

TCSI Provider Transition Journey

About this Journey Map

Transforming the Collection of Student Information (TCSI) is a joint project driven by collaboration and innovation, which aims to provide an improved experience for education providers to collect, review and report student information to Government. TCSI will be a smarter solution that genuinely transforms the way data is collected.

To achieve this goal, the Australian Government is working together with education providers and software developers to create a trusted Whole-of-Government data exchange for the collection of student information.

The TCSI solution will replace the Higher Education Provider Client Assistance Tool (HEPCAT) for all education providers and the Centrelink Academic Reassessment Transformation (CART) process for universities.

For Education Providers it will:

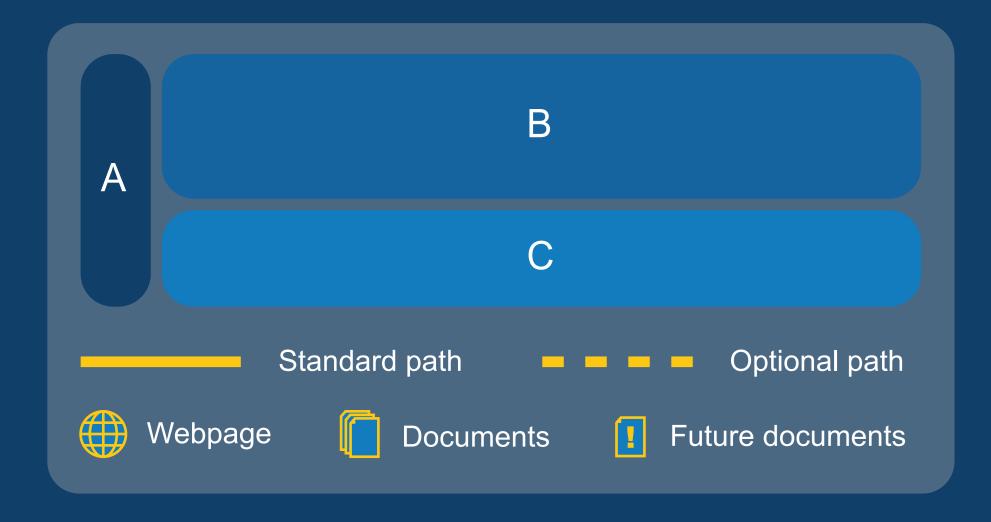
- Reduce duplication
- Be simpler and more intuitive to use
- Resolve system deficiencies
- Improve data availability

For Students it will:

- Make Centrelink student claims simpler
- Improve payment accuracy and reduce student debt
- Support them to continue studying and increase their employability

How to read this Journey Map

This journey map presents a high-level view of the journey education providers will experience as they transition to TCSI.



- A. Background information about this map and the journey.
- B. The high-level steps from the education providers' point of view.
- C. What providers need to know and what additional resources exist to support them to transition.



Know your reporting requirements

To transition to TCSI, you will need to understand the legislative and regulatory changes affecting:

- What data you need to report
- The required format and frequency of data How you will be able to report and view
- your data

Understand the systems you will use

You should engage with your Student Management System (SMS) provider or IT team to understand:

- How your SMS is being upgraded to support TCSI
- When the upgraded product will be available to you
- Whether this approach meets your business needs and reporting requirements

Plan your transition

You need to define your reporting approach for the transition period and future state by:

- Selecting which channel(s) you will use
- (B2G APIs and/or Data Entry portal)
- Planning the timeframes for your transition Informing the TCSI team of your plan

What you should know

- TCSI will replace both HEPCAT and CART
- Coding notes and values have been simplified
- New reporting arrangements will reduce duplication
- New systems will need to meet the new legislative requirements
- Direct data transfer will be faster and more accurate

TCSI - Testing for Providers - Fact Sheet

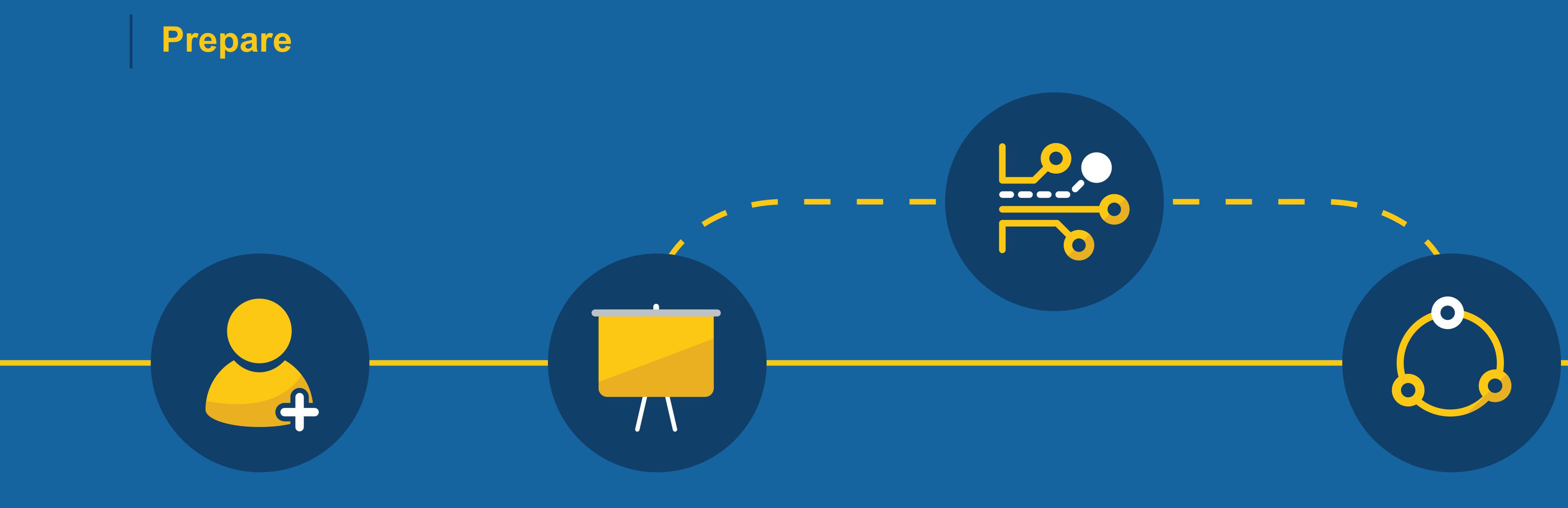
- You have the option to select the channel
- that best meets your business needs
- Both channels provide an improved and streamlined reporting experience

Additional resources

- 2020 Reporting requirements
- 2020 Data element specifications
- TCSI Resources 'Fact Sheets' and 'FAQs'

tabs

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Register for PRODA

You need to register for PRODA (Provider Digital Access) to access the TCSI systems. At this point, you should complete the first two phases of set-up:

- Phase 1: Get Ready Create accounts for key personnel
- Phase 2: Register Create your
- organisational profile and assign delegates

Adapt your business processes

Your internal business processes may need modification to meet the TCSI data requirements. To prepare for transition:

- Review your business processes for collecting and reporting data Implement required process changes
- Identify and fulfil the training and communication needs of your staff

> Upgrade your systems

Once your SMS provider has finalised their development for TCSI, you should:

- Implement the upgraded system Configure the system to support your
- specific business needs, if required

Connect to TCSI service

PRODA set-up:

to the TCSI service

What you should know

 PRODA registration is required to use the B2G APIs and/or the Data Entry portal You can access the online TCSI systems from any device

• New data elements may need to be collected and reported New tools should reduce the administrative workload

• The SMS product or service should make it faster and easier to report student data

 Connecting your PRODA account to the TCSI service will facilitate secure access to report online to government

Additional resources

- TCSI PRODA Phase 1 Get Ready
- TCSI PRODA Phase 2 Register
- TCSI Resources 'Fact Sheets' and 'FAQs' tabs
- 2020 file templates (HE and VSL)
- 2020 file template user guides (HE and VSL)

TCSI – PRODA Phase 3 – Complete

Onboard

- Once the TCSI service has been set up in PRODA, the TCSI team will notify you to complete
- Phase 3: Complete Connect your account





Check your migrated data

During read-only mode, you will have full visibility of your migrated data and you should confirm its accuracy against your own records by:

- Using your SMS to retrieve and view your records directly from TCSI
- Requesting a once-off extract of your data as a file download, or
- Accessing your individual records from the TCSI Data Entry portal

HEPCAT should still be used for reporting new data, as well as to revise your existing data if required.

Commence new entitlement processes

Once the new entitlements engine replaces the current system, you will need to use TCSI Analytics to view the most up to date entitlement information.

You should still use HEPCAT to report data until you are ready to enter Safe Mode (HE) or go-live (VSL).

Access the new report viewer

You will now need to access the new report viewer tool, TCSI Analytics, to view your reports.

For HE providers, this is where you will now verify your data.

What you should know

- Existing data from HEIMS will be migrated to
- Data you report in HEPCAT will continue to flow through to TCSI
- You must be registered with PRODA to use
- You can only receive one data extract, so consider the timing of your request
- HEIMS web services or HEIMS Administration will be used to allocate CHESSNS while HEPCAT is still is use Debts you report in HEPCAT will continue to be processed

You will no longer have CART reports to confirm enrolments

Additional resources

Draft HE data migration guide

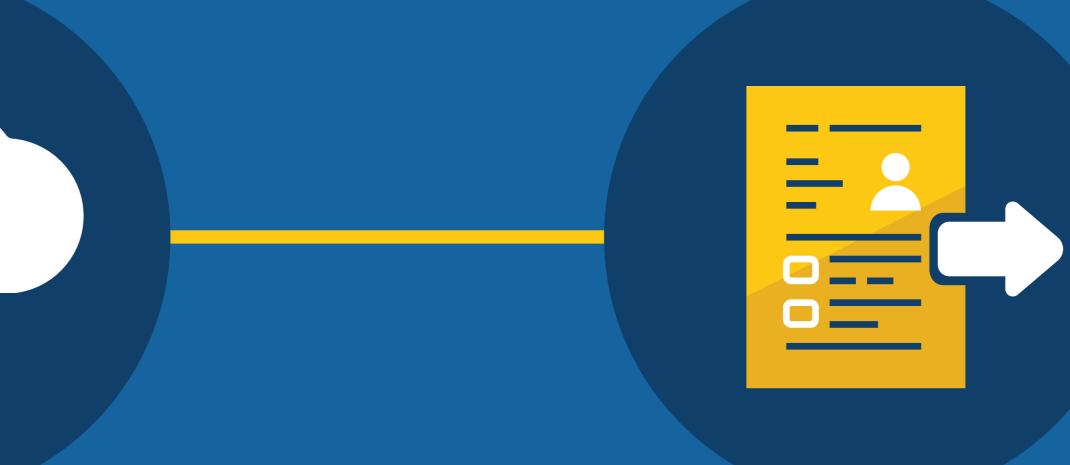
- Draft VSL data migration guide
- Technical migration notes (HEIMS to TCSI)

TCSI Analytics User Guide



Go-Live





VSL Go-Live

Once you inform the TCSI team that you are ready to go-live, you need to:

Complete your final reporting cycle in HEPCAT by the 7th of the month Start reporting your next cycle in TCSI Commence event-based reporting, unless you have special permission to continue reporting monthly

Data reported by the 7th of each month will be processed for the next payment cycle. Payments will continue to be sent on the 1st of the following month.

Enter HEP Safe Mode

When you are ready to start reporting in TCSI, we will activate Safe Mode for you. During Safe Mode data will not automatically flow to the ATO, allowing you to use all the features of TCSI without impacting a student's debt record. You can now use TCSI

Directly update and report information Revise gaps and resolve issues

 Become familiar with the new reporting tools

HEP Go-Live

When you confirm you are ready, we will turn off your Safe Mode, your data will automatically flow to the ATO, and you will go-live in TCSI.

You can commence event-based reporting through your selected channel(s).

Connect to HEP Future Release

When you are notified that the systems are ready, you will be able to report the remaining higher education collections through TCSI.

What you should know

 Once you start reporting in TCSI you can no longer submit data through HEPCAT Reporting will be more streamlined VSL providers do not need a safe mode during transition as the monthly reporting cycle has a built-in safe mode where data only flows to the ATO on payment each month

- Safe Mode uses your real data, so any errors will need to be fixed through TCSI before progressing
- Only the final state of your data will be transferred to the ATO, not each change
- Once you start reporting in TCSI you can no longer submit data through HEPCAT HEP can choose to skip Safe Mode and

move straight to go-live

- Data will need to be reported in near real-time
- Busy reporting periods will be smoothed by regular reporting
- Student payments can be processed more accurately
- Staff data and Applications and Offers will need to be reported using existing processes. These are annual collections and do not require event-based reporting

Additional resources

VSL 2020 file templates

VSL 2020 file template user guides

HE 2020 file templates

HE 2020 file template user guides