2015 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 14 December until 5pm, Friday 18 December.

SMS
19 787 888
Text VCE student number (no letter) <space> Results Service PIN
Registration from Monday 9 November until midnight Sunday 13 December. Instant results from 7am, Monday 14 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 15 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 ($25 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
Changing one PIN does not change the other.

How to change the 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.
Detailed instructions for changing the PIN are available on the VTAC website:
Results and Offers > Year 12 Results and getting your ATAR > Protect your privacy—change your PIN
VTAC registrants can access Results Service PIN management directly from the link on the homepage of their VTAC user account.

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. Check student number on VASS or CourseLink.

Invalid PIN
PIN changes made prior to 14 December may take up to a week to reach the SMS service. Have the student try to register using their previous 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, 14 December until 5pm, 16 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).