

2016 VCE Results and ATAR Service Quick Reference for Careers Practitioners

THREE WAYS TO ACCESS VCE RESULTS AND ATAR:

WEB

resultsandatar.vic.edu.au

Using
VCE student number
and
Results Service PIN

Available from 7am, Monday 12
December until 5pm, Friday 16
December.

SMS

19 787 888

Text VCE student number (no letter)
<space> Results Service PIN

Registration from Monday 7 November
until midnight Sunday 11 December.
Instant results from 7am, Monday 12
December.

Salmat – SMS cost max. \$1.10 (inc. GST). Obtain
bill payer's permission before using this service.
Call 1800 501 083 for help with SMS registration.

MAIL

VCE and VCAL results and ATAR
statements will arrive from
Tuesday 13 December.

Printed ATAR statements will only
be sent to paid VTAC applicants.
Non-applicants can request a
printed ATAR statement from the
VTAC website after results are
released (fee applies).

Who can use the service? Any student undertaking one or more Unit 3 & 4 sequences (including Year 11 students). ATAR advice will only be provided to students who qualify for an ATAR in the current year.

The Results Service PIN is not the same as the VTAC PIN

VCE student number
+
Results Service PIN

VTAC ID
+
VTAC PIN

VCE Results and ATAR
(online and SMS)

VTAC user account
(applications, change of
preference, offers)

Changing one PIN does not change the other.

New: ATAR via CourseSearch App

A free update to the VTAC CourseSearch App will allow access to the ATAR and scaled study scores only from 7am, Monday 12 December.

Students who do not already have the app can purchase it for \$1.49 (inc. GST) from Google Play or the Apple App Store.

Changing Results Service PIN

By default, the Results Service PIN is the first four digits of the student's birthdate, e.g. 3 February is 0302.

Student can change this PIN from the link in their VTAC account, or (for non-applicants) from the link on the VCAA website.

SOLVING COMMON STUDENT QUERIES:

Error registering for SMS results

Invalid VCE student number

Ensure the student is registering with their VCE number, not their VTAC ID. Make sure they are not including the letter at the end.

Invalid PIN

PIN changes may take up to five minutes to reach the SMS service. Have the student try again after waiting. If still not working, use the forgot PIN link to retrieve the PIN.

Other error

Have the student check that their phone service is enabled for premium SMS service. Other errors, contact the Salmat helpdesk on 1800 501 083 (SMS service queries only).

Forgot PIN

Retrieve lost PINs from the PIN change screen

Students were required to supply an email address at the time of changing their Results Service PIN. They can request PIN retrieval to that address from the same screen where the PIN was initially changed.

Other query

Contact PRAS

During its operating period (7am, 12 December until 5pm, 14 December), the **Post Results and ATAR Service** is the primary contact for all results and PIN queries: 1800 653 080

When PRAS is not operating, contact VTAC (1300 364 133) or VCAA (9032 1700).