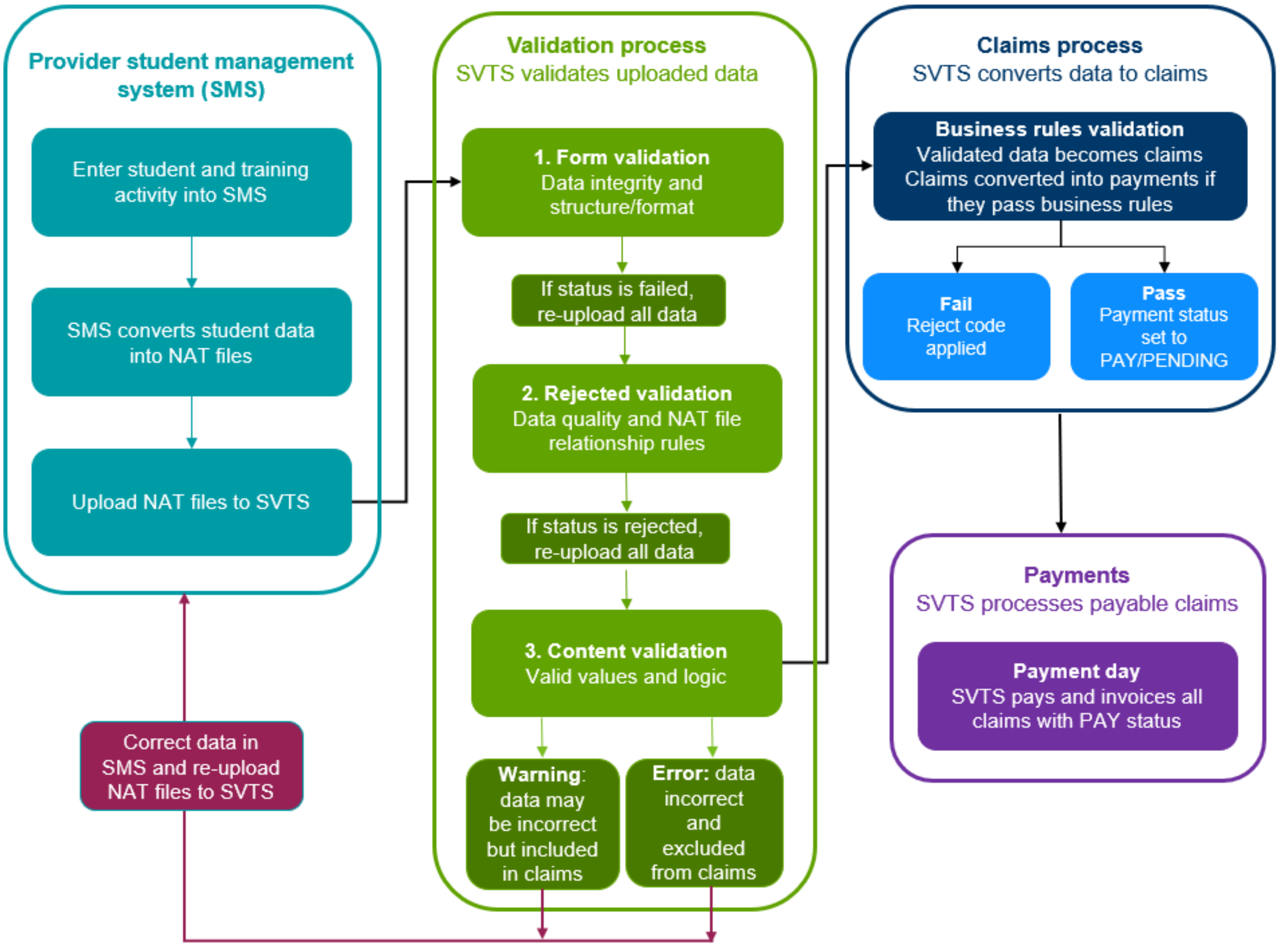
You can run reports in SVTS to review the data you uploaded and to check its quality and status. They will help you manage your data collection processes.

You can find the following in the reports section of SVTS:

- **Missing client demographic data report:** use it to check for missing student information like gender, postcode or study reasons.
- **Missing outcomes report:** use it to see information about the delayed reporting of valid outcomes based on activity end dates and to check that you are reporting your training outcomes in a timely manner.
- **Valid enrolment ID/program enrolment ID report:** use it to check the last time the enrolment record was reported without any validation errors and registered by SVTS as valid. This report will help you resolve validation rules 120105 and 120018.

Claims and payments

This diagram shows how your Skills First data becomes claims for payment. See appendix 1 for a detailed explanation of this process.



Claims for payment

By submitting a claim, you confirm that training activity has commenced (or will commence as described) and that you are entitled to claim for a Skills First subsidy payment.

Claims become payments once your data passes business rules validation in SVTS. This check is to confirm you are eligible to claim for Skills First subsidy payment.

Claims don't automatically become payments. For example, if you claim for training activity that exceeds your allocation under the contract, you will get reject 29, which can't be fixed.

Claim processing

We calculate how much we pay you per month and for how many months by using data from your NAT files. These include information from fields such as activity start and end dates, concession entitlement, applicable loadings and scheduled hours.

If you successfully upload your data (status = complete), SVTS will process your claim overnight. On days when you don't upload any data, SVTS will not recalculate your claims.

How SVTS calculates payments

We pay a subsidy for each scheduled hour you report. Scheduled hours are the hours of supervised training and assessment that you plan for a single subject.

We calculate payments for each subject you report by multiplying your reported scheduled hours by the relevant subsidy rate (including any loadings and contributions).

- Loadings refer to additional subsidy you get for the delivery of certain training activity (for example, regional delivery) and to certain student groups (such as disengaged youth).
- Contributions are payments we pay toward fee concessions or fee waivers if applicable.

Use the [funded programs report] available in SVTS for details of subsidies and maximum payable hours.

scheduled hours

- limited to the maximum payable hours

are multiplied by an hourly rate for:

- subsidies (may include loadings)
- contributions towards fee concessions or fee waivers if applicable

= total payments

If a student is eligible for more than one loading, SVTS applies relevant loadings cumulatively. SVTS applies loadings in a priority order (Indigenous, disengaged youth, VCE and VPC, regional). Refer to your contract for details about applicable loadings.

If you charge concession fees (for example, if a student holds a valid concession card) or you're required to waive fees for certain student cohorts, we pay you a contribution towards the revenue you lose. Our maximum concession contributions and fee waiver contributions are published in the funded programs report. In some cases, you might not be paid for the full revenue you lose.

Spreading payments over time

Based on what you report as training activity start and end dates, SVTS will automatically spread payments across the months in which you deliver a subject and divide the hours payable as evenly as possible. We pay any remaining hours in the final month of training activity.

If the number of months is larger than the number of scheduled hours, we will pay you a minimum of one hour per month until we finish paying all scheduled hours. For any remaining months, we apply reject 11. This indicates that the claim amount is zero as we have already paid the number of scheduled hours you have claimed.

You can use the forecast payment report (see the forecast payment report guide) and the forecast cashflow report to help with your budgeting and cash flow management.

SVTS recalculates the monthly payment after each upload. If the activity start and end dates and scheduled hours don't change, the monthly payment remains the same.

If your data upload has different details to previous uploads

If you upload data that has different subject enrolment details to your previous upload (for example, different concession entitlements or activity end dates), SVTS may change the payment it had previously calculated.

SVTS automatically recalculates the entire claim amount to check for any differences between how much it should pay you and how much it has paid you. SVTS processes any differences as a balancing claim (either positive or negative) in the next payment cycle.

At times, you may need to change activity end dates on your claims. If you extend the end date, SVTS will recalculate how much you are meant to receive per month and spread it evenly across the new period. You may receive less per month or negative payments per month, but the total payment amount will not change.

When we pay you

We pay you monthly and in arrears. For example, a student starts a new subject in February 2026, and you submit a claim for payment for this subject in that same month. Your claim for the February 2026 training activity would be paid in March 2026. You have 60 days to report a new subject enrolment from the subject start date. If you miss this deadline, you will get a reject 21 for that subject. For more information about rejects, see the reject rules report.

Payment status

Once SVTS validates your claim, you will be able to check its payment status in the current claim status report. For more information, refer to the current claim status report guide.

- **Paid** means the claim has been paid. To check your claims with a 'paid' status, you can use the payment history report under the Claims tab in SVTS. For more information, refer to the payment history report guide.
- **Pay** means the claim has been approved for payment in the upcoming payment cycle but has not yet been paid. You can view all claims with a pay status in the forecast payment report. For more information, refer to the forecast payment report guide.
- **Pending** means that the claim has been confirmed as valid and will be paid in future months as the training activity has not yet been delivered.
- **Reject** means the claim has been rejected for payment because, for example, you are not eligible to claim for a particular training activity as you have exhausted your commencement numbers. Some claims are rejected due to issues with your data. For more information about rejects, see the reject rules report.

Your data may generate a negative payment claim. For example, if you report reduced scheduled hours or if you report a student as 'withdrawn' with zero hours attended. If your data has a later end date, SVTS will recalculate the monthly payments, which may result in a negative payment as SVTS recovers the previously paid funds for this claim. The claim status is automatically set to 'pay'.

Every month, SVTS processes all claims with a claim payment status 'pay' to create invoices for each of your contracts and for each funding source code/program. The values on invoices are inclusive of GST. All other dollar values that appear throughout SVTS are exclusive of GST. Invoices contain records of payments, both positive and negative. You can see this information in the payment history report (for instructions, see the payment history report guide).

Claim status

Once your data is validated and accepted as claims, you can review their progress. You can see a high-level summary of the claims included in your last valid upload in 'my claims' on the right-hand side of the SVTS screen. This can help you identify any issues early.

To check the status of your claims:

1. Go to Claims > Claim confirmation. You can view your validated claims and identify any claims that you're not entitled to be paid for. For example, you may notice genuine mistakes in your data.

   You should select all claims that are not eligible for payment and unconfirm them so you don't get overpaid. For how to do this, refer to the excluding data from claims section on page 14.

2. Enter the search criteria to display details of the claim. For example, select 2024 as the contract year and Skills for Victoria as program group.
3. The search returns a list of students for whom you can claim under this contract at this time.
4. The claims marked ‘no’ have been confirmed. They will be paid in the next monthly cycle. These claims correspond with ‘pending’ claims in the current claim status report (refer to the current claims report guide and the checking claims section on page 14).
5. The claims marked ‘yes’ are those that you are yet to confirm. These claims correspond with ‘pay’ claims in the current claim status report (refer to the current claims report guide and the checking claims section on page 14).
6. Click on ‘view’ for any selected student to display further information about what is being confirmed in the claim confirmation details screen.

Rejected claims

If any of your training activity data doesn’t pass business rules validation in SVTS, your claim associated with this data will be rejected. This happens, for example, if:

- SVTS can’t match your training organisation identifier (TOID) with your contract allocation.
- You’re not eligible to claim something, like using a funding source code you’re not eligible to use.
- You exceed an allocation, in which case you will get reject 29.

Refer to the reject rules report to get more information about the meaning of each reject rule. Depending on the nature of the reject, SVTS can either reverse the payment in full or hold further payment.

Your data may trigger more than one reject, but you can only see one reject code for an individual subject enrolment at any one time. In cases of multiple rejects for a subject enrolment, you will only see the highest priority reject code.

Once you fix that reject and re-upload data, you might get another reject.

You will need to repeat the process until SVTS accepts your data as claims. You can find the reject code priority order in the reject rules report.

You might get a reject code for information only. For example, you get reject 7 to indicate that credit transfer is not funded. If you are not entitled to get paid for certain training activity, you may use rejects to identify which data to exclude from claims.

For more information, see the adjusting claim data section on page 13.

Manage your claims in SVTS

Checking claims

You can use these reports to view your claims in more detail. Go to the claims section of SVTS. You can export this data as a CSV file.

- **Client claims:** To check how much you claimed and received for a particular student, go to Claims > Client claims. Once you enter the relevant search criteria, you can view information including the total amount calculated for the program enrolment. You can export the results as a CSV file.
- **Enrolment status:** To check if your last upload has any content errors, go to Claims > Enrolment status. You can search by ‘claim’ and/or ‘valid data’ to quickly identify if any of your uploaded records didn’t become claims.
- **Current claim status:** To check the status of your claims that are processed by SVTS regardless of payment status, go to Claims > Current claim status. You can filter search results by fields such as claim status (active, inactive, all), new rejects and contract year. You can export the results as a CSV file. Find more information in the current claim status report guide.
- **Review claims:** To check the claims you made under a particular contract, go to Claims > Review claims. Enter the search criteria to view information including the clients claimed, hours paid and total amounts paid. You can export the results as a CSV file.
- **Claim transactions:** To check all the payment transactions associated with your claims, go to Claims > Claim transactions. You will be able to see how SVTS adjusted your payments over time based on the information you submitted. Refer to the claim transactions report guide for instructions.
- **Payment history:** To check if your claims have been paid, go to Claims > Payment history and enter the required details in the search fields. For more information and instructions, refer to the payment history report guide.

Adjusting claim data

You can adjust your data. Depending on the nature of those changes, your claims and payments may or may not change. For example, if you move end dates, SVTS may recalculate how much you are paid at the time the activity end date is changed.

Excluding data from claims

In certain circumstances, you may wish to exclude data from claims. For example, if you are waiting for a student’s concession evidence or if you’re unsure you’re entitled to be paid.

You can use the purchasing contract schedule identifier (PCSI) data element in the training activity (NAT000120) file to either:

1. Exclude a subject enrolment from claim processing (by reporting EXC) if you have yet to collect all relevant student information. SVTS will not create the claim.

   You need to remember the 60-day deadline for the reporting of new subject commencements. SVTS will reject your claim until you remove EXC from the PCSI data element.

2. Exclude a claim from invoicing (by reporting R38) if you are waiting to sight evidence of concession. SVTS will not process this claim to payment until you remove R38 from the PCSI data element.

To see all exclusions for your Skills First enrolments, click on Reports > Monitoring reports > RTO exclusions.

Unconfirming claims

You can unconfirm any positive claims that have the ‘pay’ status for which you don’t want to be paid.

1. Go to Claims > Claim confirmation.
2. Enter the search criteria and select ‘no’ for ‘retrieve unconfirmed claims’ – this will display all claims that have already been confirmed.
3. To unconfirm them, remove the tick in the confirmed column and click submit. This will change the payment status back to ‘pending’ and those claims will not be processed in the upcoming payment cycle. They will be confirmed automatically in the following processing cycle unless you unconfirm them again.

You can’t unconfirm negative claims with a ‘pay’ status.

Adjusting inactive claims

You can only adjust claims that have an activity end date within the last 7 years. You can also only view claim adjustments you made within the last 7 years.

If you’ve reported incorrect scheduled hours, you can submit a negative claim to adjust the payment balance. You can only adjust inactive claims. These relate to either:

- training delivery completed in previous years or
- subject enrolments not included in your final upload for the previous collection year.

To adjust inactive claims:

1. Go to Claims > Claim adjustments.
2. Enter the search criteria.
3. Click on view details. The search results will show the total hours paid, the total base payment and total contribution payment for the claim.
4. Click on adjust claim and choose either full adjustment (all hours, including any loadings, concessions and/or waivers) or partial adjustment (only the submitted hours and related loadings, concessions and/or waivers).
5. Update the fields by entering negative values for the relevant collection year. Values cannot be greater than total hours.
6. Enter explanatory notes, including if the adjustment is partial or full, hours adjusted, date submitted, the collection year and adjustment reasons.
7. Submit changes.

Your request will be processed in SVTS and if it passes validation, you will be asked to review the changes and click to confirm them.

You can follow the same process to correct any overpayments. For example, you may have been overpaid if you claimed scheduled hours but were unsure if the student had withdrawn.

If you’ve been overpaid for subject enrolments in the current collection year, you need to repay the hours by adjusting the scheduled hours in your SMS and re-uploading the data.

If you’ve claimed but not delivered a subject enrolment, you must use the enrolment outcome identifier - national code ‘40’ for withdrawn, with ‘0’ scheduled hours and ‘0’ hours attended.

You can see your historical adjustments in the Claims > Claim adjustment history. For instructions, refer to the claim adjustment history report guide.

Appendix 1

The diagram on page 9 shows the flow of data in SVTS from upload through to claims and payments. Here's a more detailed explanation of this process.

Your SMS converts your training activity data into NAT files. You upload those files to SVTS. SVTS then validates your NAT files in three stages against various rules.

Stage 1 form validation

SVTS checks if your data is complete and in the correct format. If the format is correct, it automatically proceeds to the next stage. You won't get a specific status message.

If the status of your data upload is 'failed', you have at least one form error. Click on the 'outcome' link to access reports detailing the errors.

Stage 2 rejected validation

SVTS checks that data elements (such as start and end dates) align and that the relationships between NAT files are correct. For example, if the:

- training organisation identifier (TOID) in the training activity and the training delivery location files match
- postcode you reported matches what Australia Post specifies for that location
- activity end date is after the start date.

If your data logic is correct, it automatically proceeds to the next stage. You won't get a specific status message.

If the status of your data upload is 'rejected', you have one or more validation errors. Click on the 'outcome' link to access reports detailing the errors.

You must fix the data in your SMS and re-upload all your NAT files to SVTS.

Stage 3 content validation

SVTS checks that training activity details are correct. For example, that you are using the same associated program ID for all relevant enrolments.

Correct data will automatically proceed to the next stage and become claims. You will not get a specific status message.

If your data fails at this stage, you will get content messages (either errors or warnings).

Errors

These apply if some of your data is incorrect. SVTS will exclude the affected data from further validation. SVTS will either:

- exclude the data from the claims process (if it's reported for the first time)
- apply reject 17 (if you'd previously made a claim but then changed it to something incorrect).

You need to fix any data issues in your SMS and re-upload your NAT files.

Warnings

This means that some of your data is unusual and may need to be fixed. SVTS will still move this data to the next stage. But you should review the warnings and correct the data if necessary.

Once SVTS validates your data, it becomes a claim for payment and moves to the business rules validation stage. SVTS checks that you can get paid for the training activity you submitted. For example, that you are not exceeding your allocation.

Rejects

You'll get a specific reject code if your claim fails business rule validation. This means you're not eligible to claim for the training activity you reported and your claim with have a 'fail' status. A reject code will either prevent further payments or reverse existing payments until you fix the data. Claims that pass business rules validation will have a 'pass' status and the payment status will be either 'pay' or 'pending'.

You need to fix any data issues in your SMS and re-upload your NAT files to SVTS. You won't be able to fix rejects that indicate you aren't eligible to claim for that training activity.

If your data meets the business rules SVTS will process it as a claim for payment. SVTS invoices all claims with a 'pay' status.