

# SAS Guide to Contract Errors

All Registered Training Organisations (RTOs) must collect and report all their delivery activity known as 'Total VET Activity' (TVA) relating to all students to the National Centre for Vocational Education Research (NCVER) either directly or through their State Training Authority. In Queensland, the State Training Authority is the Department of Trade, Employment and Training (DTET).

If your RTO is a Skills Assure Supplier (SAS) who receives funding from DTET to deliver training and assessment services, you must at a minimum upload the TVA relating to funded training to DTET via Partner Portal (formerly DETConnect).

Partner Portal is a secure website where your TVA can be electronically lodged as often as required. Once lodged, the TVA is assessed against the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) followed by validation against a series of Queensland Government VET systems to ensure claims are being made in accordance with policies and agreements. TVA that does not pass validation will appear within an error report for each calendar year of VET activity data submitted which is available for review within Partner Portal.

Where TVA has not passed validation, SAS are encouraged to work through their identified errors by referring to the Error Summary Report, which is available on the Partner Portal in both Excel and PDF format. When accessed the errors can be broken down by NAT file and error type. Should you require assistance with rectifying these errors the below table identifies the business unit you should contact for assistance.

<b>ERROR TYPE</b>	<b>BUSINESS UNIT</b>
CONTRACT	Contract Management Email: <a href="mailto:contractmanagement@desbt.qld.gov.au">contractmanagement@desbt.qld.gov.au</a>
AVETMISS	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>
STAC	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>
DELTA	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>
LUI	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>
VARS	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>
GENERAL	Data Management Email: <a href="mailto:stac@desbt.qld.gov.au">stac@desbt.qld.gov.au</a>



For all Contract errors, SAS should refer to the Supporting Details column of the Error Summary Report and this document before liaising with their Contract Manager. The supporting details provide an explanation of the error. Contract errors may impact on your monthly payment if not addressed. SAS are reminded that in the absence of an error there is no assurance by the Department that you will receive any specific value of funding, for the TVA submitted. Some examples of where an error will not occur is if you report an invalid Fund Source Code or the qualification code is missing.

Once you lodge your TVA through Partner Portal, you can access the Error Summary Report, which lists the different error types, broken down by NAT file.

Queensland Government | Department of Employment, Small Business and Training

Name: John Doe | Organisation: ACME Training Pty Ltd | Current Date: 09/09/2022

Contact us | Help | Administration | Organisation | John Doe

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## AVETMISS Training Activity

[Submit Return](#) [View Returns](#)

### View Returns

Use the table below to access error reports and NAT file data for current and previous submissions. The default view displays a summary of the current submission for each of the listed years. To view the previous four submissions for a particular year, click on the expand button +.

There are two different methods to view your data:

- Return Summary** - a page displaying all NAT files in a submission, with errors listed by NAT file and error type.
- Error Summary** - a page displaying the number of errors per NAT file by error type.

### View Return History

Expand Or Collapse	Year	Reference	Receipt	Received	Status	Return Summary	Error Summary	Errors CSV	Errors PDF	Acknowledgement
		420304	2022-439683	09-09-2022	Processing					
+	2021	420294	2022-439681	02-09-2022	Complete	<a href="#">Return Summary</a>	<a href="#">Error Summary</a>	<a href="#">Errors CSV</a>	<a href="#">Errors PDF</a>	<a href="#">Acknowledgement</a>
+	2022	419723	2022-438873	04-08-2022	Complete	<a href="#">Return Summary</a>	<a href="#">Error Summary</a>			
+	2020	400747	2021-420157	21-11-2021	Complete	<a href="#">Return Summary</a>	<a href="#">Error Summary</a>			
		398701	2021-417957	26-10-2021	Complete	<a href="#">Return Summary</a>	<a href="#">Error Summary</a>			

SAS can filter the errors by type or error number. The Supporting Details column of the Error Summary Report provides an overview of what has been submitted through TVA comparing it against TVA submitted by other RTOs or, information stored within the Department's VET systems.

To assist SAS with reviewing their errors, the Department has developed a guide that focusses on the current CONTRACT errors that may appear in an Error Summary Report.

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## **844 State funding is not approved for this student**

### **Explanation**

This error will occur for VET activity data submitted under the User Choice program and will occur where the Apprentice/Trainee's training contract has been identified as not eligible for funding. Training contracts are not funded due to a variety of reasons, including:

- The qualification is not funded under the User Choice program.
- The Apprentice/Trainee is undertaking a priority two or three level qualification and is an existing worker with an active registration number commencement date or recommencement date up to 31 December 2016. Prior to this date, existing workers undertaking a priority two or three level qualification were not eligible for User Choice funding.
- The Apprentice/Trainee has commenced a second training contract; however, the previous training contract is unresolved (i.e. still active or expired).
- The Apprentice/Trainee is currently registered in more than one apprenticeship or traineeship. In this scenario, the Apprentice/Trainee can only receive a government contribution for the first training contract registered, not the training contract with the earliest start date.
- The Apprentice/Trainee has previously completed an apprenticeship or traineeship and has now commenced a second. A second government contribution will only be approved where:
  - the second apprenticeship/traineeship is a higher priority than the first; or
  - the second apprenticeship/traineeship is a priority level 1 qualification.
- The Apprentice/Trainee has exhausted their two government contributions.

Note: Any funded training contracts completed prior to 1 July 2010 and any User Choice funded qualifications undertaken as part of the Skilling Queenslanders for Work (SQW) – Work Skills Traineeships program (Certificate 1 level) are not included in the count. Traineeships completed whilst at school (SATs) are treated like any other traineeships and therefore count towards the maximum of two government contributions.

### **How do I fix it?**

If you have reason to believe that the Apprentice/Trainee's training contract should be funded, contact your Contract Manager via email at [contractmanagement@desbt.qld.gov.au](mailto:contractmanagement@desbt.qld.gov.au) for further assistance.

## **846 Invalid Apprentice/Trainee Registration number supplied**

### **Explanation**

This error will occur for VET activity data submitted under the User Choice program and will occur when a SAS has either:

- not reported an Apprentice/Trainee registration number; or
- reported an Apprentice/Trainee registration number that is incorrect/not valid.

### **How do I fix it?**

VET activity data should be rectified to report the correct Apprentice/Trainee registration number for the student.

*Refer to Training Downloads in the Partner Portal to obtain a list of approved apprentices and trainees that have your organisation nominated as their Supervising Registered Training Organisation (SRTO).*

## **849 Surname/First Name Supplied does not match Training Contract Surname/First Name**

### **Explanation**

This error will occur for VET activity data submitted under the User Choice program. It will occur where the Apprentice/Trainee's surname and/or first name reported does not match the surname and/or first name recorded against the Apprentice/Trainee's registration number.

### **How do I fix it?**

If reported incorrectly, VET activity data should be amended so that the surname and/or first name reported matches the surname and/or first name recorded against the Apprentice/Trainee's registration number. As the system is character sensitive, care should be taken with entering spaces and hyphens.

If the name recorded against the Apprentice/Trainee's training contract is incorrect, an [ATF-017 Minor Amendment form](#) will need to be completed. Alternatively, the Apprentice/Trainee can log into the myApprenticeship self-service website to change their details online.

*Refer to the Training Downloads in Partner Portal to obtain a list of approved apprentices and trainees in Queensland that have your organisation nominated as the SRTO to identify the surname and/or first name recorded against the student's training contract.*

## **854 Invalid Contract/Training Schedule Number Supplied**

### **Explanation**

This error will occur for VET activity data submitted under all funded programs. The error will occur where a SAS has:

- not reported an agreement number; and/or
- not reported the relevant schedule number (this will only apply to contract numbers that have a prefix of BA, CP, or LN only).

### **How do I fix it?**

VET activity data should be rectified to report the correct agreement number in line with the student's period of training. This agreement number is detailed on the Delivery Schedule of your agreement.

*Refer to the Training Downloads in the [Partner Portal](#) or Variations Online (VOL) to view your Delivery Schedule.*

## **869 Invalid Contract, qualification or Apprenticeship/Trainee training contract registration number supplied**

### **Explanation**

This error will occur for VET activity data reported under the User Choice program and will occur when the VET activity data reported does not match the Apprenticeship/Trainee's training contract as recorded in the Department's VET system.

This could include:

- the enrolment start and/or end dates being reported outside of the Apprenticeship/Trainee's training contract start and/or end dates; or
- the qualification reported does not match the qualification recorded against the Apprenticeship/Trainee's training contract at the time that the training occurred.

### **How do I fix it?**

Check to ensure that you are reporting the Apprenticeship/Trainee under the correct agreement number. The agreement number is detailed on the Delivery Schedule.

*Refer to Training Downloads in the [Partner Portal](#) or Variations Online (VOL) to view your Delivery Schedule.*

If you are reporting the correct agreement number, check the Apprentice/Trainee's registration number to ensure it matches what you are reporting. Note that there may be some instances where a student has more than one registration number.

Finally, if the agreement number and registration number is being reported correctly, check the qualification code that you are reporting.

**For example:** - A student has recently transitioned from SIH30111 to SHB30416 effective 01/01/2019. This change has already been processed against the Apprentice/Trainee's training contract. The student undertook unit BSBSUS201 from 02/01/2019 – 15/02/2019. When reporting this unit to the Department, you must ensure you report it under SHB30416 and not the old qualification SIH30111. Note that you can only report VET activity data for SHB30416 for units commenced after 02/01/2019.

If amendments need to be made to the qualification code against the students training contract, including the effective date of change, please contact Apprenticeships Info on 1800 210 210 or the relevant Australian Apprenticeship Support Network (AASN).

## **875 State funding not approved – Previously held qualification**

### Explanation

This error will occur when a SAS claims for a student under: -

- Certificate 3 Guarantee - if the student already holds a Certificate III or higher-level qualification.
- Higher Level Skills – if the student already holds a Certificate IV or higher-level qualification.

Having previously completed a qualification in most instances deems the student ineligible for funding. Please refer to the policy documents for any exceptions such as qualifications completed whilst at school.

### How do I fix it?

As the student is ineligible for further Government funding, the SAS should remove the fund source code and the agreement number and report the training and assessment as fee-for-service.

If you believe the student is eligible for an exception to the eligibility criteria of the funding program, send an email along with supporting documentation to your Contract Manager at [contractmanagement@desbt.qld.gov.au](mailto:contractmanagement@desbt.qld.gov.au).

## **876 AISS search not conducted**

### Explanation

AISS is the Apprenticeships / All Students Info – Self Service. This error occurs for VET activity data submitted under the Queensland VET Investment programs where a SAS has either: -

- not conducted a search for the student in AISS; or
- conducted a search in AISS with the incorrect student details.

## How do I fix it?

It is compulsory for SAS to use AISS to aid with determining funding eligibility, in particular whether a prospective student has previously attained or is currently enrolled in a Certificate III or higher-level qualification.

Where you believe you have conducted an AISS search, you should check that:

- the first name, surname and date of birth used in the search reflects exactly the student details you are reporting in your VET activity data;
- the AISS search has been conducted within 30 days prior to enrolment; and
- you have waited 24 hours from when the AISS search was conducted before submitting your VET activity data.

### **Helpful hints:**

When conducting an AISS search for a student who has two first names, for example Emma Jean, you should only use Emma in the first name field and not Emma Jean.

### **Example:**

<b>Student Details</b>	<b>AISS Search</b>
First Name: Emma Jean	First Name: Emma
Surname: Jackson	Surname: Jackson
DOB: 05/05/1995	DOB: 05/05/1995

Where a student only has one name and their one name is separated by a space, you should conduct the AISS search by entering the following: -

### **Example:**

<b>Student Details</b>	<b>AISS Search</b>
One Name: Lucy Lou	First Name: Lucy
	Surname: Lucy Lou
DOB: 01/01/1999	DOB: 01/01/1999



Note: - Should the students details change in your VET activity data such as a name change, SAS will need to conduct a new AISS search and wait until the following business day to resubmit VET activity data to clear the error.

## **1279 State Funding source is incompatible with Subject Only Delivery**

### Explanation

This error will occur for VET activity data submitted under all programs where a SAS has not reported a valid program identifier for the units of competency/module being delivered.

### How do I fix it?

Check your data to ensure that you are reporting a valid program identifier in position 43 of the NAT120 file for the units of competency/module delivered.

## **31501 RTO is not contracted for this Module/Competency under this Course/Training Package**

### Explanation

The training package does not support delivery of the unit of competency/module under the qualification/course being delivered or the unit of competency/module has not been linked to the qualification/course within the Department's VET system.

### How do I fix it?

For units of competency/modules that meet training package rules, the Department will update the VET system automatically on a fortnightly basis.

Alternatively, you can complete the [Additions to VARS Request form](#) and email it to [VARS.Additions@desbt.qld.gov.au](mailto:VARS.Additions@desbt.qld.gov.au).

## **32002 The module/competency start and/or end date is not within the Agreement/TS start and end dates**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs when the unit of competency/module Activity start and/or end date are outside the approved delivery dates under your Skills Assure Supplier Agreement. The approved delivery dates can be located on your Delivery Schedule.

## How do I fix it?

Training delivered outside of the approved dates on your Delivery Schedule will not be funded. SAS are reminded to check the Delivery Schedule before providing training and assessment services.

For requests to add or remove qualification(s) on a Delivery Schedule, including any superseding qualifications, a SAS must apply through Variations Online (VOL) accessed at the following link:

<https://rtovariations.DTET.qld.gov.au/VPSONline/framework/security/auth/login.aspx>.

SAS should note that qualifications are not automatically added to or removed from a Delivery Schedule and all additions or removals must be actioned by SAS via VOL. A SAS can only commence training in a new or superseding qualification as at the date approved by the Department and variations will not be backdated.

## **32003 Module/Competency End date must be before or equal to today**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs when an *Outcome identifier Activity end date* is reported with a future date for *Outcome identifiers* 20, 30, 40, 51, 60 and 65.

## How do I fix it?

The *Outcome identifier Activity end date* cannot be in the future unless the *Outcome identifier* is an enrolment. The *Outcome identifier Activity end date* reported must reflect the student's training and assessment records. If the student is still in training, the *Outcome identifier* should be changed to a *Continuing enrolment (70)* or *Not yet started (85) Outcome identifier*, otherwise the date should be changed to align with the student's records.

## **32010 Delivery Mode identifier is missing**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs where a Delivery mode identifier has not been reported.

## How do I fix it?

VET activity data should be rectified to reflect the correct Delivery mode identifier as undertaken by the student. Refer to [AVETMISS Data Element Definitions 2.3](#).

## 32013 Invalid Delivery Mode/Predominant Delivery Mode/Outcome Identifier Combination

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs where the reported combination of Delivery mode identifier, *Predominant delivery mode* and Outcome identifier does not meet the rules of the AVETMIS Standard.

### How do I fix it?

The Delivery mode identifier is a three-character field comprised of the letters Y and N that identify the mode(s) of delivery for the unit of competency/module delivered. The field comprises the following structure:

- First position = internal delivery
- Second position = external delivery
- Third position = workplace based delivery

e.g. Internal delivery only = YNN, Combination of internal and external delivery = YYN, Combination of internal, external and workplace-based delivery = YYY

VALUE			DESCRIPTION – DELIVERY MODE IDENTIFIER
Internal	External	Workplace-based	
Y	N	N	Internal only
N	Y	N	External only
N	N	Y	Workplace-based only
Y	Y	N	Combination of internal and external
Y	N	Y	Combination of internal and workplace-based
N	Y	Y	Combination of external and workplace-based
Y	Y	Y	Combination of all modes
N	N	N	Not applicable (RPL or credit transfer)

Where SAS indicate in the *Delivery mode identifier* that there is more than one delivery mode, the mode which has the **largest** component of delivery should be reported as the *Predominant delivery mode*.

Where SAS indicate in *Delivery mode identifier* that the VET training activity has only **one** delivery mode, that mode should be applied as the *Predominant delivery mode*.

Where a unit of competency/module is reported as recognition of prior learning or credit transfer or an administration claim under User Choice, then all values including *Predominant delivery mode* must be set to N.

Predominant Delivery Modes	Description
I	Internal Delivery (e.g. Classroom based)
E	External Delivery (e.g. Online)
W	Workplace Based Delivery
N	Not Applicable (e.g. RPL & CT)

Note: - This error will also occur for RPL reported against lower-level qualifications under the Queensland Vet Investment agreement. RPL is not funded for this cohort.

## **33014 Multiple claim – this Module/Competency has been claimed previously**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs. It will occur where:

- the student has already successfully completed the same unit of competency/module regardless of whether it was claimed under a subsidised program; and/or
- a change is reported to an existing VET activity data record (i.e. amendment to training *Activity start and/or Activity end dates, Outcome identifier*, etc.) that has already been paid/reported under an agreement. When VET activity data is changed by a SAS, our system identifies the unit of competency/module as being claimed twice. This is known as a “false multiple”.

### How do I fix it?

No payment will be made for training and assessment services provided to a participant who has been previously assessed as competent for the same unit of competency/module. All SAS must recognise statement of attainments and/or USI transcripts and award credit transfers where applicable.

If you cannot report the unit as a credit transfer due to insufficient evidence, the unit of competency/module should be reported as fee-for-service, which will remove the error.

If the original record is in the current financial year a false multiple will rectify itself, however payment will not be reinstated until the following month. If the VET activity data falls outside of the current financial year, the error **will not** clear and will remain on your Validation Report.

If you believe the student is eligible for an exception to this funding rule, send an email along with supporting documentation to your Contract Manager at [contractmanagement@desbt.qld.gov.au](mailto:contractmanagement@desbt.qld.gov.au).

## **33020 Training Agreement status was not active for the end date supplied for the module/competency**

### Explanation

This error will occur for VET activity data submitted under the User Choice program and occurs where the *Activity end date* reported for the unit of competency/module is outside of the Apprentice/Trainee’s training contract commencement/completion/termination/expiration dates.

## How do I fix it?

Accurate VET activity data must be reported based on training records. Claims reported outside of the Apprentice/Trainee's training contract dates are not funded. If the dates reflected on the training contract do not reflect the training record book, SAS will need to contact the relevant AASN provider.

### **33021 Withdrawn (40) outcome not supported - No record of Apprentice/Trainee training contract cancellation, withdrawal or change of SRTO**

#### Explanation

This error will occur for VET activity data submitted under the User Choice program where a *Withdrawn/discontinued (40) Outcome identifier* has been reported and the Apprentice/Trainee's training contract:

- has not been cancelled or withdrawn; or
- has not been transferred to another SRTO.

## How do I fix it?

VET activity data reported as a *Withdrawn/discontinued (40) Outcome identifier* does not attract payment unless the Apprentice/Trainee's training contract status falls under one of the categories listed above.

If cancellation/withdrawal of a training contract is in progress, the error will remain until the process is completed and the cancellation or withdrawal status is recorded against the Apprentice/Trainee's training contract.

### **33023 Training Activity start and/or end date(s) are not within your organisation's registration or approved transition dates for the course/qualification**

#### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs, where the SAS is not registered with the Australian Skills Quality Authority (ASQA) to deliver the unit of competency/module or qualification based on the *Activity start and/or end dates* reported.

## How do I fix it?

The SAS will need to review their registration status for the unit of competency/module or qualification and determine whether they are delivering the training in accordance with their scope of registration as recorded on [training.gov.au](http://training.gov.au).

If the VET activity data being reported is for an enrolment and the estimated Activity end date is after registration expires, the SAS should consider whether training should commence/continue so not to disadvantage the student.

If the unit of competency/module or qualification has been superseded, consideration should be given to transitioning the student to the new unit of competency/module or qualification.

## **34002 Withdrawn with no “Hours Attended” reported**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs. When a *Withdrawn/discontinued (40) Outcome identifier* is submitted the SAS is also required to report the *Hours attended* by the student before withdrawing or discontinuing from training.

## How do I fix it?

*Hours attended* is a value that identifies the hours attended by a student who withdraws from a unit of competency/module without completing all training in that unit of competency/module.

*Withdrawn/discontinued (40) Outcome identifiers* do not attract payment unless the student has engaged in learning activity for the unit of competency/module. Learning activity is captured in the VET activity data by reporting the *Hours attended*. The *Hours attended* reported must align with the student’s training records and meet the requirements of the relevant [User Choice](#) or [VET Investment](#) Skills Assure Supplier Evidence Requirements.

## **34003 Your organisation is not recorded as the SRTO for this Apprentice/Trainee for the duration of the training activity**

### Explanation

This error will occur for VET activity data submitted under the User Choice program where the SAS is not the nominated SRTO recorded against the Apprentice/Trainee’s training contract for the *Activity start and/or end dates* reported.

## How do I fix it?

SAS will need to review their student training records to determine if the *Activity start and/or end dates* are being reported correctly.

Common causes of this error are when the SAS has: -

- reported an alternate registration number for the Apprentice/Trainee where the SAS is not recorded as the SRTO for the training *Activity start and/or end dates*.
- reported the correct registration number for the Apprentice/Trainee but the change of SRTO form has either not been submitted or submitted and not yet processed.

*Refer to the Training Downloads in the [Partner Portal](#) to obtain a list of approved Apprentice/Trainee's in Queensland that have your organisation nominated as the SRTO noting the effective date, to ensure you report the correct registration number.*

If you commenced training before you became the nominated SRTO then the error will remain, and no payment will be made.

Please contact Apprenticeships Info on 1800 210 210 or the relevant AASN if you have any issues or concerns with the SRTO dates.

## **34004 Student's commencement date is after the Final Date for New Enrolments of the qualification**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs where the student's minimum *Activity start date* is after the final date for enrolment as stipulated on the User Choice Price or Priority Skills Lists.

## How do I fix it?

SAS will need to review their student training records to determine if the *Activity start date* reported is correct. Where the minimum Activity start date is after the final date for enrolment listed on the User Choice or Priority Skills List, the student will not be eligible for funding.

## **34007 The qualification is not eligible for fee free training**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs when the qualification reported is not eligible for fee free training.

For example, a GS1-GS8 or VSS fund source code has been reported against a qualification that is not flagged on the User Choice or Priority Skills List as an eligible qualification under this program.

### How do I fix it?

Ensure the correct fund source code is being reported. Fund source codes are in the relevant [program Policy](#).

## **34008 The student is ineligible for fee free training**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs where the fund source codes GS1, GS2, GS3 GS4, GS5, GS6, GS7 or GS8 have been reported against a student who has been identified as ineligible for fee free training.

### How do I fix it?

To be eligible for fee free training the student must meet the eligibility requirements of [Free tafe for Year 12 graduates](#) or [Free apprenticeships for under 21s/under 25s](#).

If the student does not meet the eligibility requirements, you should amend the Fund Source Code in accordance with the relevant [program Policy](#).

## **34009 Invalid Tuition Fees Supplied**

### Explanation

This error will occur for VET activity data submitted under the Queensland VET Investment program where the tuition fees reported are blank or less than \$1.

### How do I fix it?

The SAS must report for each student, the fees collected per unit of competency/module - with fees reported in whole dollar values for each unit.

You must not report that you have collected fees unless you can provide evidence that the co-contribution fees have been charged and collected.



## 34010 Invalid Fee Exemption/Concession Type Identifier supplied

### Explanation

This error will occur for VET activity data submitted under the Queensland VET Investment programs where the Fee Exemption/Concession Type Identifier is not reported as “N” (non-concessional) or “C” (concessional).

### How do I fix it?

VET activity data should be rectified to show the correct Fee Exemption/Concession Type Identifier applicable to the student. This field must have either N or C and cannot be left blank.

Regardless of which cohort you are delivering to, the Exemption/Concession Type Identifier must reflect the actual circumstances of the student and evidence to support this must be retained within the student’s records.

## 34011 Training delivered during contract suspension

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs. When a SAS is issued with a Directive to Cease Enrolments this validation will activate when you report VET activity data: -

- where the student’s minimum *Activity start date* falls within the suspension period (Queensland VET Investment programs only); or
- where the student’s commencement date of their Training Contract falls within the suspension period (User Choice only)

### How do I fix it?

Whilst a Directive to Cease Enrolments is in place; no training will be paid for new students who commenced after the Directive comes into effect. Only students that commenced training in a unit of competency or entered a training contract **prior** to the Directive taking effect are eligible to be claimed under the SAS agreement.

To remove the error, you will need to report these students under a fee-for-service arrangement.

## **34012 Training delivered whilst Apprentice/Trainee's training contract was suspended**

### **Explanation**

This error will occur for VET activity data submitted under the User Choice program when training has been delivered during the suspension period of the Apprentice/Trainee's training contract.

### **How do I fix it?**

Whilst suspended no training can be undertaken by the apprentice or trainee. No payment will be made for training undertaken whilst in a "suspended" status.

To rectify this error, you will need to review your training records and determine if the Activity start/end dates for the unit of competency/module have been reported accurately.

If the dates have been reported accurately, you will need to contact Apprenticeships Info on 1800 210 210 or the AASN to determine if the suspension dates of the training contract are correct.

## **34014 Student/Qualification/Competency not eligible for payment**

### Explanation

This error will occur for VET activity data submitted under both the User Choice and Queensland VET Investment programs where the SAS has submitted a claim that has been deemed an overpayment, through either a formal audit process or general compliance monitoring processes.

### How do I fix it?

This error will not clear unless you amend the VET activity data to fee-for-service.

## **34016 Invalid Skilling Queenslanders for Work Purchase Schedule Number**

### Explanation

This error will occur for VET activity data submitted under the Queensland VET Investment programs where a SAS has carried out training under a Skilling Queenslanders for Work (SQW) program and reported the fund source code as SQI or SQT.

### How do I fix it?

When the training delivered under the SQW program is leveraged from the SAS agreement, a purchase schedule number (purchasing contract schedule identifier) must also be reported. The Community Based Organisation (CBO) who holds the SQW agreement with the Department will provide the SAS with the correct fund source code and purchase schedule number to be reported against their Queensland VET Investment agreement.

Once you have confirmed that the purchase schedule number has been reported and is correct if the error remains you will need to contact the CBO. The error may indicate that your organisation has not been recorded as a supplier under the CBO's agreement with the Department.

## **34017 Warning – Tuition Fees Supplied for Credit Transfer Outcome**

### Explanation

This warning will occur for VET activity data submitted under the Queensland VET Investment program where tuition fees have been reported as collected against a unit of competency with a *Credit transfer/national recognition (60) Outcome identifier*.

## How do I fix it?

Tuition fees should not be charged or collected for units of competency/modules with a *Credit transfer/national recognition (60) Outcome identifier*. SAS should review tuition fees charged to the students and issue a refund if necessary.

## **34018 Student's residential postcode is not in Queensland**

### Explanation

This error will occur for VET activity data submitted under the Queensland VET Investment programs where SAS have either: -

- not reported a residential postcode for the student when first reporting the student in your VET activity data submission; or
- reported a residential postcode for the student that is not in Queensland, deeming them ineligible for funded training.

## How do I fix it?

It is a requirement under the program to report the student's complete address and contact details.

If you have not entered the student's residential postcode, amend your VET activity data and resubmit. The error should not occur again. However, if you have reported the residential postcode incorrectly amending it will not rectify the error, but it will ensure accurate VET activity data. To rectify the error, you are required to email evidence to support Queensland residency in accordance with the [VET Investment Skills Assure Supplier Evidence Requirements](#) to [contractmanagement@desbt.qld.gov.au](mailto:contractmanagement@desbt.qld.gov.au)

If the student does not reside in Queensland, the student is ineligible for funding and should be reported as fee-for-service.

## **34019 Unique Student Identifier is invalid**

### Explanation

This error will occur for VET activity data submitted under both the Queensland VET Investment and User Choice programs and will occur where you have: -

- not reported a valid Unique Student Identifier (USI); or
- reported a USI that does not meet the USI algorithm as determined by the Department.

## How do I fix it?

All VET activity data reported must include a valid USI.

Note: - Suppliers with students who have been granted an exemption by the Student Identifiers Registrar, 'INDIV' must be reported in line with the AVETMISS Data Element Definitions. Suppliers must obtain a copy of the student's exemption letter prior to reporting this code.

## **34020 Invalid Job Trainer Fund Source Code**

### Explanation

This error will occur when VET activity data submitted under the Queensland VET Investment programs have been reported with a Job Trainer fund source code for a qualification you have not been approved to deliver under this program.

For example, a JTF1-JTF8, JTA or JTC fund source code has been reported against a qualification that is not recorded on the *Agreement Variation Annexure* issued to you by the Department.

## How do I fix it?

This error will not clear unless you amend the VET activity data to reflect the correct fund source code for the program.