TERTIARY COLLECTION OF STUDENT INFORMATION (TCSI)

Wednesday 25 August 2021

Agenda

- CHESSN webservice

- Notifications

- Hot topics from TCSI Support

- Safe mode (HE Only)

CHESSN webservice

CHESSN webservice

- The webservice was due to be switched off 2 August 2021. It is replaced by:

  - **B2G APIs**

  - **TCSI Analytics**

  - **TCSI Data Entry**

  - **myHELPbalance**

30 September 2021

Notifications

Notifications

- The best way to retrieve notifications is using B2G API solutions

- TCSI Analytics also returns provider notifications with identifying elements

- Avoid TCSI Data Entry

Notifications

- Notifications are a totally new feature

- Your feedback can help us to improve the usability of the notifications and TCSI Analytics reports

- Please provide your feedback with examples to TCSIsupport@dese.gov.au

USI Verification

- https://www.tcsisupport.gov.au/support/usi-verification-phase-1

- Messages are returned via notifications when the USI does not pass

- The USI Registry System returns more detail than TFN notifications

A115_UpdateDateTime	E691_NotificationText	UID8_StudentsResKey	E488_CHESSN	E584_USI	E313 - StudentID
24/08/2021 09:07:38	The USI Office has advised that the First Name and Family Name on TCSI does not match First Name and Family Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 09:07:38	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:08:37	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 10:42:56	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 10:18:35	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the First Name on TCSI does not match First Name on USI Registry System for the given USI.				
24/08/2021 07:03:31	The USI Office has advised that the Family Name on TCSI does not match Family Name on USI Registry System for the given USI.				

CHESSN Management in TCSI

- https://www.tcsisupport.gov.au/support/chessn-management-in-tcsi

- CHESSN allocated (CHA)

  - Important for students who do not have a USI

  - May be helpful for myHELPbalance if USI is unavailable

CHESSN error (CHE)

- Indicates the system is unable to uniquely identify the student

In TCSI for other providers:

Angela Sims
1/1/2000
TFN ******92
$100,000

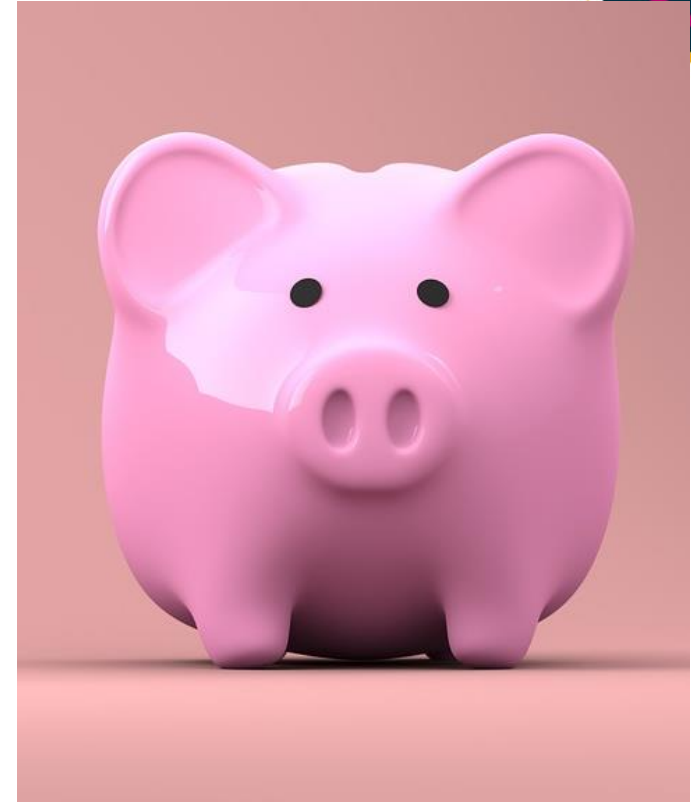Angela Sims
1/1/2000
TFN ******57
$5,000

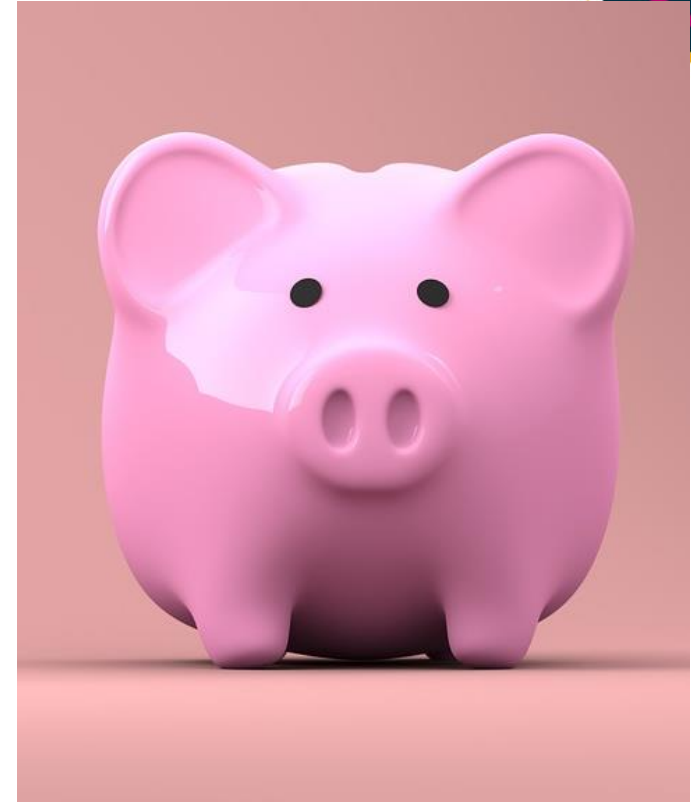**In your SMS:**

Angela Sims
1/1/2000
TFN ******57
$5,000

CHA

Loan processing in TCSI (LLW)

- https://www.tcsisupport.gov.au/support/Loan-processing-for-HECS-HELP-FEE-HELP-and-VSL-loans

- Loan statuses requiring attention when the unit enrolment is reported:

  - Adjusted/Adjustment pending

  - Rejected/Rejection pending

  - Unassessed

Loan processing in TCSI (LLW)

- TCSI also returns LLW notifications for students who have exceeded 80 per cent of their HELP Limit

- These students have less than 20 per cent of their HELP Limit remaining

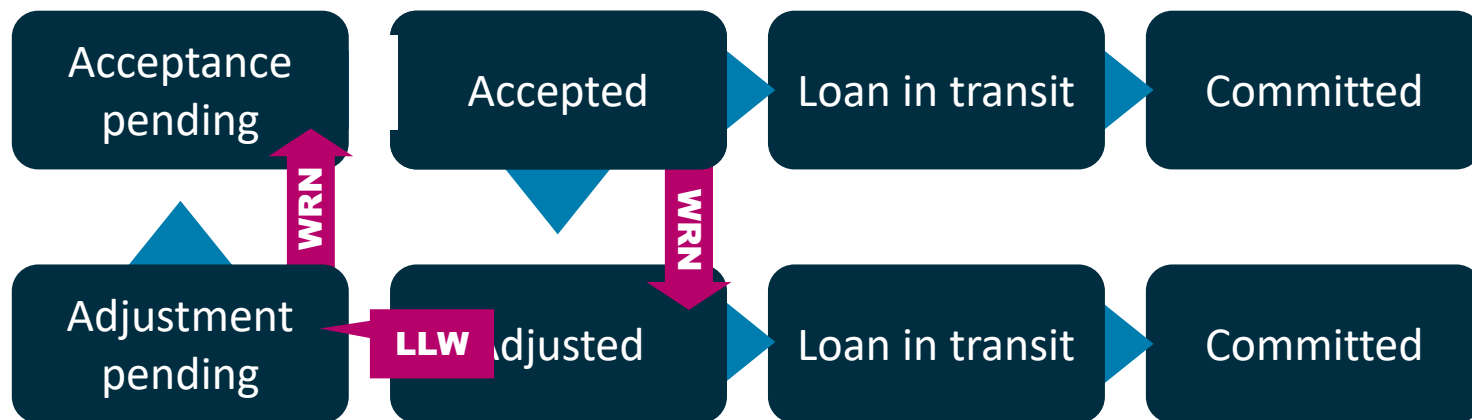- Only refers to the combined HELP balance (does not show VSL caps)

A115_UpdateDateTime	E691_NotificationText	UID8_StudentsResKey
04/05/2021 02:42:44	A loan has been created with a loan status of ADJPEND, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
04/05/2021 02:42:44	A loan has been created with a loan status of REJECTPEND, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
04/05/2021 02:42:44	A loan has been created with a loan status of REJECTPEND, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
08/06/2021 23:12:28	HELP balance warning: the student's HELP balance is less than 20 per cent of the student's HELP limit	
08/06/2021 23:12:28	A loan has been created with a loan status of REJECTED, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
08/06/2021 23:12:28	A loan has been created with a loan status of REJECTED, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
08/06/2021 23:13:08	A loan has been created with a loan status of ADJUSTED, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	
09/07/2021 01:48:16	HELP balance warning: the student's HELP balance is less than 20 per cent of the student's HELP limit	
09/07/2021 01:48:17	A loan has been created with a loan status of ADJUSTED, indicating that the loan is not, or may not, be fully serviceable within the student's available or pending HELP balances. Please check the student's balances and other loans to determine whether further action may be needed in relation to this loan.	

Loan status changes (WRN)

- This notification will highlight loans
  that have changed in a way that may impact payments

Unit enrolment: **$1,000**

Loan record: **$1000**

| Acceptance pending | Accepted | Loan in transit | Committed |

WRN

WRN

| Adjustment pending | LLW Adjusted | Loan in transit | Committed |

Message: The status of an existing loan has changed from [X] to [Y] as the result of new loan or identity data being reported for the student. Please check the student's balances and loans to determine whether further action may be needed in relation to this loan.

Scheduled validations in test and production

- Updated specifications (including new scheduled validations) are now available from https://www.tcsisupport.gov.au/support/notifications

What notifications are available?

Notification types

TFN ⌄

CHESSN ⌄

Loans ⌄

Scheduled validations ⌃

Notification messages	Appropriate action
The reporting deadline for data that has yet to be reported is approaching or has passed. The message will contain details of missing data.	Acquire and report the missing data before the deadline (if the deadline has not yet passed) or as soon as possible (if the deadline has passed).

The detailed scheduled validations and triggers are listed in the Scheduled validation fact sheet PDF and Scheduled validation fact sheet DOCX.

Scheduled validations in test and production

- A bug has been identified with scheduled validations

- The issue is impacting the majority of the original scheduled validations (SV0001- SV0095)

Update and

hot topics from

TCSI Support

TCSI transition update

- A majority of providers are now reporting their records regularly

- For the first half of 2021

  - Over 4 million unit enrolment records have been reported

  - 85% of EFTSL is now in the system

- **HE Staff collection now available for API developers to test with validations**

- 300 enquiries being received by TCSI support every week
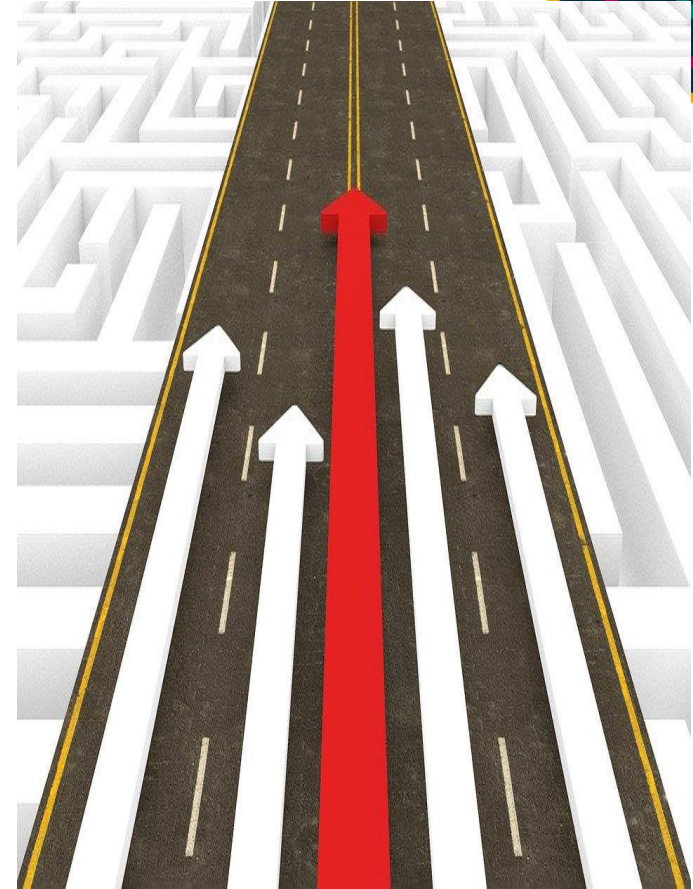
Hot topics from the past week

- What is planned for HDR end-user engagement? Please see: https://www.dese.gov.au/research-block-grants/research-training-program

- When are 2022 reporting requirements due to be confirmed?

- How do I report a student with a single name?
  Hint: see elements E402 and E403

- Why are production releases on a Wednesday morning?

TCSI
TERTIARY COLLECTION
OF STUDENT INFORMATION

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element or validation code

Home > News and Media

News and Media

Welcome to TCSI eNews.

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For any questions, please email TCSIsupport@dese.gov.au.

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Exiting safe mode

(HE Only)

Getting out of safe mode (HE only)

- More than 100 providers have already exited safe mode (61 percent) – thank you!

- **Many students are contacting the department because their loans are not correct at the ATO**

- Send the request to TCSIsupport@dese.gov.au as soon as your organisation is confident in the quality of reported loan data

- When a provider exits safe mode, all relevant loan records will be transmitted to the ATO

Contact us at:

TCSIsupport@dese.gov.au