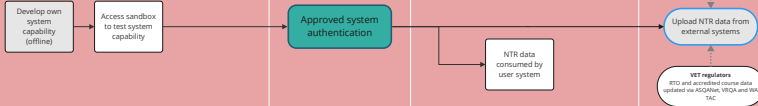
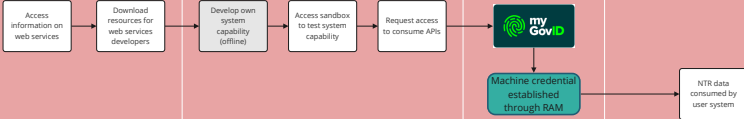


NTR Enhancement User Journey Map

	FRONTEND Public unauthenticated access		AUTHENTICATION	BACKEND Authenticated access	
Stage	Understand web services	Develop user system	Authenticate	Consume NTR data	Upload NTR data
Description	Users access the public-facing website learn about what web services can offer and how to access it.	Users of the public-facing website develop and test their own system in the web services sandbox.	Users identify themselves through an authentication service to establish a web services account.	Authenticated users connect to the NTR through web services to extract selected data through automated or manually triggered events.	Authenticated users with read/write access input data to the NTR.
Users					
Web Services Users (4 users with read/write access) I am an appointed representative of an organisation that consumes NTR data via web services and inputs data into the NTR. I may be from a VET regulator (ASQA, VRQA, TAC WA) or NCVER. <i>I want to...</i> • update NTR data. 					
Web Services Users (approximately 80 active users with read only access) I am an appointed representative of an organisation that consumes NTR data via web services. I may be from an STA, an RTO, a commercial developer/operator of student management systems or an administrator of other DEWR services. <i>I want to...</i> • consume NTR data via APIs for use in my own organisational system/s. 					
System component	 Website	 Web services		 Web services	
New functions and support features	 Access instructions for web services and notifications	 Login instructions		 RESTful APIs	 New data fields
Current state pain points	 Many users are unaware of web services functionality.			 Users want modern APIs to decrease data payload volume.	 Some data that users need is not available in the NTR.

NTR Enhancement User Functions

Website - view only

Access NTR data: *Search, filter and download training products and RTO information*

Engage: *Subscribe to notifications and identify training products under development*



Organisations and individuals

People who need information on training products and/or RTOs for personal or professional purposes. They may be acting on behalf of an organisation, (e.g. professional association, union, industry peak body or employer) or an individual (e.g. VET researcher or consultant, HR or training manager, career counsellor, VET learner or qualification holder).



Registered Training Organisations

Trainers, assessors and administrative staff from RTOs who need training products and supporting documentation (Companion Volumes).

Website - upload/edit/comment

Develop TPs: *Upload plans and drafts, gather feedback and publish final products*



Industry Clusters

Industry Cluster staff and appointed representatives who are responsible for uploading plans and associated documents, conducting consultations, and developing, reviewing and publishing training packages.

Manage and approve: *Monitor training package development process*



Commonwealth & States/Territories

Senior Responsible Officer who has visibility of the TPD process at key stages.



Assurance Body

Assurance Body representative who is responsible for conducting TP compliance assessments.



DEWR

DEWR staff who monitor the TPD process and Industry Cluster performance, and administer the NTR system.



Industry Clusters

Industry Cluster officer responsible for managing user permissions for their staff and appointed representatives.

Participate: *Provide feedback on draft training packages*



TP Consultation Participants

Individuals and organisational representatives who provide feedback through public or targeted consultation processes. Includes all training package stakeholders: industry peak bodies, unions, RTOs, licensing authorities, WorkSafe Australia, employers, Commonwealth, States and Territories.

Web Services - read only

Consume: *Extract selected data through automated or manually triggered downloads*



RTOs and RTO service providers

RTO systems administrators and providers of student management systems who extract NTR data for use in their own RTO management systems.



Commonwealth & States/Territories

Government systems administrators who extract NTR data for use in their own systems, e.g. USI, ADMS, MySkills and State/Territory training systems.



VET Regulators

Regulator systems administrators establish connection to upload RTO and accredited course data in accordance with legislative requirements.



NCVER

National Centre for Vocational Education and Research systems administrators establish connection to upload classification data for TPs.

Web Services - read/write

Upload: *Input data on RTOs, accredited courses and industry classifications*