



## RTO Online User Manual

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Education and Training Directorate  
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Information webpage: [http://www.det.act.gov.au/vhe/australian\\_apprenticeships](http://www.det.act.gov.au/vhe/australian_apprenticeships)

Interactive webpage: <http://www.det.act.gov.au/vetadmin>

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E-mail Address: [funding@act.gov.au](mailto:funding@act.gov.au)

*Everyone matters*

## Glossary of Terms

AAC	Australian Apprenticeships Centre
Australian Apprentice	Includes both Trainees and Apprentices
AVMS	ACT VET Management System
CASI	Competitive Allocations of Skills Initiatives
Directorate	Education and Training Directorate
DEEWR	Department of Education Employment and Workplace Relations
NOB	Notification of Business
RTO	Registered Training Organisation
Requirements	ACT Requirements for delivery of Australian Apprenticeships training 2011
STA	State (or Territory) Training Authority
TaTE	Training and Tertiary Education
TYIMS	Training and Youth Internet Management System
VET	Vocational Education and Training
VEERA	Vocational Education Enrolment and Reporting Application

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## Table of Contents

Glossary of Terms .....	2
1. Introduction .....	4
2. User Name and Password .....	5
3. Log In.....	5
4. Notification of Business .....	5
5. Training Plans Due For Submission .....	7
6. Previously Acknowledged NOBs.....	7
7. Training Contract Details .....	8
8. Nomination for Training.....	12
9. Log Off .....	12
10. Troubleshooting and Help .....	13
Attachment A: Nomination For Training	
1. Introduction .....	14
2. Access RTO Online (Nominating for Training).....	15
3. Nominations: Application for CASI Agreement.....	16
4. Nominations to Deliver Training (User Choice) .....	17
5. Troubleshooting and Help.....	18

## 1. Introduction

RTO Online, available at <http://www.det.act.gov.au/vetadmin>, is a web application that enables Registered Training Organisations (RTOs) to search and view their active Training Contracts provided by the Education and Training Directorate.

RTO Online provides the following functionality:

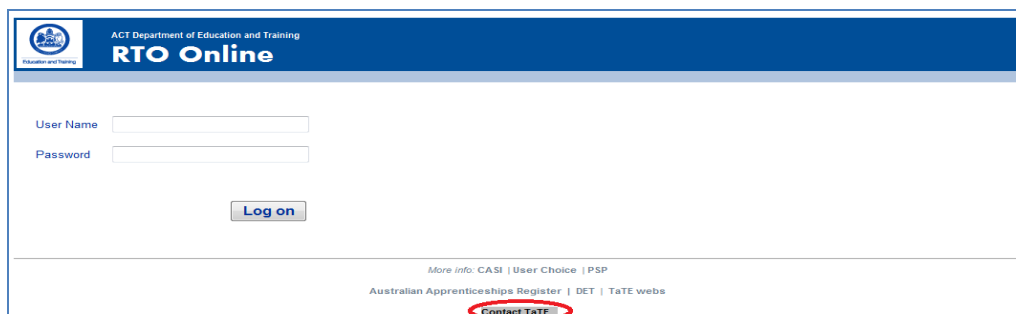
- Notifications of Business (NOB)
- Facility for RTOs to acknowledge NOBs
- Facility for RTOs to search and view Training Contracts:
  - A view of the current status of Australian Apprenticeship Training Contracts for which they are registered as the RTO
  - Details of all Training Contracts commenced, completed, or due to complete within a selected date range
  - Details of Training Contracts for an individual Australian Apprentice.
- Facility for RTOs to notify the Directorate of information regarding students who have withdrawn from training or left their employer
- Training Contract payment information
- Apply to be a member of the panel of Registered Training Organisations for the Competitive Allocations of Skills Initiatives (CASI) ([Attachment A](#))
- Nominate to deliver training for Australian Apprenticeships ([Attachment A](#))

As stated in the *ACT Requirements for delivery of Australian Apprenticeships training 2011*, the Directorate will notify the RTO through RTO Online of new business. The day after AAC lodgment of a Training Contract, details of the Training Contract will be posted to RTO Online. The date of posting will be recorded by the Directorate as the date of NOB.

- RTOs are required to, within **10 working days** of the NOB, advise the Directorate if this Training Contract cannot be accepted. RTOs must forward an email to [funding@act.gov.au](mailto:funding@act.gov.au) advising the reason they are not able to accept the business.
- RTOs are required to complete Training Plans within **8 weeks** of the date the Directorate posts the NOB on RTO Online.

## 2. User Name and Password

To obtain a user name and password, click on the RTO Online button on the website (<http://www.det.act.gov.au/vetadmin>) then click on the “Contact TaTE” email link at the bottom of this page. In the email, request a user name and password. A username and password will be forwarded to you via return email.



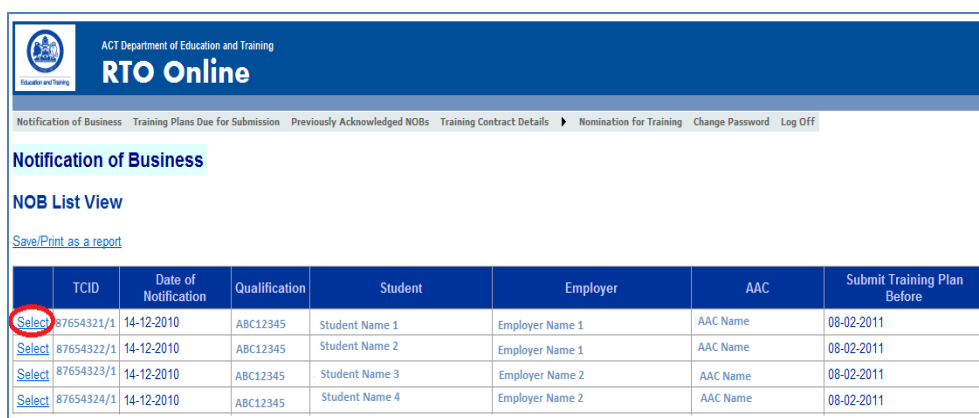
## 3. Log In

After your RTO has registered as an approved RTO Online user, you can login to RTO Online by assigned User name and Password. Your RTO will only be able to retrieve details of training contracts associated with your organisation.

## 4. Notification of Business

RTO Online notifies RTOs of new Apprenticeship/Traineeship Training Contracts for which they are the nominated RTO. Notification of a new Training Contract (NOB) is displayed and the RTO user clicks through the following sequence to acknowledge the NOB which is listed below:

- a. Web page displays key details of new NOB and the ‘Select’ button to view more detailed information for NOB.



	TCID	Date of Notification	Qualification	Student	Employer	AAC	Submit Training Plan Before
Select	87654321/1	14-12-2010	ABC12345	Student Name 1	Employer Name 1	AAC Name	08-02-2011
Select	87654322/1	14-12-2010	ABC12345	Student Name 2	Employer Name 1	AAC Name	08-02-2011
Select	87654323/1	14-12-2010	ABC12345	Student Name 3	Employer Name 2	AAC Name	08-02-2011
Select	87654324/1	14-12-2010	ABC12345	Student Name 4	Employer Name 2	AAC Name	08-02-2011

- b. RTO user clicks ‘Select’ button to display details of NOB.

- c. To confirm the RTO will deliver the proposed training, the RTO user clicks “I Acknowledge Receipt of NOB below” button

Notification of Business Training Plans Due for Submission Previously Acknowledged NOBs Training Contract Details > Nomination for Training Change Password Log Off

### Notification of Business

#### NOB Individual Contract View

[Save/Print as a report](#)

**I Acknowledge Receipt of NOB below** [Back to NOB List View](#)

#### NOB Details - 12345

Training Contract ID	87654321/1
Training Status	Pending Approval (New)
Contract Approval Date	-
Apprenticeship Type	Traineeship
Training Length	36 months
Funding Type	-
App/Trainee ASBA?	No
Existing Worker?	No

- d. Confirmation message will be displayed once the acknowledgment is complete

Notification of Business Training Plans Due for Submission Previously Acknowledged NOBs Training Contract Details > Nomination for Training Change Password Log Off

### Notification of Business

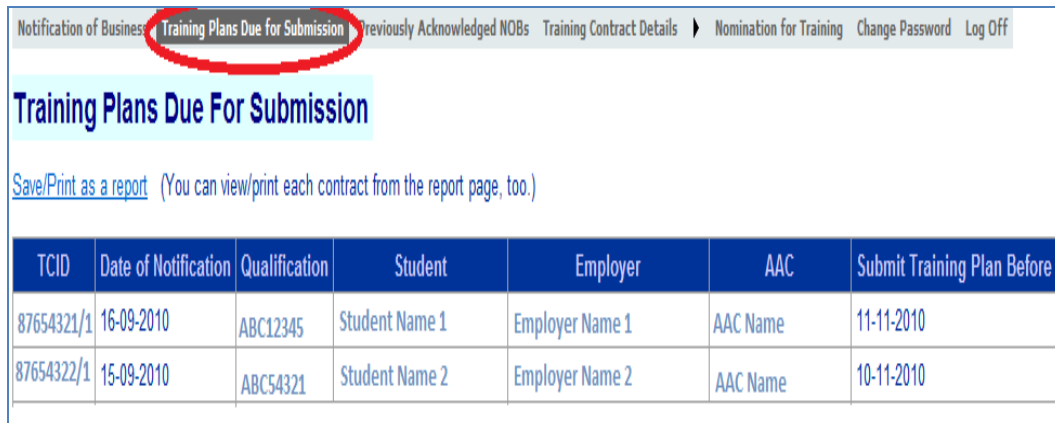
The contract has been successfully saved as 'Acknowledged'. You can view this contract if you choose 'Previously Acknowledged NOBs' from the menu.

- e. The Training Contract now has been successfully saved as ‘Acknowledged’ and the Directorate is notified that the Training Contract is accepted by your RTO.

## 5. Training Plans Due For Submission

Where your RTO has received a Notification of Business (NOB) via RTO Online, the system displays a list of Training Contracts for which the RTO must submit a Training Plan Report.

The list contains: Training Contract application ID (TCID), Date of Notification (NOB), Qualification, Student Name, Employer Name, AAC name, Training Plan Due Date.



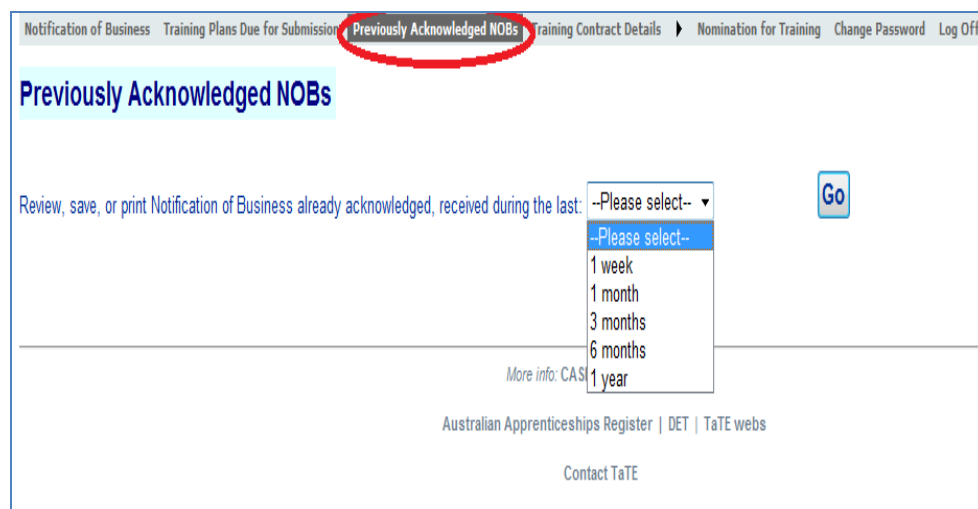
TCID	Date of Notification	Qualification	Student	Employer	AAC	Submit Training Plan Before
87654321/1	16-09-2010	ABC12345	Student Name 1	Employer Name 1	AAC Name	11-11-2010
87654322/1	15-09-2010	ABC54321	Student Name 2	Employer Name 2	AAC Name	10-11-2010

\*Please refer to 10.3

## 6. Previously Acknowledged NOBs

For Training Contracts previously acknowledged, the NOB alert is no longer visible on the initial page. The RTO user can view this contract if they choose 'Previously Acknowledged NOBs' from the menu.

The RTO user can select to view NOBs previously acknowledged within one week, one month, three months, six months and one year.



Review, save, or print Notification of Business already acknowledged, received during the last:

1 week  
1 month  
3 months  
6 months  
1 year

More info: CAS

Australian Apprenticeships Register | DET | TaTE webs

Contact TaTE

To print the details of NOBs received and acknowledged, export the data to XML, CSV, PDF, MHTML, Excel, TIFF or Word format as shown below.

The screenshot shows a web interface with a table of training contracts. At the top right, there is an 'Export' button and a 'Select a format' dropdown menu. The dropdown menu is open, showing the following options: XML file with report data, CSV (comma delimited), Acrobat (PDF) file, MHTML (web archive), Excel, TIFF file, and Word. Below the menu, a table is visible with the following data:

TCID	Date of Notification	Date Of Acknowledged Date	Qualification	Student	Employer	AAC
87654321/1	10/01/2011	14/01/2011	ABC1234	Student Name	Employer Name	AAC Name

## 7. Training Contract Details

When retrieving Training Contracts, the RTO user can search Training Contracts by:

- Status and Date Range
- Student Name
- File No

### 7.1 Find by Status and Date Range

When retrieving Training Contracts, the RTO user can search by Training Contract Status within date range:

- Approved: Date Training Contract was approved within the date range selected
- Commencing: Start Date of Training Contract within the date range selected
- Expected to Complete: Expected Completion Date of Training Contract within the date range selected
- Actually Completed: Actual End Date of Training Contract within the date range selected
- Active: Training Contract has been approved, but not yet completed at time of searching.

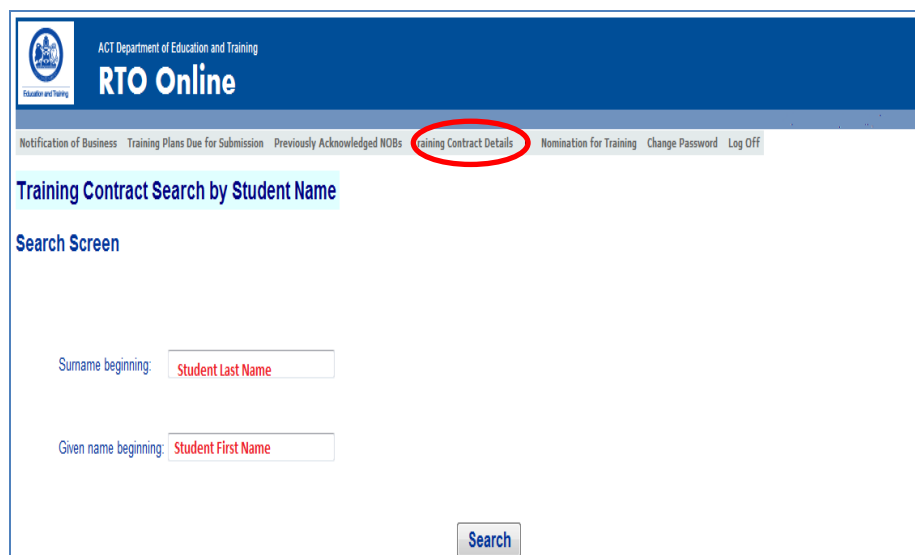
The screenshot shows the 'RTO Online' interface. The navigation menu includes 'Notification of Business', 'Training Plans Due for Submission', 'Previously Acknowledged NOB', 'Training Contract Details' (highlighted with a red circle), 'Nomination for Training', 'Change Password', and 'Log Off'. The main content area is titled 'Training Contract Search by Status and Date Range' and 'Search Screen'. It features a 'Training Contract Status' dropdown menu with options: 'Please select--', 'Approved', 'Commencing', 'Expected to Complete', 'Actually Completed', and 'Active'. Below this is a date range selector with two calendar views for February 2011. A 'Search' button is located at the bottom of the search area.

## 7.2 Find by Student Name

When retrieving Training Contracts, RTO user can search by Student Name:

- Surname beginning
- Given name beginning

Note: There should be at least one character in both Surname and Given name field.



The screenshot shows the RTO Online interface. At the top, there is a blue header with the ACT Department of Education and Training logo and the text "RTO Online". Below the header is a navigation menu with several items: "Notification of Business", "Training Plans Due for Submission", "Previously Acknowledged NOBs", "Training Contract Details" (highlighted with a red circle), "Nomination for Training", "Change Password", and "Log Off". The main content area is titled "Training Contract Search by Student Name" and "Search Screen". It contains two input fields: "Surname beginning:" with a placeholder "Student Last Name" and "Given name beginning:" with a placeholder "Student First Name". A "Search" button is located at the bottom right of the search area.

## 7.3 Find by File No

When retrieving Training Contracts, the RTO user can search by File No.



The screenshot shows the RTO Online interface. At the top, there is a navigation menu with several items: "Notification of Business", "Training Plans Due for Submission", "Previously Acknowledged NOBs", "Training Contract Details" (highlighted with a red circle), "Nomination for Training", "Change Password", and "Log Off". The main content area is titled "Training Contract Search by File No" and "Search Screen". It contains one input field: "File No. (ex. 1234567, not 1234567/1):" with a placeholder "1234567". A "Search" button is located at the bottom right of the search area.

## 7.4 Sample of Search Result

User clicks 'Select' button in search result, web page displays details of the individual Training Contract.

Notification of Business Training Plans Due for Submission Previously Acknowledged NOB **Training Contract Details** Nomination for Training Change Password Log Off

Find by Status and Date Range  
Find by student name  
Find by File No

### Training Contract Search by File No

Search Result (List View)

	TCID	Surname	Given Name	DOB	Current Status	NOB Date	Start Date	Expected Completion Date	Actual End Date	Approval date	Qualification Code	Qualification Name	AAC	Employer Trading Name
<a href="#">Select</a>	87654321	Surname	FirstName	xx-xx-xxxx	Completed	13-04-2004	01-10-2003	30-09-2006	10-05-2006	15-04-2004	xxxxxxx	xxxx xxxxxxxx	xxxxx	xxx xxxxx

More info CASI | User Choice | PSP  
Australian Apprenticeships Register | DET | TaTE webs  
Contact TaTE

## 7.5 Payment Information

Web page displays 'Payment Information' button in the individual Training Contract.

Notification of Business Training Plans Due for Submission Previously Acknowledged NOB **training Contract Details** Nomination for Training Change Password Log Off

### Training Contract Search by Status and Date Range

[Payment Information](#)

[Notify if believed student has withdrawn from training](#) [Notify if believed student has left the employer](#)

#### NOB Details

Training Contract ID	87654321/1
Training Status	Approved by STA
Contract Approval Date	xx/xx/xxxx 1:24:00 PM
Apprenticeship Type	Traineeship
Training Length	36 months
Funding Type	Australian School Based Apprenticeship (ASBA) Non-School
App/Trainee ASBA?	Yes
Existing Worker?	No

User clicks 'Payment Information' button to view Training Contract Payment details

Unit Code	Payment Status	Pay Run ID	Pay Run At	Base Price	Amount (GST exclusive)	Adjustment	Payment Type
	Processed			x,xxx.00	x,xxx.00		AVMS1 Payment
ABCDEFGxxxxA	Processed	xx	11/12/2009 12:00:00 AM	x,xxx.00	xx.xx	0.00	Unit Payment
ABCDEFxxxxA	Processed	xx	11/12/2009 12:00:00 AM	x,xxx.00	xx.xx	0.00	Unit Payment

## 7.6 Student is no longer active in the course

### 7.6.1 Withdrawn from training

If a student has withdrawn from training (no longer active in the course), the RTO should notify the Directorate by selecting 'Notify if believed student has withdrawn from training' on the screen below.

**Training Contract Search**

**Search Result (Individual View)**

[Payment Information](#)

[Notify if believed student has withdrawn from training](#) [Notify if believed student has left the employer](#)

**NOB Details**

Training Contract ID	87654321/1
Training Status	Approved by STA
Contract Approval Date	xx/xx/xxxx 1:24:00 PM
Apprenticeship Type	Traineeship
Training Length	36 months
Funding Type	Australian School Based Apprenticeship (ASBA) Non-School
App/Trainee ASBA?	Yes
Existing Worker?	No

A pop-up E-mail notification (apprenticeships@act.gov.au) will assist your RTO to notify the Directorate of any withdrawn student.

To: apprenticeships@act.gov.au

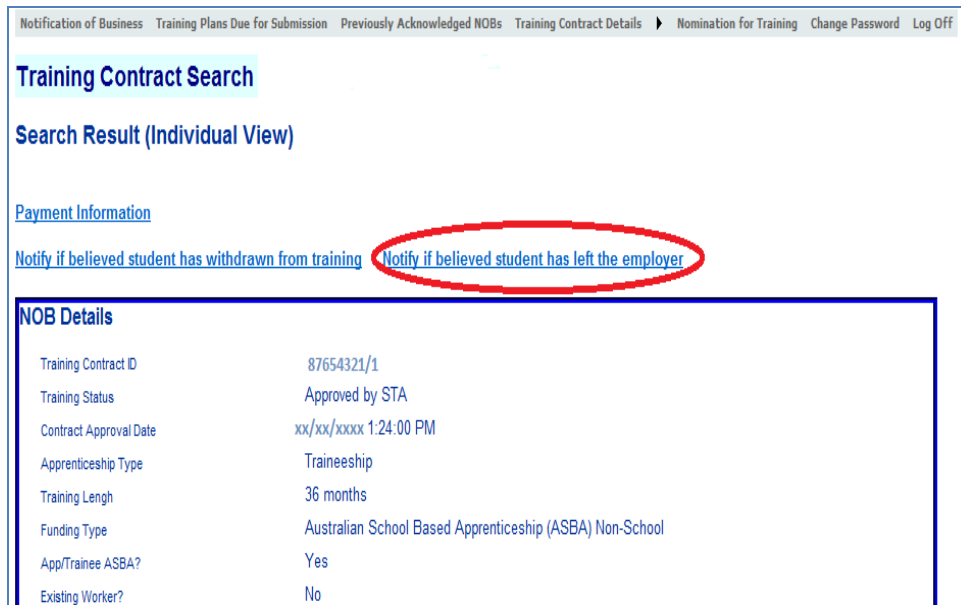
Cc:

Subject: Alert from RTO ONLINE

RTO Name (User:xxx) believes that student Surname, GivenName with File NO 87654321/1 has withdrawn from training.

## 7.6.2 Left employer

If a student has left their employer (no longer active in the course), the RTO should notify the Directorate by selecting 'Notify if believed student has left the employer' from the screen below.



Notification of Business Training Plans Due for Submission Previously Acknowledged NOBs Training Contract Details ► Nomination for Training Change Password Log Off

### Training Contract Search

Search Result (Individual View)

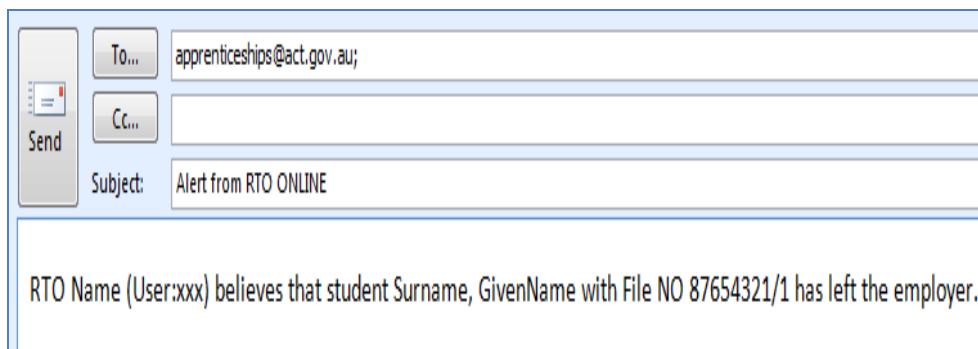
[Payment Information](#)

[Notify if believed student has withdrawn from training](#) [Notify if believed student has left the employer](#)

#### NOB Details

Training Contract ID	87654321/1
Training Status	Approved by STA
Contract Approval Date	xx/xx/xxxx 1:24:00 PM
Apprenticeship Type	Traineeship
Training Length	36 months
Funding Type	Australian School Based Apprenticeship (ASBA) Non-School
App/Trainee ASBA?	Yes
Existing Worker?	No

A pop-up E-mail notification (apprenticeships@act.gov.au) will assist your RTO to notify the Directorate of any student who has left their employer.



To... apprenticeships@act.gov.au;

Cc...

Send

Subject: Alert from RTO ONLINE

RTO Name (User:xxx) believes that student Surname, GivenName with File NO 87654321/1 has left the employer.

## 8. Nomination for Training

For instructions relating to nomination for training, please see [Attachment A](#).

## 9. Log Off

To exit the system, the RTO user clicks on the 'Log Off' button on the main menu.



ACT Department of Education and Training

# RTO Online

Notification of Business Training Plans Due for Submission Previously Acknowledged NOBs Training Contract Details ► Nomination for Training Change Password **Log Off**

## 10. Troubleshooting and Help

### 10.1 Training Contract Not Found

Your RTO will only be able to retrieve training contracts that are associated with your RTO.

### 10.2 If Information is Incorrect

If any information on this website is incorrect, please help us to correct it by:

- a. Recording the Student File No and Student Name
- b. Sending details to [funding@act.gov.au](mailto:funding@act.gov.au).

### 10.3 'Due for submission' still appearing even though Training Plan Report has been lodged

*Although Training Plan Report has been submitted, Non-VEERA users will still have Training Plans appear on the 'Due for Submission' list. For funded Training Contracts, the initial payment is the confirmation that the Training Plan Report has been received by TaTE. If the RTO has already submitted the Training Plan Report and received the initial payment, please disregard this notice on 'Due for Submission' list.*

### 10.4 How to use Internet Explorer 8 with the RTO Online website?

Internet Explorer 8 includes a Compatibility View feature that displays Websites that were created for older browsers as they were designed to appear. You can enable Compatibility View in Internet Explorer: on the Tools menu, click to select the option 'Compatibility View'.

### 10.5 Contacts

For training matters related to Australian Apprenticeships in the ACT, all enquiries should be directed to Training and Tertiary Education, Education and Training Directorate:

Ph: 02 6205 8555.

For issues related to RTO Online, please email to [funding@act.gov.au](mailto:funding@act.gov.au).

# Attachment A: RTO Online (Nominating for Training)

## 1. Introduction

To nominate for training via RTO Online, click 'Nomination for Training'. This is a web application that enables Registered Training Organisations (RTOs) to nominate to deliver training in the ACT.

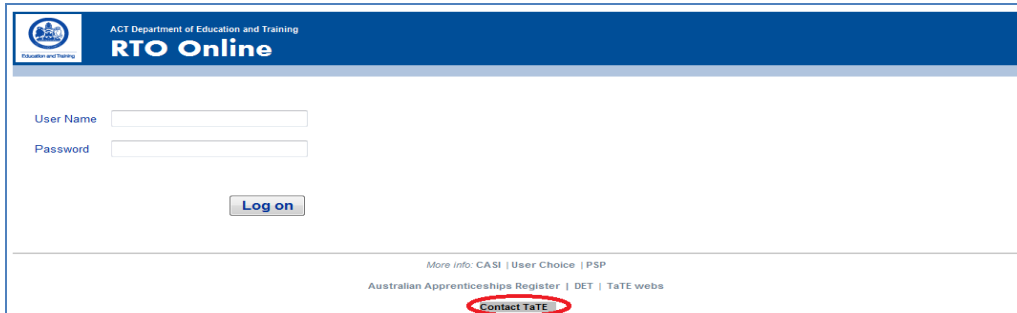
Applications for access to RTO Online should be made through an email to [funding@act.gov.au](mailto:funding@act.gov.au). Applicants should provide full details of the RTO name and NTIS Identification Number, as well as contact details for the RTO contact person.

RTO Online provides the following functionality:

- Apply to be a member of the panel of Registered Training Organisations for the Competitive Allocations of Skills Initiatives (CASI) Agreement
- Nominate to deliver training for Australian Apprenticeships
- Ability to add additional qualifications to the RTO's ACT scope, using Form B at any time after approval.

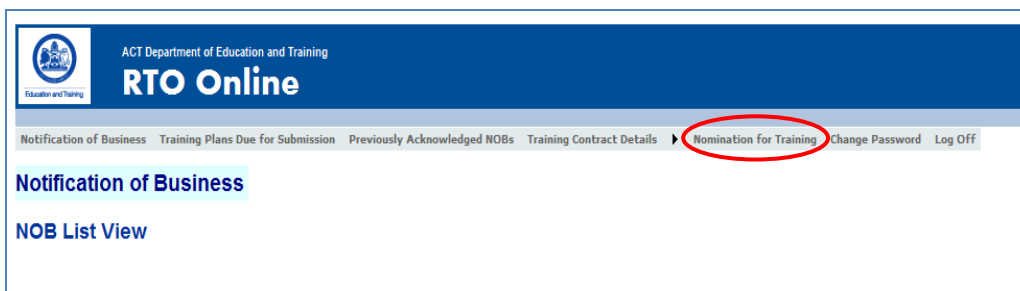
## 2. Access RTO Online (Nominating for Training)

- a. Log on to RTO Online via <http://www.det.act.gov.au/vetadmin>



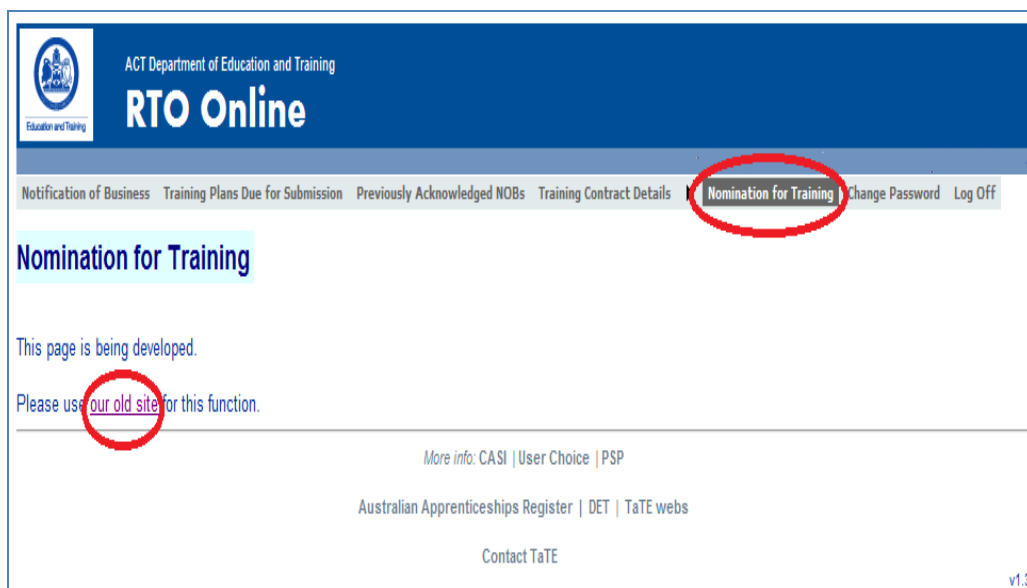
The screenshot shows the RTO Online login page. At the top, there is a blue header with the ACT Department of Education and Training logo and the text 'RTO Online'. Below the header, there are two input fields: 'User Name' and 'Password'. A 'Log on' button is positioned below the password field. At the bottom of the page, there are links for 'More info: CASI | User Choice | PSP', 'Australian Apprenticeships Register | DET | TaTE webs', and 'Contact TaTE' (which is circled in red).

- b. Select 'Nomination for Training'



The screenshot shows the RTO Online navigation menu. The header is the same as in the previous screenshot. Below the header, there is a horizontal menu with several items: 'Notification of Business', 'Training Plans Due for Submission', 'Previously Acknowledged NOBs', 'Training Contract Details', 'Nomination for Training' (circled in red), 'Change Password', and 'Log Off'. Below the menu, there are two links: 'Notification of Business' and 'NOB List View'.

- c. Select 'Our old site' to access RTO Online (Nominating for Training)



The screenshot shows the RTO Online 'Nomination for Training' page. The header is the same as in the previous screenshots. Below the header, there is a horizontal menu with several items: 'Notification of Business', 'Training Plans Due for Submission', 'Previously Acknowledged NOBs', 'Training Contract Details', 'Nomination for Training' (circled in red), 'Change Password', and 'Log Off'. Below the menu, there is a heading 'Nomination for Training'. The main content area contains the text: 'This page is being developed. Please use [our old site](#) for this function.' (where 'our old site' is circled in red). At the bottom of the page, there are links for 'More info: CASI | User Choice | PSP', 'Australian Apprenticeships Register | DET | TaTE webs', and 'Contact TaTE'. The version number 'v1.3' is visible in the bottom right corner.

d. RTO Online (Nominating for Training) appears as below

ACT Training and Tertiary Education  
**RTO Online**  
RTO contract information and User Choice nominations  
**User Login**

Username:   
Password:

**VEERA Users:** you can use your current Veera Login!  
(VEERA Username and VEERA Password)

Forgot your Password? [Email us to request a new password](#) (existing user)  
Don't have a login for RTO Online? [Email us to request a new login](#) (new user)

Are you a VEERA user?  
If using a VEERA Password to access RTO Online, click [here](#) if you need to reactivate your VEERA password  
Information about VEERA [here](#)

[ACT VET Admin](#)

e. Click the button 'Nominate for Training' for nomination.

- Apply for a Competitive Allocation for Skills Initiatives (CASI) Panel Agreement
- Nominate to deliver training under User Choice or PSP

More info: [CASI](#) | [User Choice](#) | [PSP](#)

### 3. Nominations: Application for CASI Agreement

#### 3.1 Application for CASI Agreement

Before applying to deliver training in specific courses, the RTO must first nominate for a Competitive Allocation for Skills Initiatives (CASI) Panel Agreement.

Nominations for 2011

RTO user should:

- Click the button 'Apply for a CASI Panel Agreement'
- Enter ACT contact details
- Select funding year
- Click Submit button
- System will show confirmation of submission.

**Your 2011 CASI Panel Agreement Application has been submitted.**

- Go back to main Menu, the submission date will appear.

**Your RTO has already applied for a CASI Panel agreement in 2011.**  
 (Status: Submitted 25/02/2011)

### 3.2 Update existing details

If CASI application has already been submitted, the user can follow the same steps as above to update their contact details. A link to 'View' appears in place of the CASI button, and the nomination form appears in Edit mode.

**Your RTO has already applied for a CASI Panel agreement in 2011.**  
 (Status: Submitted 25/02/2011)  
 Please ensure your User Choice contact details below are up to date. [View...](#)

## 4. Nominations to Deliver Training (User Choice)

### 4.1 Nominations to Deliver Training (User Choice)

RTO user can select from a list of qualifications within their scope (according to NTIS and available as an Australian Apprenticeship in the ACT) that they wish to deliver under the User Choice (UC) funded program. RTO user must also provide contact details against each qualification when submitting the nomination.

RTO User should:

- Click button 'Nominate to Deliver UC' (Form B). The user can enter ACT contact details, select delivery modes, and select qualifications from list (according to NTIS and available as Australian Apprenticeships in the ACT)
- Enter contact details and select the delivery mode which will apply as the default for each qualification to be submitted
- Select funding year
- Select the qualifications that the RTO wishes to deliver as an Australian Apprenticeship in the ACT
- Click Submit button

### 4.2 View Submitted Nominations

View Nominations Made to Deliver Training (UC): Reports are available to list details of nominations made.

**User Choice**

**Requirements:**

- Form B - Qualification Details (electronic submission: click the **Nominate...** button below)
- **Form C** - Declaration of Nominee (hard copy required)
- Templates, demonstrating compliance with the *Australian Apprenticeships - ACT Requirements for Registered Training Organisations*, of the following documents: (hard copies required)
  - Certificate
  - Statement of Attainment
  - Training Plan

[View UC Nominations made...](#)

## 5. Troubleshooting and Help

### 5.1 Are you a VEERA user?

VEERA Users: you can use your current VEERA Login (VEERA Username and VEERA Password). Detail about the 'VEERA Online Help' and 'VEERA assistance' available at the *VETadmin* page, available at <http://www.det.act.gov.au/vetadmin>.

### 5.2 If Information is Incorrect

If any information on this website is incorrect, please help us to correct it by sending details to [funding@act.gov.au](mailto:funding@act.gov.au).