Australian Government
Department of Education, Skills and Employment

TERTIARY COLLECTION OF STUDENT INFORMATION (TCSI)

Thursday 4 February 2021

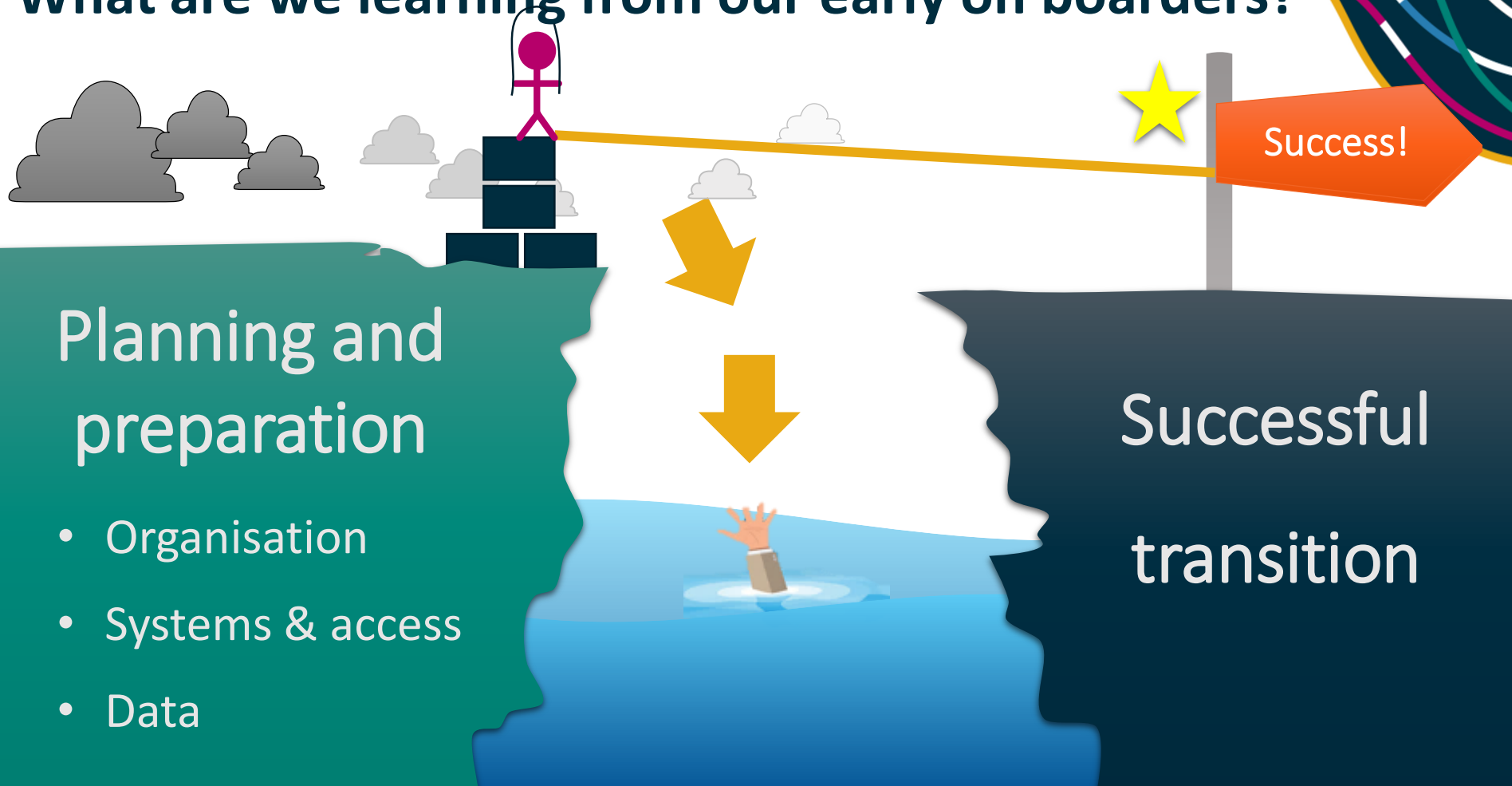
Agenda

- TCSI update
- TCSI Analytics
- Risks in using both APIs and TCSI Data Entry
- TCSI safe mode for higher education providers
- Verification of higher education 2020 data

TCSI Update

- 19 providers are now onboard and reporting loans to TCSI
- Release of the TCSI Analytics TFN verification report is now available.
- HELP Entitlement reports are scheduled to follow next week.
- Recommencement of HELP loan transfers to the ATO expected from **mid February**

What are we learning from our early on boarders?



Do we know your latest planned date to onboard to TCSI?

Please keep us up to date and let us know of any change in your expected TCSI transition date.

This allows us to better support you, so you can meet your legislative obligations.

Our onboarding webinars are essential viewing for all providers as you prepare for TCSI.

We have sessions to suit each provider type.

You need at least one representative attending each webinar

Book your place now!
Register here.

Onboarding webinars

Readiness assessment
- PRODA
- 2021 Data requirements
- Data cleansing /checking
- Internal business processes

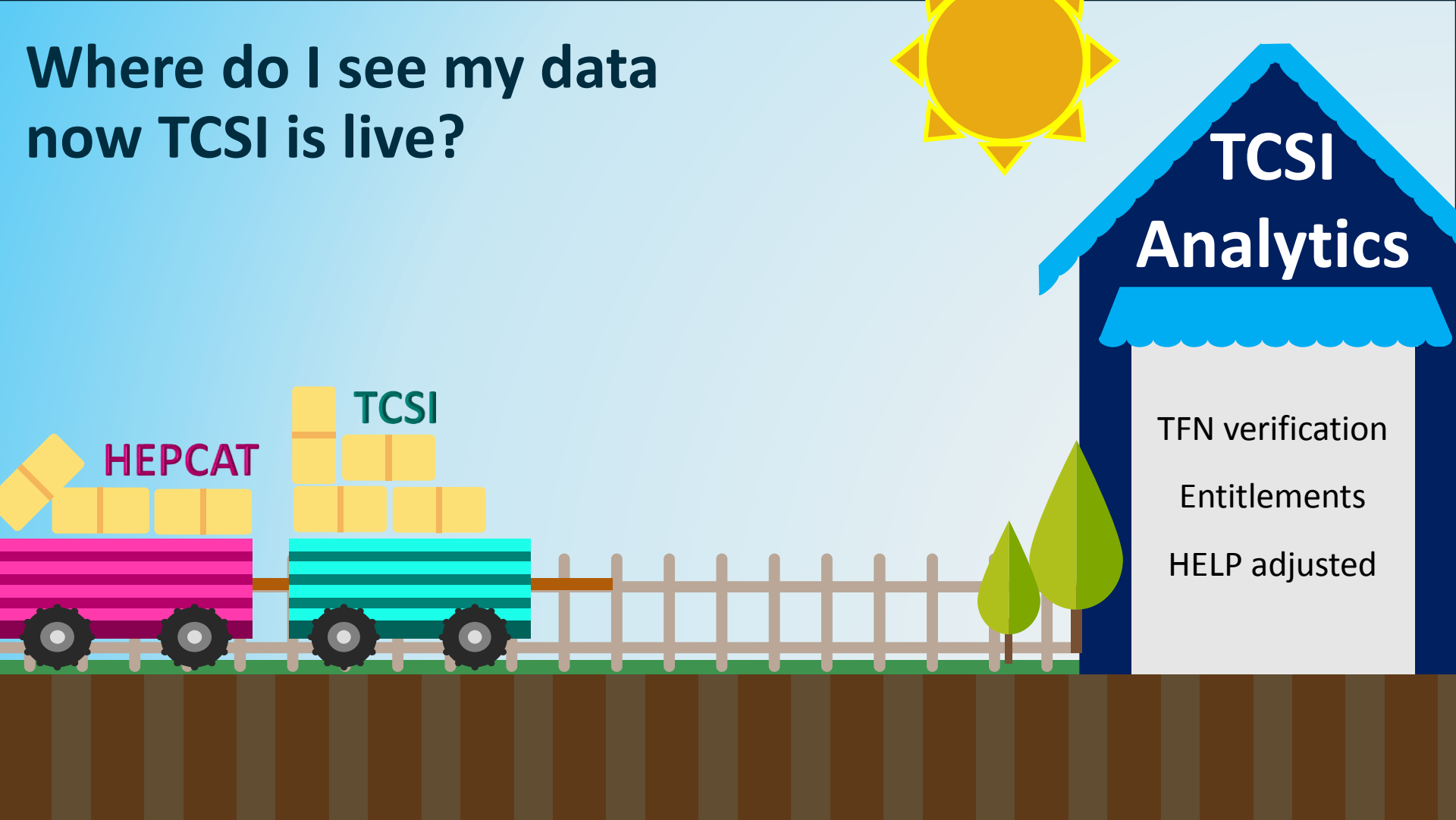
First Health check
- Issues /challenges
- assistance /support

Second Health check
- Issues /challenges
- assistance /support

Final Go live checklist
- VC/CEO confirmation to Go Live
- Safe mode (HE only)
- HEPCAT access removed
- Data population

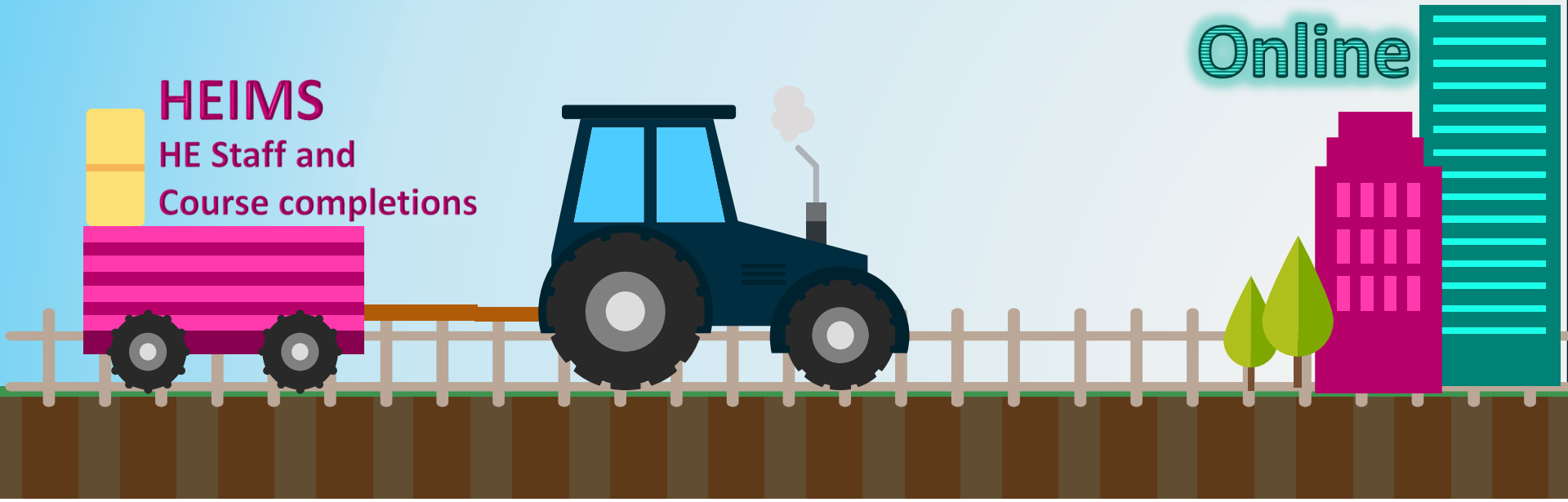
TCSI Analytics

Where do I see my data now TCSI is live?



What should I use HEIMS Online for?

- Higher education past course completions
- Higher Education Staff data



HEIMS Online
My account
Logout
Administration
Institution Payment Information
Reports
Heims Data View
Call Centre
Data Verification
Manage Submissions

Welcome to the HEIMS Online Portal

The HEIMS Online portal - "HEIMS Online" - is your one stop entry point to all HEIMS web sites and applications. From HEIMS Online, you access all your HEIMS applications. You can also access HEIMS Help and view reports and publications.

Following the release of TCSI in December 2020, all HELP and student entitlement reports should only be accessed in TCSI Analytics. The HELP and entitlement reports in HEIMS Online only display data that was accurate as at 10th December 2020, prior to the release of TCSI and the implementation of the new entitlement process (StEME).

Note: While providers are transitioning to TCSI, the TFN LookUp Report will continue to display accurate information on students whose TFN and personal details were submitted in the TFN LookUp File in HEPCAT but could not be verified by the ATO.

Related links

HEIMS Help Information about requirement Higher Education and VET providers

Study Assist – provides information about A assistance for financing tertiary study

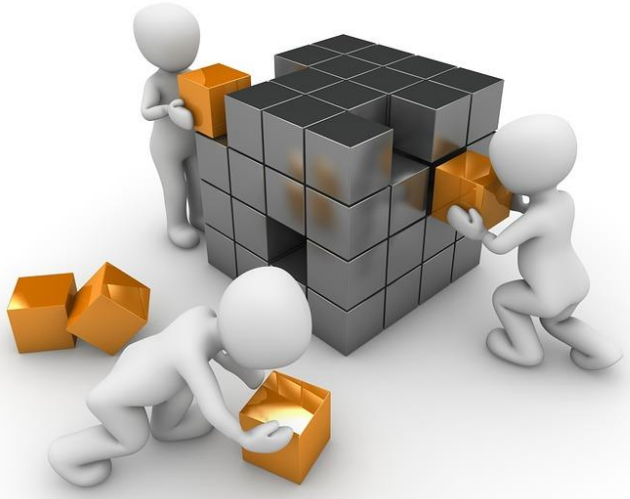
Department of Education and Training

Higher Education Support Act 2003

TCSI Analytics

In an nutshell:

- TCSI Analytics is now the place to view your data.
- All HELP and student entitlement reports can only be accessed in TCSI Analytics.
- **HEIMS Online** will still show data reported via HEPCAT. However the HEIMS Online reports will not include up to date loan information or the outcomes of TFN verification.
- You can also request a **data extract** to see your latest data. Details are on TCSI Support Transitioning to TCSI.
- **TCSI Data Entry** will be only updated after you have transitioned to TCSI. No records will appear in TCSI Data Entry if you are still reporting via HEPCAT.



Note: Providers that have not yet transitioned to TCSI can continue to use TFN LookUp File in HEPCAT to verify students TFNs. The TFN LookUp report will continue to display accurate information on TFNs submitted in the TFN LookUp File in HEPCAT but could not be verified by the ATO.

Australian Government

TCSI Analytics

Your tool for accessing and verifying data

TFN Verification Report

Refresh data | Fullscreen

<= 12 Weeks With no Student Loan (1)

> 12 Weeks With no Student Loan (0)

<= 12 Weeks With Student Loan (3)

> 12 Weeks With Student Loan (0)

The complete list of all reports is available on [TCSI Support]

HELP entitlement summary report

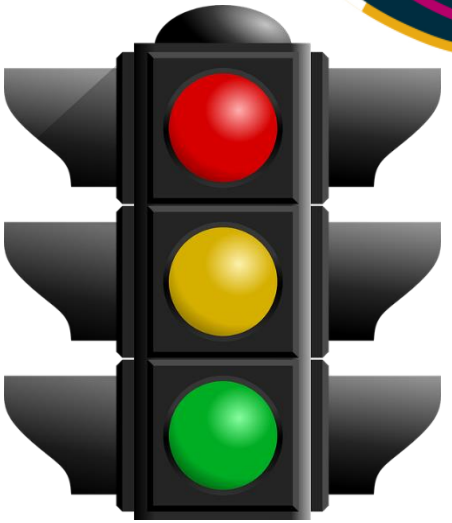
HELP Entitlement Summary Report

Provider	90% +	80 - 89.99%	70 - 79.99%	60 - 69.99%	50 - 59.99%	40 - 49.99%	30 - 39.99%	20 - 29.99%	10 - 19.99%	0 - 9.99%
( )	76	61	147	206	360	641	1,191	2,412	5,866	49,687

E488 - CHESSN	Available HELP	Total HELP	HELP Balance	Percentage Usage	E529 - Loan Fee	E313 - Student Identification Co
	$55,009.35	$54,690	$319.35	51.44%	$11,953	
	$60,653.31	$47,510	$13,143.31	44.69%	$10,000	
	$62,848.83	$46,790	$16,058.83	44.01%	$9,713	
	$76,131.45	$44,965	$31,166.45	42.29%	$9,535	
	$75,444.94	$39,630	$35,814.94	37.27%	$9,150	
	$78,257.53	$41,640	$36,617.53	39.17%	$8,896	
	$68,246.81	$44,440	$23,806.81	41.80%	$8,888	

Submitting data in TCSI Data Entry and APIs

- There are risks associated with using both APIs and TCSI Data Entry
- We recommend that providers identify and mitigate any risks
- Risks that we are currently aware of include:
  - Conflict between student management software and TCSI Data Entry
    - your software may automatically overwrite changes in TCSI Data Entry
    - software may need safeguards
    - How will your system take over from TCSI Data Entry (for interim solutions)?
  - Non-standard processes could cause confusion
    - staff may forget to report in TCSI Data Entry if they normally use APIs
    - Staff may report a record in TCSI Data Entry that should be reported by API
  - Retaining skills in TCSI Data Entry will be necessary.

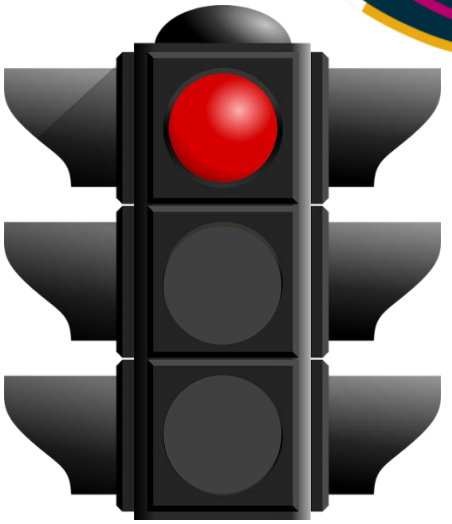


Submitting data in TCSI Data Entry and APIs

Example 3:

Data Entry: Remissions

APIs: Unit enrolments



- The file in TCSI Data Entry must include the whole unit enrolment with the remission reason code
- Incorrect information in your file could overwrite correct information from your system
- Manual updates in Data Entry might be automatically overwritten by your system
- Accidental removal of remission codes could disadvantage students

Submitting data in TCSI Data Entry and APIs

Example 2:

Data Entry: Records in a legacy system

APIs: Records in the new system

- The file/records screens in TCSI Data Entry will be used to revise different packets – chance of conflict if the student is entered into your new system
- Who will track changes and remember how to use Data Entry?
- How will you prevent staff from using Data Entry for records in your new system?

Submitting data in TCSI Data Entry and APIs

Example 1:

Data Entry: Course prior credit extension

APIs: Course admission packet and basis for admission

- The file in TCSI Data Entry can exclude the main Course Admission and basis for admission extension to reduce conflict
- You will still need to collect data on credit being awarded and report data by the deadline

Most popular questions this week

How do we register to use TCSI?

TCSI Data Entry

TCSI Analytics

myHELPbalance

TCSI APIs

1. Create a Software Instance/B2B Device (similar to linking to TCSI)
2. Save your Device Activation Code
3. Enter this code in your software (your vendor can assist you)
4. Generate a new Code for your software each 6 months

03

PART 3
Connect your Software to TCSI

You only do this step if you are using APIs.

1. Get staff who will use TCSI to create an individual account in PRODA
2. Add their account to your PRODA organization
3. Delegate the right roles to staff members

02

PART 2
Set up your TCSI staff

1. Find your ABN (HITS)
2. Create an account for Associate (Director)
3. Register your organisation in PRODA
4. Link your organisation to TCSI
5. Add another Director

01

PART 1
Set up your organisation in PRODA

Top tips for testing in the DESE staging environment

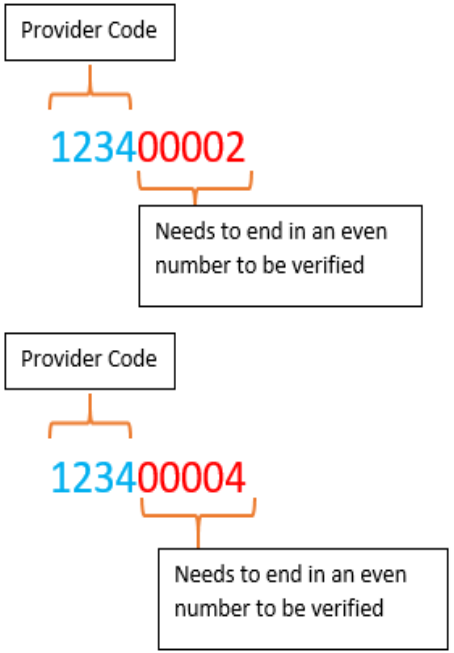
To reduce interruptions to your testing and provide you with a better testing experience:

- Where possible use realistic scenarios as rules in test reflect those in production
- Don’t use alphanumeric values in name fields
- Ensure TFNs (and CHESSNS if reported) are unique to a student – our KSS system is trying to do a uniqueness check for each student

Do you need mock TFNs for testing?

We have made a change to our test environment so you can now create as many test TFNs as you need

- The TFN will need to be 9 characters long (and numeric)
- The first 4 characters = Provider Code (to ensure uniqueness)
- Characters 5-9 = Need to end in an even number if you want the TFN to be verified as per the rules for the Mock TFN



For more information visit TCSI Support at:

https://www.tcsisupport.gov.au/Transitioning-to-TCSI/testing-for-providers

Checking your data

TCSI Analytics

1 How does your data appear in TCSI?

Check the data migration rules in TCSI Support

New data!

2 How are the new start and end dates calculated in TCSI for existing data?

- Citizenship
- Course of study commencement date
- Disability
- Course

HEPCAT revisions

3 What can I revise now?

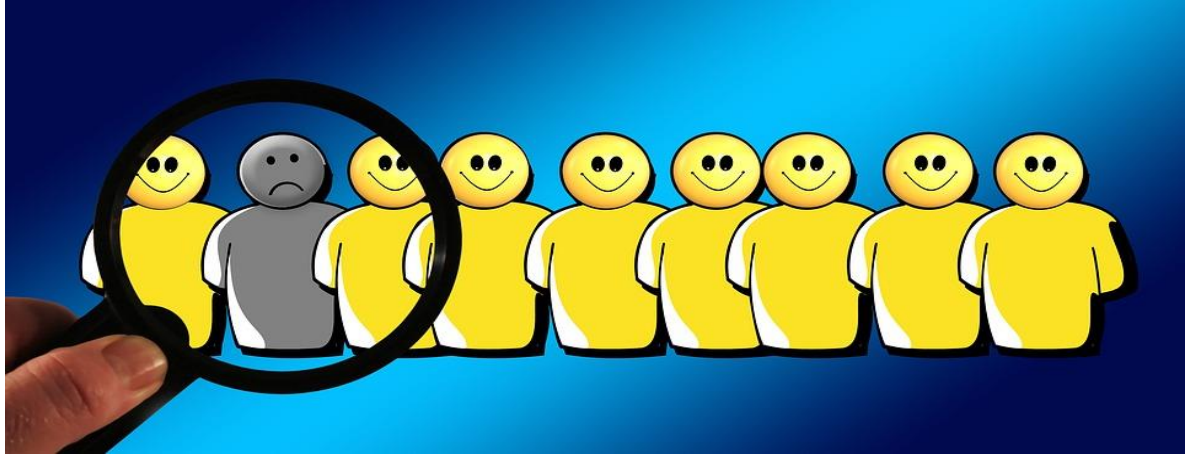
- outstanding data discrepancies – duplicate IDs, remissions, administrative errors…

Description

4 What can't I see or revise in TCSI?

DATA THAT HAS NOT BEEN MIGRATED CANNOT BE REVISED – Campus, scholarships

Higher education issues



Have you finished reporting your 2020 data?

Verification of 2020 higher education data

- Final date for checking and verifying 2020 data is **31 March 2021**
- No formal sign off of 2020 data in HEIMS Online
- TCSI Analytics will provide the most up to date view of your 2020 final data
- A snapshot of the TCSI database is scheduled for **Friday 9 April**
- This snapshot will be used for 2020 funding reconciliations, publications, and statistics.

The exception to this is the **Past course completions reports** – as all 2020 course completions data is submitted via HEPCAT, the source of truth for these reports will be **HEIMS Online.**

What is ‘Safe mode’ for higher education providers?

You are now live in the TCSI production environment

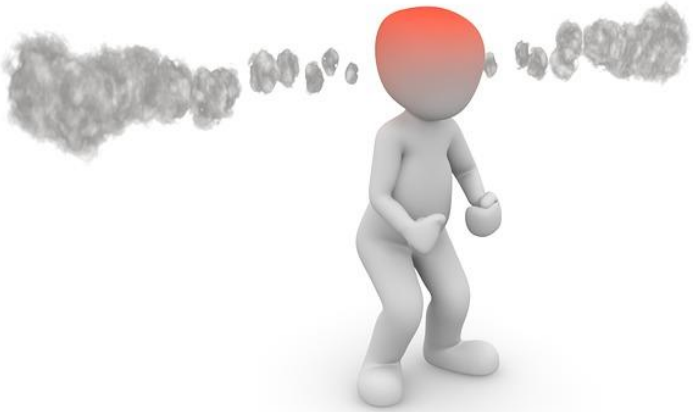
but

- You have a small safety net for your ATO transactions
  - this means the flow of data to the ATO is turned off while you remain in Safe mode.
- This will reduce unnecessary loan transactions on students’ ATO statements as you transition to TCSI
- Email **TCSI Support** when you are ready to exit Safe mode.

Questions?

Contact us at TCSI Support

TCSIsupport@dese.gov.au

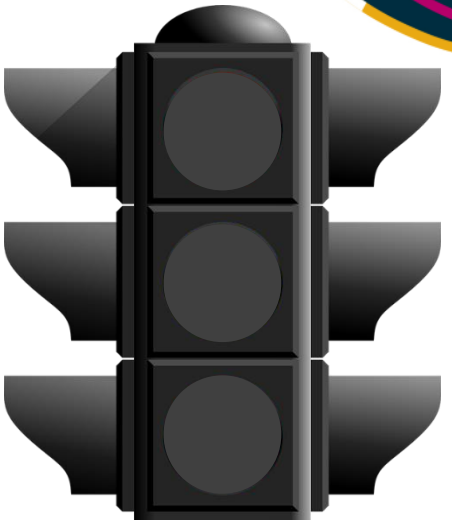


Submitting data in TCSI Data Entry and APIs

Example A:

Data Entry: Delivery location

APIs: Unit enrolment



- The file in TCSI Data Entry is separate from all other data reducing the risk of conflict with your system
- Unit enrolments may fail validation if you haven't submitted your delivery location file
- You will still need to collect data on credit being awarded and report data by the deadline