TERTIARY COLLECTION OF STUDENT INFORMATION (TCSI)

Wednesday 29 September 2021

Agenda

- Releases and upcoming development

- Weekly TCSI drop-in sessions

- Upcoming changes to the collection (Ministerial and Secretary's notices)

- Higher education provider update

- 2020 data verification (HE Only)

- Safe mode

- USI in higher education

Releases and upcoming development

Releases and upcoming development

- Production releases are planned for Friday morning each week and include an outage from 8am to 10am (AEST)

- Test releases remain on Tuesday mornings with outages in the test environment from 8am to 10am (AEST)

- The "TCSI Releases and upcoming development" page can now be accessed from the TCSI Tracker and includes:

  - TCSI roadmap for 2021 delivery

  - Issues in production

  - TCSI Analytics report rollout schedule

  - Production release notes

Drop in sessions

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.

Reporting requirement clarifications

Clarifications in reporting

- Residential Address Country Code (E658)

  - The ==overseas== country code of a student's/applicant's residence

- First Residential Address Country Code (E659)

  - The first reported ==overseas== country code of a student's residence

- Delivery location Country Code (E660)

  - The ==overseas== country code location of the delivery location where the student is studying the unit

- Term Address Country Code (E661)

  - The ==overseas== country code for the residence in which the student lives during the term/period of study, as most recently advised

- Remission Reason Code (E446)

 - Direct link to glossary term included on element specification

1101

2022 Secretary's notice

(VSL only)

Course Outcome Code (E599)

- Transfers from superseded courses will be reportable in TCSI

- New codes for E599 are:

  - 5 - Completed but continuing a related course

  - 6 - Transfer to complete a related course

  - 7 - Transfer to continue a related course

- The new codes are currently supported in test and production
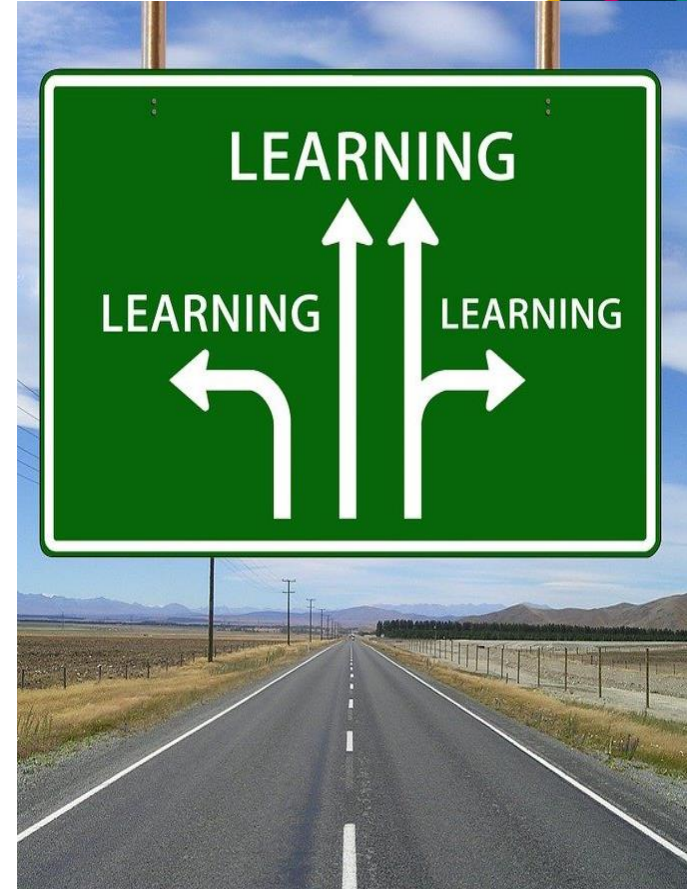
Ministerial Notice

(HE Only)

Clarifications in reporting (HE only)

- Campus Suburb (E525)
  - country name may be used for overseas campuses
  - "distance education" or "online" may be used for distance education courses

- Field of Education Codes (E461/E462)
  - '000000' is used for cross institutional courses
    (in addition to Non-award course , BOTP, or OUA unit)

- Loan fee exemption extended to the end of 2021 (already in production)

- USI requirements corrected

Changes for 2022

- Full names and addresses required for domestic students to support Tuition Protection Service

  - Student family name (E402)

  - Student given name - first (E403)

  - Student given name - others (E404)

  - Residential address street (E410)

  - Residential address suburb (E469)

  - Residential address state (E470)

- Staff collection (all HE)

- Applications and offers (Universities)
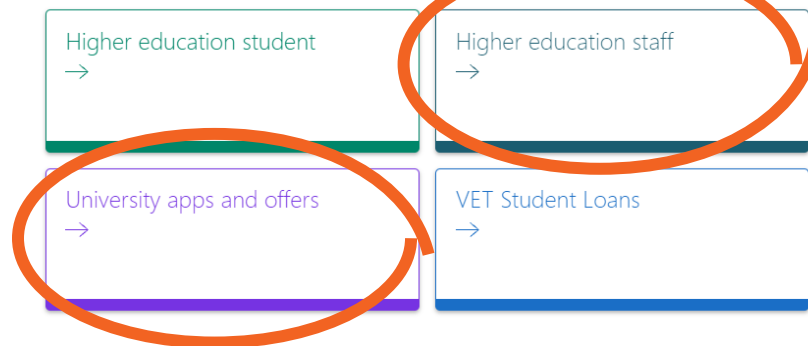
Higher education updates

- Compliance checks will be undertaken and notices sent in October

- The main focus is still on EFTSL but now including census dates from the second half of 2021

- HDR end user engagement changes are likely to go ahead as described in the discussion paper

- Providers will need to collect TAP data manually

Safe mode

(HE Only)

Safe Mode

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

Exiting safe mode

- More than 70 per cent of providers have already 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:

    - loan amounts and accidental deletions of pre-2021 data

2020 data verification

(HE Only)

2020 data verification

- Due 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

USI in higher education

(HE Only)

What is the USI?

- The USI is a reference number made up of ten numbers and letters, that stays with a student for life.

- The USI will replace the CHESSN as the identifier for new students from 1 January 2021.

- Students can find and create a USI easily at usi.gov.au, as well as check their details, update their provider and share their USI.

Who needs a USI?

- Any student commencing a course of study on or after 1 January 2021 and accessing Commonwealth assistance (CSP, HECS-HELP or FEE-HELP) is required to obtain and **provide** their USI by the census date.

- From 1 January 2021, all students must have a USI before applying for OS-HELP.

- A USI is only a requirement for SA-HELP for fees payable on or after 1 January 2023.

- From 1 January 2023, all higher education students will need a USI in order to graduate and receive their award (unless an exemption applies).

- New onshore international students are encouraged to obtain and provide their USI as part of the enrolment process, but it is not yet mandatory.

What does this mean for Providers?

- **From 2021, higher education providers must request and record the USIs of new Commonwealth assisted higher education students prior to census date.**

- We encourage students to apply for a USI prior to enrolling.

- HEPs are able to assist students to apply for, and locate their USI (providing they have the student's consent).

- USIs will be verified through eCAF and TCSI. We **strongly encourage** education providers to verify USIs prior to submission to TCSI where possible.

- By verifying a student's USI, providers can reduce the number of unverified USIs that will require correction.

Requirements for providers

- Providers must collect USIs for new students from 1 January 2021. This advice has been provided consistently throughout the lead up to 1 January 2021.

- Providers must report the USI to TCSI from mid-2021. Verification, and notification of USI is now live in TCSI.

- Providers are encouraged to verify USIs prior to submission to TCSI, but this is not compulsory. This can be done with the USI Registry System.

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.				
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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.				

FAQs

Who requires a USI in TCSI?

Students commencing in new courses accessing Commonwealth assistance from 1 January 2021 are required to have a USI to be eligible.

All students will require a USI in order to be conferred a higher education award from 2023.

Why are providers responsible for collecting the USI and chasing students who need to update their information at the USI Office?

Providers are responsible for assessing students' eligibility for Commonwealth assistance, including HELP loans.

Confirming that a student has a valid USI is part of that process, just as confirming TFN information is when students need to verify their information with the ATO.

Verification of the USI is required to ensure that the student is a unique individual and the information they are providing is true and correct. This allows the Government to manage a student's HELP entitlement and decreases the instance of loans being rejected where a student has exceeded their HELP balance, or is otherwise not entitled.

Why is there a 42 day period for nightly verification checks? Can this be extended or made indefinite so providers don't need to re-trigger verification?

The 42 day period allows a six-week period for the providers to correct incorrect information. If the USI has not verified after 42 days there is action for the provider to update or re-report the students details to re-trigger the verification process.

FAQs

What happens if the student doesn't provide a USI or can't get their details to verify?

A student who does not supply their USI can not be determined to be eligible for Commonwealth assistance. Evidence of the student's USI must be obtained by the provider and reported to the Department through TCSI. Unverified USIs will continue to attempt to verify. Currently, unverified USIs do not prevent loans from being transmitted to the ATO, but we expect that to change in the future.

What happens when a student changes their details at the USIO or with the provider? Will this cause the USI to fail verification even though it was previously successful? Do providers need to work with students to resolve this?

Providers will need to work with students to resolve this, just as they work with students to resolve TFN matching issues at the ATO.

Providers are advised to verify early and often, so that if there any issues, the student can pro-actively work to align their details BEFORE they report their final data. The USIO can troubleshoot reasons for students' USIs not verifying.

Why am I getting warning messages for students who don't need a USI?

This is a bug we are investigating.

FAQs

Does myHELPbalance still work if the USI has not verified in the provider's system?

MyHELPbalance requires the USI to be verified in TCSI for it to be used to login and search.

What information is used to confirm a match?

First name, last name, date of birth and USI.

What if the student only has one name?

USI Registry has ability to choose option 'student has only one name' and this removes last name as a verification requirement. Verified on first name, DOB and USI only.

How do providers access the USI Registry System?

Higher education providers can access the USI Registry System by

- integrating USI web services with Student Management Systems
- accessing the USI Organisation Portal

more information is available at:

www.usi.gov.au/training-organisations/set-access-usi-registry-system

Any Questions?

Contact us at: HELP.Policy@dese.gov.au
Contact USIO at: https://www.usi.gov.au/contact-us/providers

Contact us at:

TCSIsupport@dese.gov.au