



Australian Government

Department of Education,
Skills and Employment

TERTIARY COLLECTION OF STUDENT INFORMATION (TCSI)

Wednesday 27 October 2021



Agenda

- TCSI Update
- Student concordance
- Seeking co-designers
- Loans not being sent to the ATO
- Safe mode (HE only)
- Data extracts (HE only)



TCSI Update

Features coming in November

- Scheduled validations will be delivered throughout November (see [release notes](#)) - keep an eye out for missing elements
- New TCSI Analytics reports (HE and VSL)
- Finalisation of higher education verification (join us for our November webinar)
- Staff and Apps & Offers file upload templates
- TCSI Data Entry training (Staff and Apps & Offers)
- Updated API specs available for Staff, Apps & Offers and Concordance.



Weekly TCSI drop-in sessions

- Between 100 and 200 providers have been joining us at the new drop in sessions
- Attendees found the sessions helpful for:
 - Identifying and resolving issues
 - Raising ideas for improving TCSI
- Join us next week and bring along any questions you would like to discuss
- Links are available at the [Webinars](#) page.



A decorative graphic in the top right corner consisting of several overlapping, curved lines in white, magenta, blue, green, and yellow.

Student concordance

Preventing duplicates

- TCSI returns warning 10661 if a provider has two students with the same DOB, family name and given name first
- Do not ignore these warnings – it is easier to fix duplicates **before** record and loans are linked
- TCSI also checks for duplicates on:
 - Student ID (Validation 10045)
 - TFN (Validation 10860)
 - USI (Validation 10872)
 - CHESSN (Validation 10850)



Changing Student Identification Code (E313)

- Changing E313 is **not** concordance in TCSI
- E313 is just another reportable value and can be updated using your system or TCSI Data Entry record screens
- For VSL, changes to E313 can impact the link with the student's eCAF – make sure you provide the student's CHESSN in eCAFs

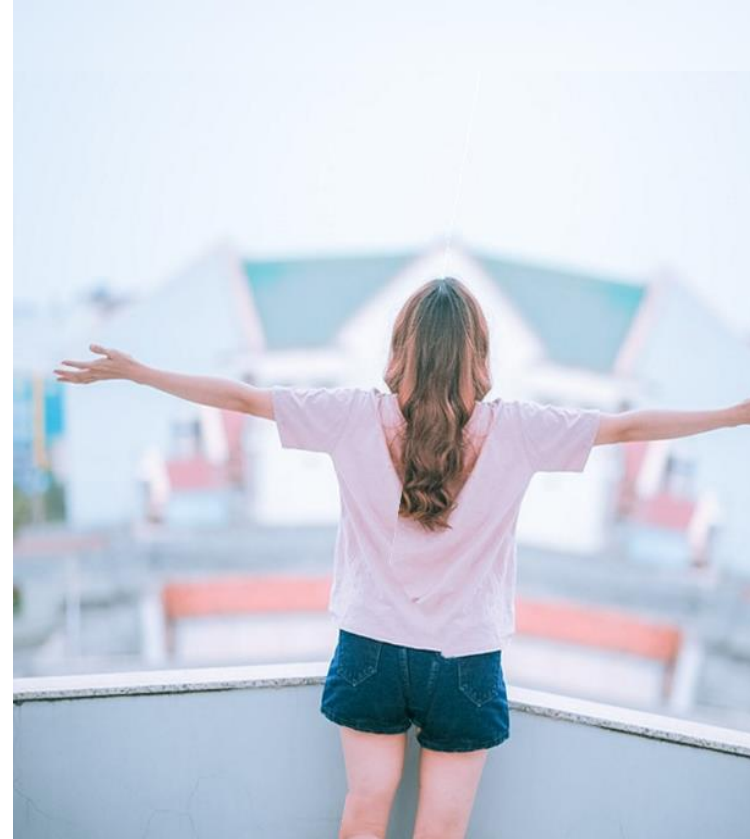
Revising and adding data

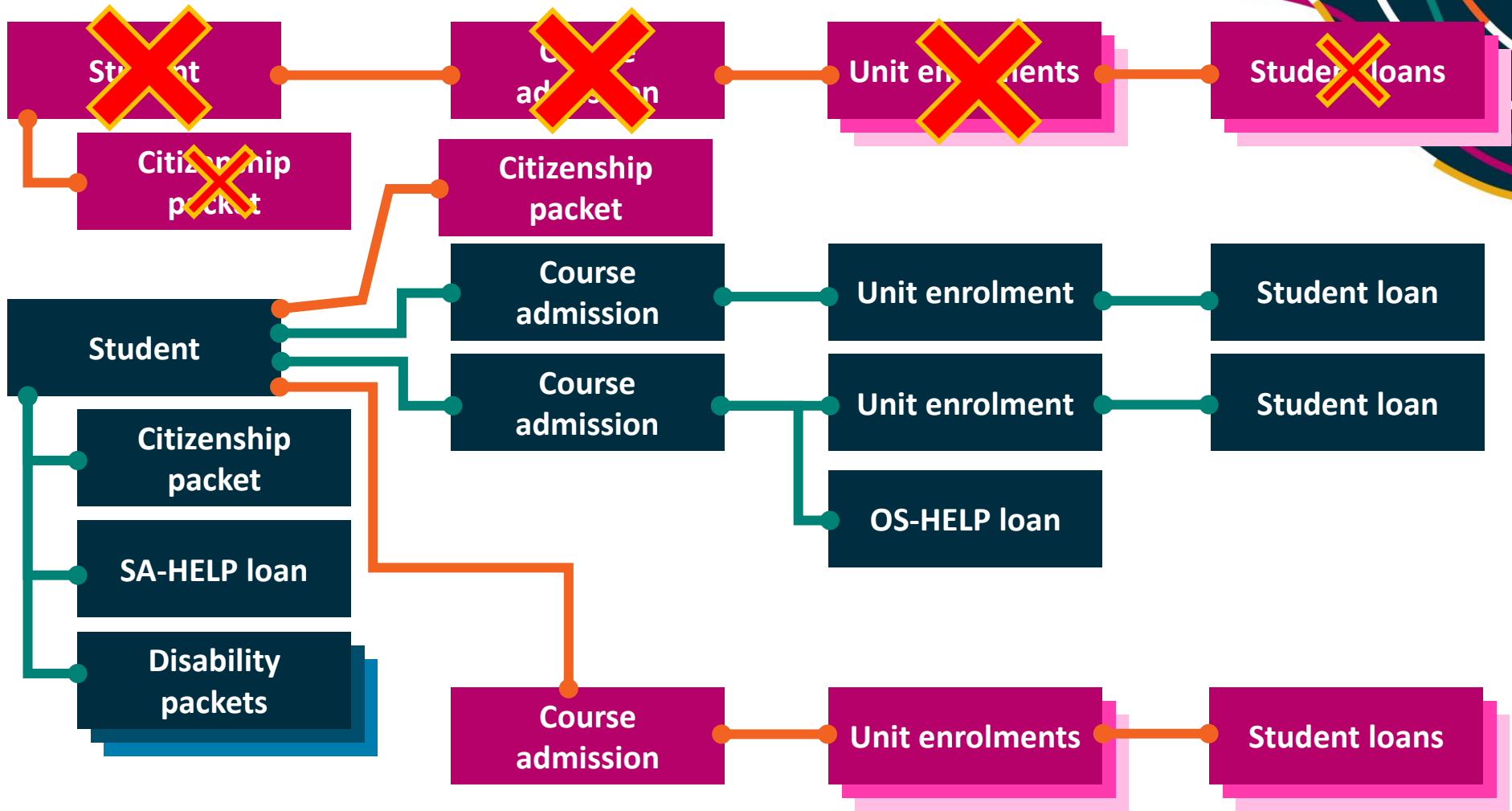
A provider can revise any data already in a student packet after the initial packet is reported as per the table below.

Element	Revisions required
<u>E313: Student identification code</u>	Corrections only
<u>E314: Date of birth</u>	Corrections only
<u>E402: Student family name</u>	Update to current value
<u>E403: Student given name - first</u>	Update to current value

When is concordance needed?

- When two student records are already linked to course admissions and unit enrolments
- To reduce the need to delete or manually modify records
- To reduce impacts on loan processing with TCSI and the ATO

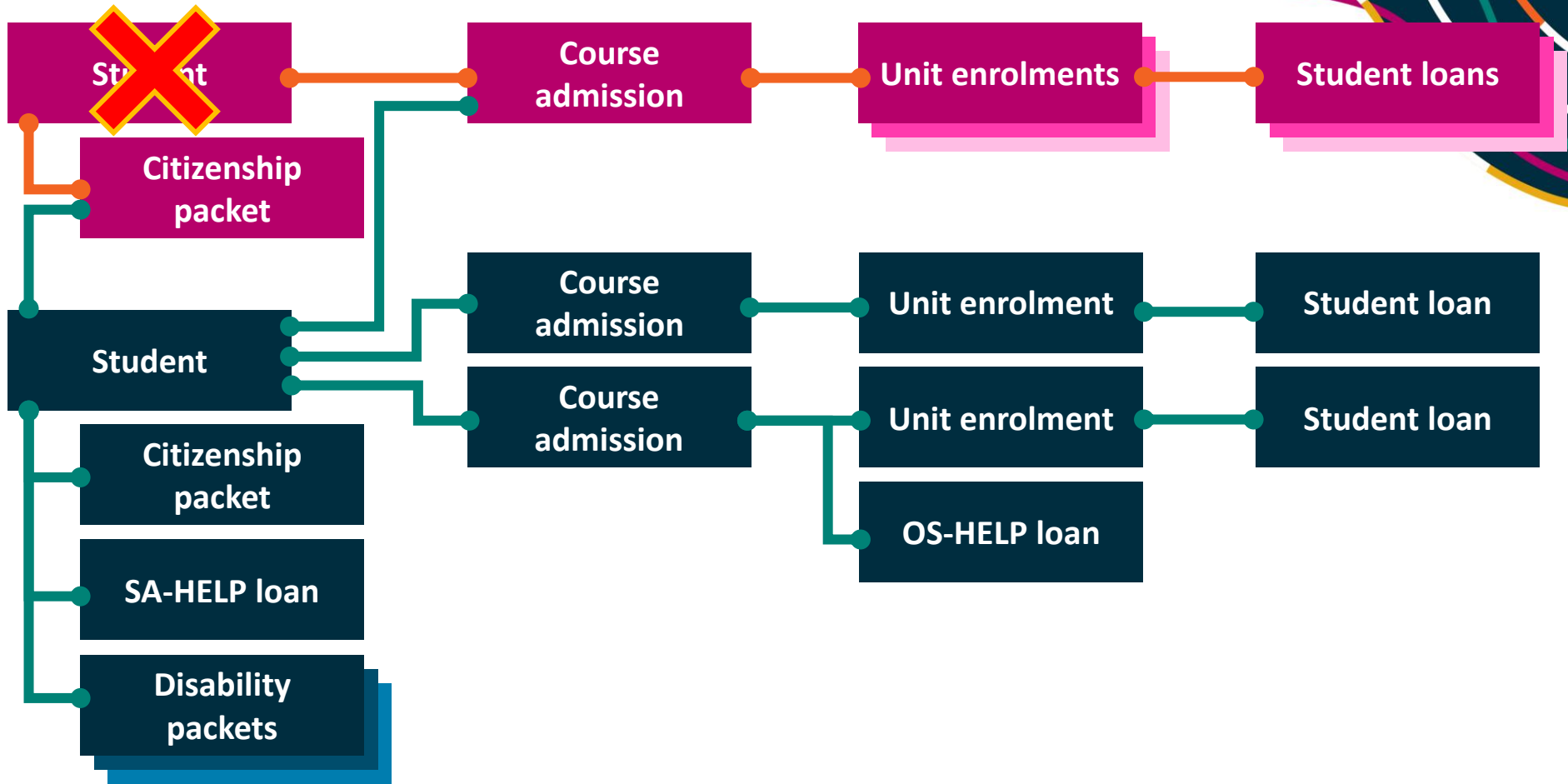




Preparing records for concordance

- Providers sends through two students via:
 - system-to-system (APIs) or
 - TCSI Data Entry
- Validations will check the compatibility of the student records before concordance can proceed
 - citizenship details
 - duplicate checks on course admissions and unit enrolments
- Manage validation errors and re-attempt





After concordance

- Check for warnings returned
- View the student's records to confirm everything aligns as expected
- Update any details that couldn't be reported before concordance
- Report any records that may have been blocked



A decorative graphic in the top right corner consisting of several overlapping, curved lines in white, magenta, blue, green, and yellow.

**Seeking nominations
for co-designers**

Topic 1: Student concordance

- Reviewing validations to check that they are:
 - manageable to report
 - do not expose systems to inconsistent data
- Providing design input for processes in TCSI Data Entry to ensure they are intuitive and easy to use
- Providing input to guides and other materials we prepare to support concordance

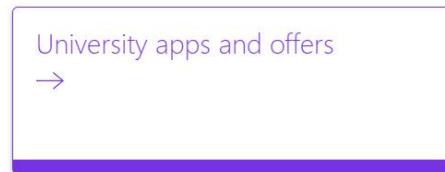


Topic 2: TCSI Support updated website

- The website is built and waiting to be published!
- The design has been based on user research and the feedback on the beta site
- We would like to invite small groups to attend a demo which will focus on confirming:
 - structure and naming of menus
 - content grouped under each section
- This will make sure information is easy to find and will reduce the number of times the menus change on the live site



TCSI Support gives you a
report structure



Topic 3: Tertiary Access Payment (TAP)


- Universities only
- Input to element specifications and timing requirements to ensure consistent and quality data can be reported
- Reviewing validations
- Providing input to guides and other materials we prepare to support TAP reporting



Nominating to be a contributor

- Send an email to TCSIsupport@dese.gov.au from your best email contact
- Include the name of your organisation
- List the topic(s) you are able to contribute





**Loans not being sent
to the ATO**

Reasons a loan may not be sent

The unit has not passed the census date

- Loans with a census date in the future will not be sent to the ATO
- For VSL, it will depend on when the loan is assessed by VPAYS and paid
- For higher education, loans are sent on the 15th day after census date

How to check:

A loan waiting for census date or VPAYS assessment will have the status ACCPEND or ADJPEND



Reasons a loan may not be sent

The unit enrolment may have been altered

- HELP loan amount is zero dollars (\$0) or empty
- Student Status Code (E490) changed or empty
- Outcome date (E601) on or before census date
- Remission reason code reported before being sent
- The unit enrolment has been deleted

How to check:

The loan record won't be sent if it has the status:

- DELETED, REJECTED, VETREJECTED, REMISSION



Reasons a loan may not be sent

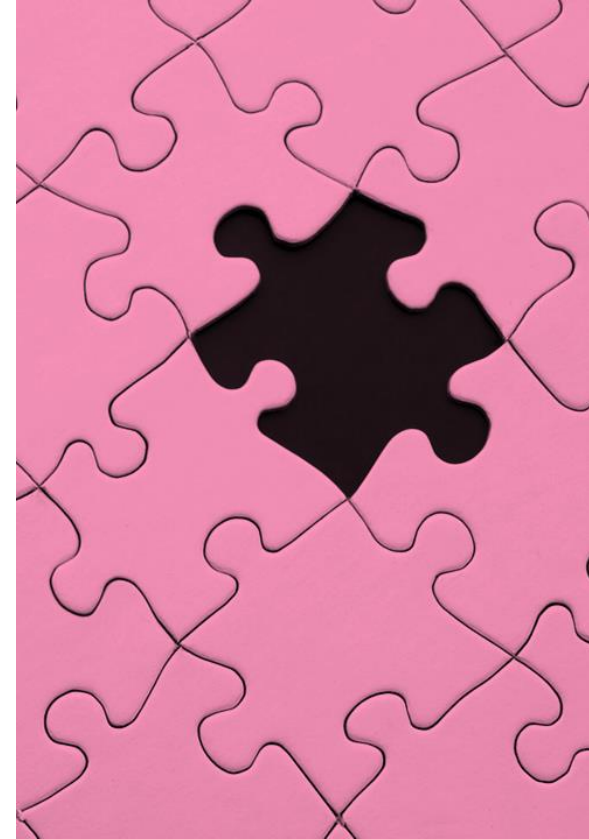
Information is missing – TCSI requires:

- all name fields (use '9999' for other/given names if needed)
- DOB, gender, residential address and term address
- Amounts charged, paid upfront and loan fee
- Delivery location (campus for VSL, unit enrolment for HE)
- Maximum contribution code for Commonwealth Supported Places (HE only)
- Verified TFN

How to check:

Loan status will remain ACCEPTED or ADJUSTED

Consult data extracts or TCSI Data Entry



Reasons a loan may not be sent

The system needs to identify the student

- CHESN needs to be allocated
- Future functionality – USI needs to be verified

How to check:

Loans waiting on a CHESN will show as UNASSESSED in your data extract, SMS or TCSI Data Entry (notifications may be incorrect)

Check the CHESN Error notifications on TCSI Analytics or in your SMS – confirm the gender, TFN and names

If the student is not on that list or won't resolve, contact TCSIsupport@dese.gov.au with details of the loan (UID21 or Student ID, census date, unit of study code)



Reasons a loan may not be sent (VSL)

The loan was rejected as part of VPAYs assessment

- course and student caps
- eCAF requirements
- progression checks

How to check:

Consult your provider payment report in HITS

Loans rejected by VPAYS will have the status
VETREJECTED

If you have queries contact:

VFHVSLpayments@dese.gov.au



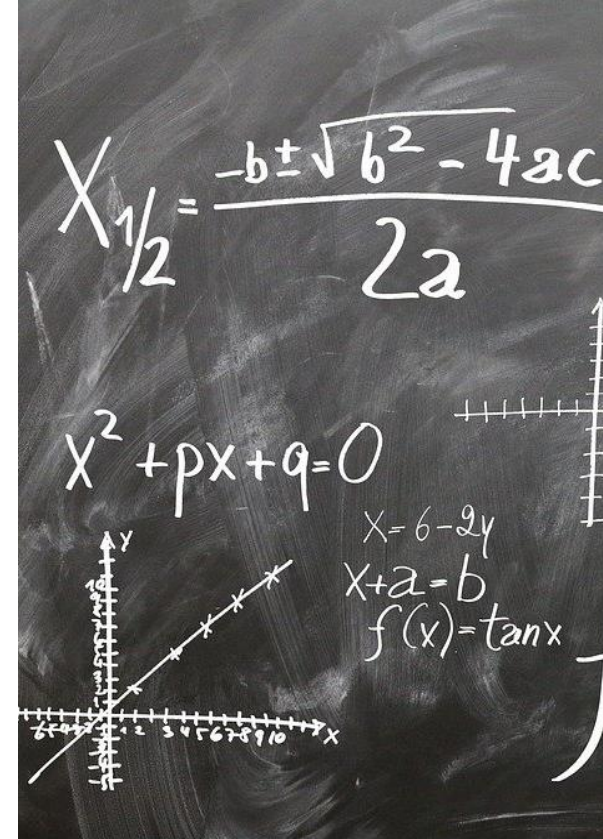
Reasons a loan may not be sent (HE)

HECS-HELP discounts were calculated incorrectly

- HELP loan amount should be reduced to reflect the discount
- E.g. a \$1,000 unit with \$450 paid upfront will have a Loan Amount of \$500
 - $E558 = E384 - (E381/0.9)$

How to check:

Loan status is ACCEPTED and a scheduled validation is in your SMS or TCSI Analytics



Reasons a loan may not be sent (HE only)

You are still in safe mode

- It can take close to a week to exit safe mode and for loans to transmit

How to check:

You do not have any higher education loans with the status of COMMITTED



Safe Mode (HE Only)


Exiting safe mode

- More than 80 per cent of providers have exited safe mode
- **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. Some important checks are for loan amounts and accidental deletions

Re-entering safe mode

- A request can be made for providers:
 - changing student management software
 - releasing major changes to their system (impacting loans)
- Please contact TCSIsupport@dese.gov.au with two weeks advance notice to pause transmission of loans to the ATO






2020 data verification

(HE only)

2020 data verification

- Due **12 November 2021** ~~8 October 2021~~
- Download the latest reports from the FTP server
 - Colleagues at your organisation may already have access if they download TCSI data extracts
 - Any HEIMS user can apply to get FTP access or to reset their FTP password
- Still have questions?
 - Please check the news article <https://www.tcsisupport.gov.au/news-and-media/tcsi-update-2020-student-data-verification>
 - university-statistics@dese.gov.au before **29 October**






Higher education compliance follow-ups (HE only)

Following up on reduced student load reporting

- We are checking total higher education EFTSL in 2021 and comparing with the EFTSL for the same period in 2020 and ensuring that all required data packets are reported in accordance with TCSI reporting requirements
- There are 23 providers that are not currently at the benchmark of 80% or more
- We will be making calls to TCSI primary or secondary contacts, and allowing time to respond, before informing senior contacts at providers
- The phone call will allow us to share the current numbers and understand:
 - any real changes in student numbers
 - changes in census dates
 - system issues and resolution plans





Higher education data extracts (HE only)

Requested change to data extracts

- Combining for **CSV only**:
 - HEP**UnitEnrolments**ByPeriod
 - HEPUnitEnrolment**AOUs**byPeriod
- We will produce them in standard groupings:
 - 2020 onwards
 - 2 year: 2014-2015, 2016-2017, 2018-2019
 - 3 year: 2005-2007, 2008-2010, 2011-2013



Limitations of data extracts

- Students need to be HEP and/or VET
 - Students without a course admission record will not show up in either extract
 - If you need information on these records please send a request to TCSIsupport@dese.gov.au so a custom extract can be prepared.
- USI is not currently returned on HEP Student



Contact us at:



TCSIsupport@dese.gov.au

