



Australian Government

**TCSI** TERTIARY COLLECTION  
OF STUDENT INFORMATION

# TCSI Provider Webinar

Wednesday 22 November 2023

# Agenda

All providers:

- Re-triggering TFN verification
- Terms and conditions for TCSI Services
- The holiday season and TCSI
- TCSI Data Entry performance

Higher education:

- Data verification next year
- Warning validations for late loans
- CSP reporting enabled this week



# Re-triggering TFN verification

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# Re-triggering TFN verification

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## Why we need to re-trigger

TFN verification starts when sufficient details are available

TCSI then attempts to verify every 24 hours for 12 weeks (84 attempts)

After 12 weeks, TFN verification stops and the notification changes to:

*“TFN unmatched and verification period has concluded – TFN will need to be re-reported to recommence verification period”*

## How it works

A PATCH B2G API call for the affected student record, with the same TFN or name details, will re-trigger another 12 weeks of daily attempts (there is no limit on the number of re-triggers)





# Re-triggering TFN verification

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## How to re-trigger in your software

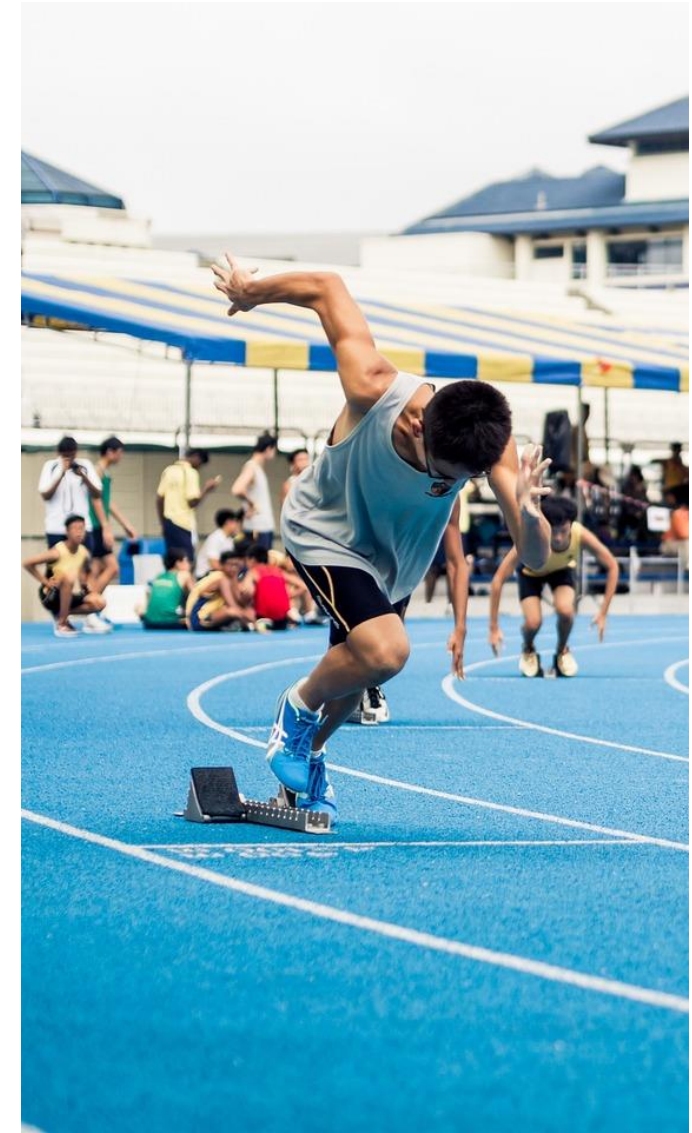
Your system may not be designed to send a PATCH call when details are the same in your system as in TCSI

For more details on how your solution works, please engage with your vendor and their resources

## Plans for TCSI Data Entry

TCSI Data Entry does not support PATCH calls where nothing has changed on a student record

Design work is underway to find a solution (not starting build until concordance is delivered)





# Update to terms and conditions

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# Terms and conditions

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Terms and conditions are agreed every time a user logs into TCSI Services including:

- TCSI Analytics
- TCSI Data Entry
- myHELPbalance

We are making name changes for departments and adding a new section for TEQSA users.



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**TCSI Access**

Your access point for TCSI services

## Terms and Conditions

### GENERAL

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A close-up photograph of a lit sparkler against a dark background. The sparkler is positioned on the left side of the frame, with a bright orange and yellow flame at its base. Numerous golden sparks are radiating outwards in all directions, creating a starburst effect. Some sparks are in sharp focus, while others are blurred, giving a sense of motion and depth. The overall lighting is warm and festive, typical of holiday celebrations.

# The holiday season and TCSI

- TCSI systems will continue to operate over the holiday period
- The department will shut down from **23 December 2023 to 2 January 2024**
- Provider reporting and the mailbox will not be monitored during this period
- Final drop in session is on 6 December and will return in February 2024

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# Performance of the TCSI Data Entry portal

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# TCSI Data Entry

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The TCSI Data Entry portal has been blocked by large submissions in the lead up to key deadlines:

- Staff data in September
- Apps and offers and PIR Student in November

The outages were caused by large files that generated even larger response files due to multiple validation messages

Investigation is underway to find solutions ahead of April next year (apps and offers due in May)

To reduce risk, please submit files for testing and/or submit a few rows in production to check for systemic issues like formatting errors. Then submit the larger file.

The screenshot displays the TCSI Data Entry portal interface. At the top, there's a header with the Australian Government logo, the title 'TCSI Data Entry', and a subtitle 'Your interface for uploading data to TCSI'. A user profile box shows 'Phil Test' and 'DESE-test-Dual-University [HEP]'. Below the header is a navigation bar with links: Home, Upload, History, Records, and Notifications. The main content area is titled 'History' and includes a search bar. Below the search bar are filters for Status (set to 'Any'), File Type (set to 'Any'), and Date submitted (set to 'YYYY-MM-DD'). A section titled 'Upload History (91 records)' contains a 'Refresh' button and a table of upload records.

Status	File Type	File name	Date submitted	Submitted By	Download
System failure		1,2_HE-Course-v1.1.xlsx	2022-12-09 14:23:46		
System failure		1,2_HE-Course-v1.1.xlsx	2022-12-09 14:03:16		
System failure		1,1_HE-Course-of-study-v1.1.xlsx	2022-12-09 14:00:16		
System failure		Applications_2022_09-05-2022_16_16_30_1.csv	2022-11-08 13:50:27		
System failure		1,2_HE-Course-v1.1.xlsx	2022-10-17 14:34:02		
System failure		1,4_HE-Course-on-campus-v1.1.xlsx	2022-10-17 14:08:40		
System failure		1,2_HE-Course-v1.1.xlsx	2022-10-17 14:04:59		



# Higher education data verification

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# Data verification next year

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Trialling longer verification windows to support more flexible planning

## **2023 Student**

Activating in Mid-January

Due 3 May 2024

## **Staff (2023 casual actuals + 2024 full time)**

Activating in April

Due 28 June 2024







# Recent development

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# New warnings

See production release notes:

<https://www.tcsisupport.gov.au/support/TCSI-Releases-and-upcoming-development>

The 2024 maximum student contributions are getting loaded into TCSI this Friday to enable CSP reporting

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Validation Error Code	Type	Packet	HEP	VET	Error Message	Error Description
11050	Warning	Unit Enrolment AOU	Yes	No	Seriously late HECS-HELP or FEE-HELP loan has been reported.	Please check the details reported for the Unit Enrolment or AOU. Any data reported on or after 20 April in a financial year after the financial year of the Unit or Study Census Date (E489), which leads to the creation of a HECS-HELP or FEE-HELP loan for that Unit Enrolment, is considered to be seriously late.
11051	Warning	Unit Enrolment AOU	Yes	No	Seriously late STARTUP-HELP loan has been reported.	Please check the details reported for the Unit Enrolment or AOU. Any data reported on or after 20 April in a financial year after the financial year of the Unit or Study Census Date (E489), which leads to the creation of a STARTUP-HELP loan for that Unit Enrolment, is considered to be

Questions?

*Contact us at:*

[TCSIsupport@education.gov.au](mailto:TCSIsupport@education.gov.au)

