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

VET HEP PIR

Re-triggering TFN verification

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)

VET HEP PIR

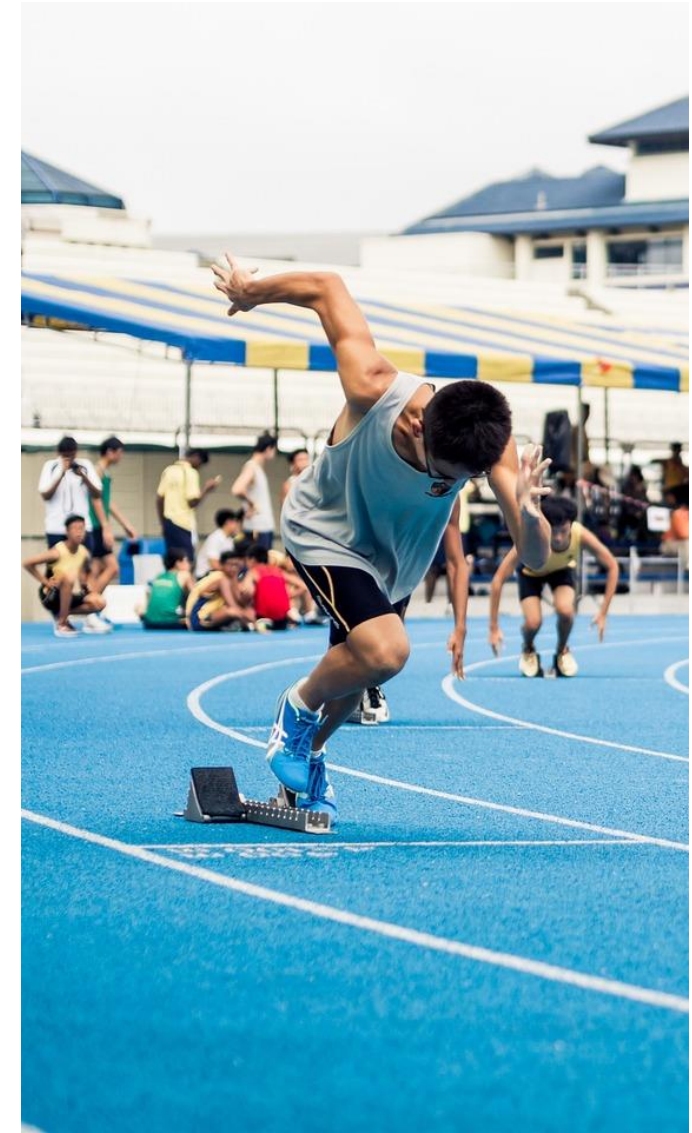**How to re-trigger in your software**

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

VET　HEP　PIR

Terms and conditions

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.

Australian Government

TCSI Access
Your access point for TCSI services

Terms and Conditions

GENERAL

1.Agreement

1.1 By using this website, you accept and agree to be bound by these terms and conditions (**Terms and Conditions**). In these Terms and Conditions:

(a) "**you**" or "**your**" is a reference to the user agreeing to these Terms and Conditions, any organisation which the user represents and all parties acting on the user's behalf;

(b) "**we**", "**our**" or "**us**" is a reference to the Commonwealth of Australia as represented by the Department of Education or its successors; and

(c) "**a portal**" is a reference to any one or more portals or systems made available to you through this website.

☑ I have read and agree the Terms and Conditions

Continue   Cancel

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

VET   HEP   PIR

Performance of the TCSI Data Entry portal

VET   HEP   PIR

TCSI Data Entry

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.

Higher education
data verification

VET | **HEP** | PIR

Data verification next year

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

VET **HEP** PIR

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

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

VET   HEP   PIR

Questions?

Contact us at:

TCSIsupport@education.gov.au