



Australian Government

**TCSI** TERTIARY COLLECTION  
OF STUDENT INFORMATION

# TCSI Provider July Webinar

Wednesday 31 July 2024

# Agenda

## All providers:

- Maintaining PRODA attributes
- Privacy reminder
- TCSI Data Extracts
- myHELPbalance IT Project

## Higher Education:

- TCSI Renewal project
- Provider engagement findings overview
- Critical loan errors dashboard
- SLEMS – Lifelong SLE processing and TCSI Analytics Reports

- **Maintaining PRODA attributes**
- **Privacy reminder**
- **TCSI Data Extracts**
- **myHELPbalance IT Project**

VET

HEP

PIR

See <https://www.tcsisupport.gov.au/news-centre/tcsi-july-newsletter-2024>



**Australian Government**  
**Department of Education**

# Tertiary Collection of Student Information (TCSI) Renewal Project

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# TCSI Renewal project summary

The Australian government is investing in the TCSI system over the next 3 years.

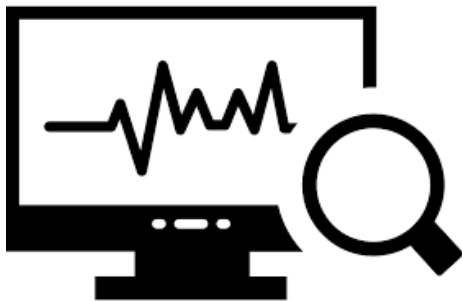
Timeframe: July 2023 – June 2026



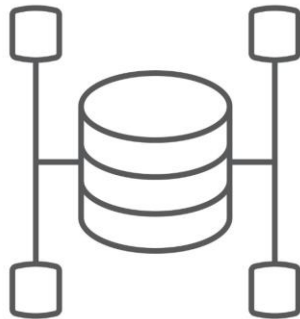
# TCSI Renewal project - Overview



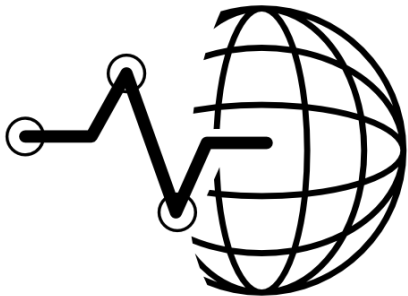
Data Quality



System Monitoring



Data Analytics Platform



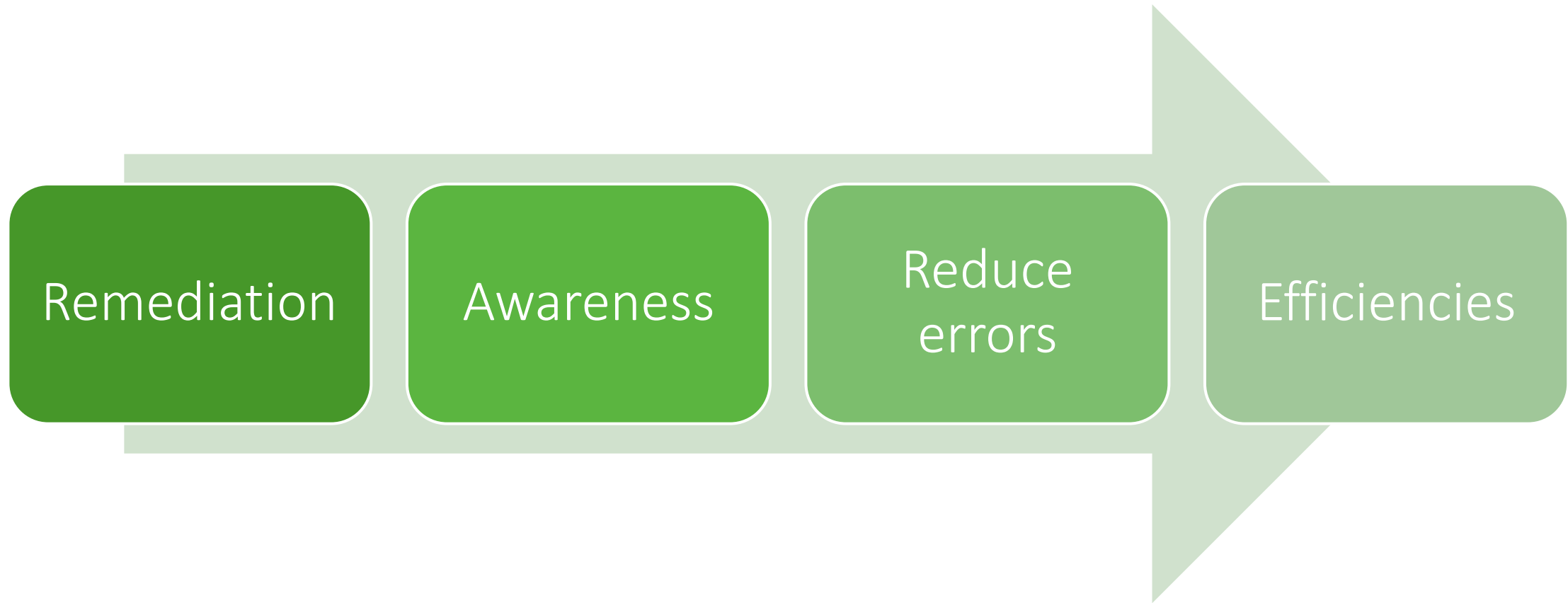
Analytic tools



Residual core build and known issues, plus new policy proposals



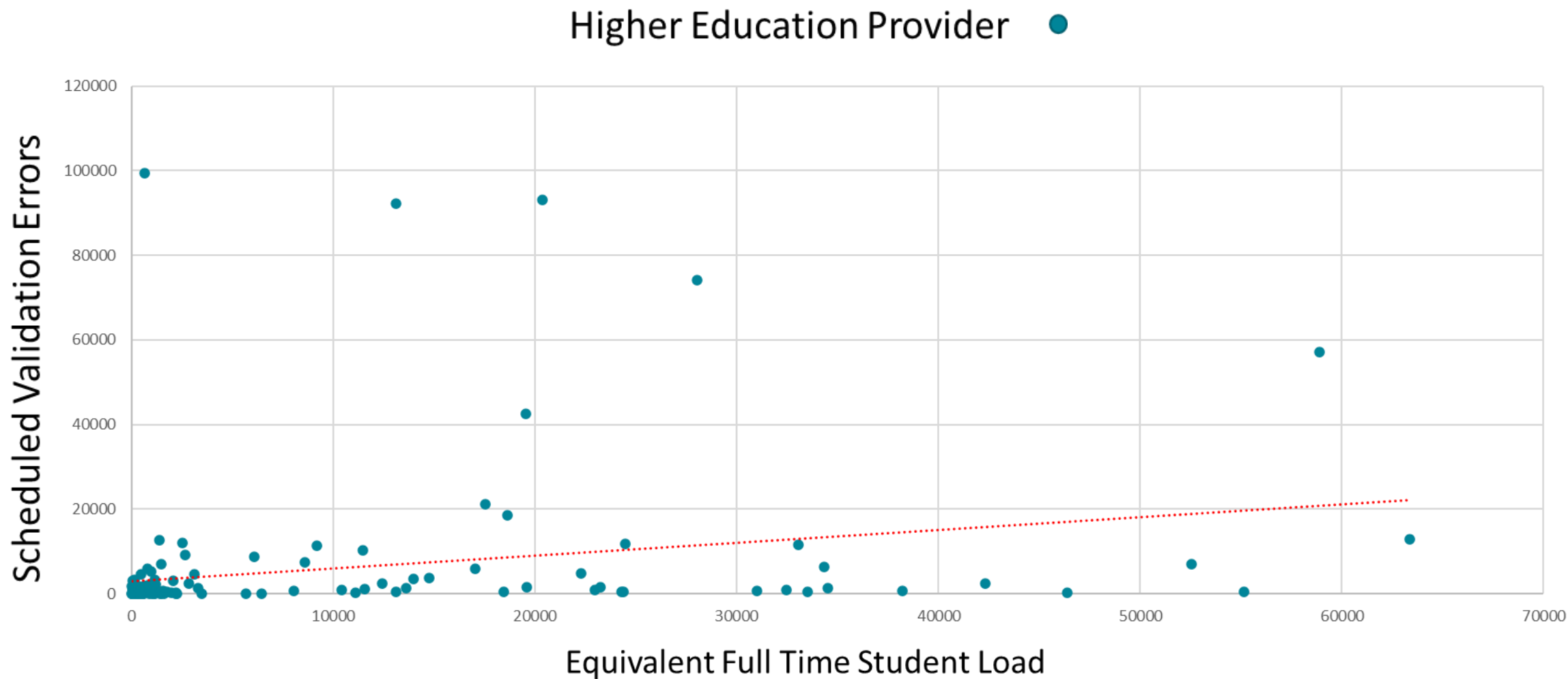
# Project Phases



# Remediation

- Fixing the backlog of HELP loans to correctly transfer to the ATO
- Together we have resolved thousands of loans
- There is still work to do to ensure the system, notifications and reporting work in unison to reduce the chance of future issues

# Data quality varies across sector



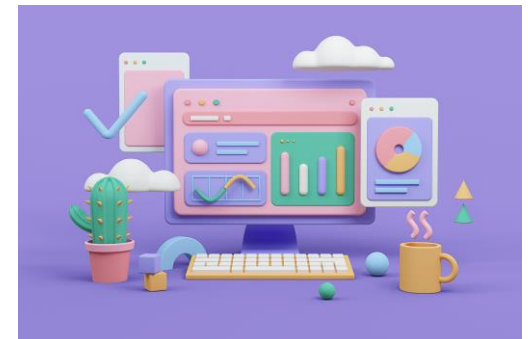
# Awareness

- Analysis of education provider/vendor pain points
- Optimise existing safeguards to provide you with more visibility of notifications and validations
- Improve and automate our manual monitoring processes - to proactively assist providers
- Build data analytics portal for the department



# Reduce Errors

- Improve education provider view of the system initially through TCSI Analytics
  - Improved site navigation
  - Improved notifications and highlight critical issues to be resolved
- Build new student concordance functionality to reduce duplicates
- Analysis of education provider access to their own data in bulk
- Improve departmental reporting processes



# Efficiencies

- Extend analytics capabilities to regulators and other departments
- Implement outcomes of provider/vendor analysis
- Implement targeted education provider support



# TCSI Renewal – Achievements so far...

- New student concordance functionality released to reduce duplicates
- New TCSI Analytics loan monitoring reports displaying student and loan impact for critical errors (missing TFN, TFN verification)
- Development of internal dashboards - *Enrolment Trends* and *Operational* dashboards
- External dashboards for providers currently under final development

# TCSI Renewal – Achievements so far...

- Improved TCSI processing rules for managing student identity (TFN, CHESN and USI).
- Removal of CHESN as a provider reportable value to support the transition to USI.
- Worked with ATO to implement more thorough TFN verification process.



# TCSI Renewal – Achievements so far

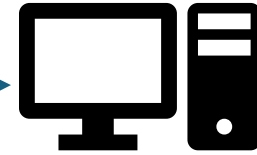
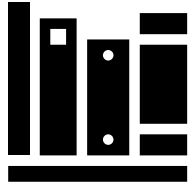
- Real time validations for seriously late loan have been implemented to help providers support students and maintain compliance.
- Resolved many misfiring RTVs – and more fixes planned based on your feedback.



## TCSI Renewal – Achievements so far

- Improved processing of upfront discounts, including the removal of upfront discount checks where census dates are in years where upfront discounts cannot apply.
- Less discrepancies in AOU packets due to work completed on upfront discount checks.
- Backend maintenance, enhancements and resolving of individual provider issues.

# TCSI Renewal – Next Steps



- Report interface optimisation – working on new interface for TCSI Analytics, including streamlined reports, easier navigation, expand page limitations and online user training.
- More user dashboards to help identify records that require attention and highlight reporting against estimates and previous year reporting.
- Introduction of an automated conflict resolution service for simple student conflicts. TCSI will know when the students should be on separate records.
- Review of Citizenship and AOU validation processes.



# Thank you

- Questions?



***TCSI Renewal  
Provider Engagement  
Findings Overview  
31/07/2024***

# TCSI Renewal Project: Provider Engagement Approach

Throughout March 2023 HE providers were engaged to provide feedback on their current experience with TCSI via 3 engagement channels.

## Digital Survey



Vol of responses 200  
53% resp w/n 48hrs

Questionnaire length 30 Qn's  
MC & free text

**Vol of free text comments received 822**

Participant sample TCSI eNews  
1<sup>st</sup> / 2<sup>nd</sup> contacts

## 1:1 interviews



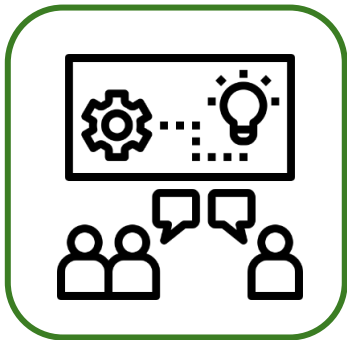
Interviews conducted 17  
+25 hrs talk-time

Interview style Inquiry  
11 open Q's

**Vol comments captured 1560**

Participant sample HE/Dual  
providers only

## Virtual Workshops



Workshops held 2  
10 contact hrs

Vol of participants 23 providers  
11 project /business

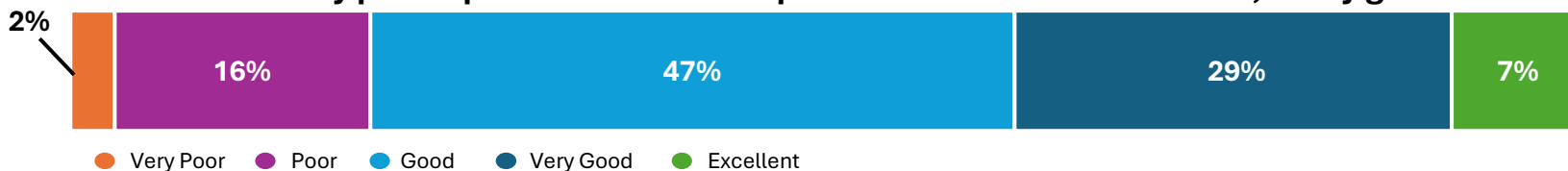
**Vol of notes captured 706**

Participant sample HE/Dual  
providers only

# Summary of Provider Sentiment

Overall higher education providers rate their experience with TCSI as a positive one. There are aspects that are seen to be valuable and positive whilst still work to be done in other areas

**83% of survey participants rated their experience with TCSI as “Good”, “Very good” or “Excellent”**



## Positive Aspects

- **63%** of participants use API's for **automated data transmission** with majority sighting it is preferable for **large quantities of data**
- The **dedication of the TCSI support team** to assist providers with over **90%** stating they felt the support received to verify their data was good or higher
- **Analytics and error visibility tools are highly utilised** with over **57%** accessing TCSI Analytics reports at least once a week



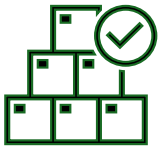
## Negative Aspects

- Providers are **expending a large amount of effort to submit data** using on average **3** methods to ensure their data passes initial validation and enters TCSI with over **81%** stating RTV messages are unclear
- **Complex error handling processes** with only **32%** stating it was 'easy' to correct errors
- When providers seek support over **30%** indicated they want to receive a **timelier response for their enquiry or issue**

# Provider Experience Pain Point Categories

The pain point themes identified with providers during the engagement period can be categorised into 6 key areas

## 1. Error Handling



- Errors are complex, and difficult to investigate
- Instructions on how to resolve errors are unclear
- Complex interdependencies between data elements /packets

## 2. Issues with USI/TFN



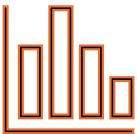
- Student identity verification is complex and time consuming
- It is challenging to engage students to update details
- There is not enough info on what student details are causing a TFN issue

## 3. Loans



- Not enough transparency on the status of loans
- Loans are stuck in "ACCEPTED" with no information as to why
- No real time visibility of a student's HELP balance

## 4. TCSI Analytics



- Reports do not have the data fields, or filters to trace errors and fix
- Reports are slow to load and suffer performance issues and timeouts
- Unable to self-serve data downloads

## 5. Support Model



- Slow response on queries, escalations and general support requests
- Education/instructional resources
- Lack of transparency on open tickets/issues

## 6. Vendors



- Challenges/issues with vendor solution to handle and correct errors
- Vendors don't have functionality required to work with TCSI



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# TCSI Renewal: Operational Interface Dashboard

TCSI Optimisation | Higher Education Data Strategy Branch





Australian Government  
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# SLEMS – TCSI Analytics Reports

TCSI Provider Webinar – July 2024



# TCSI Analytics Reports

- Two Analytics reports have been developed to make SLE information more accessible for providers.
  - 1. The Live Data report – which outlines SLE consumption, SLE student balances and unit enrolment information for a provider. This enables access to summary information on students' SLE amounts in a convenient format, for general administrative purposes.
  - 2. The Course Coverage Live Data Report – which outlines course load coverage in relation to student enrolments, SLE student balances in relation to courses and student course information for a provider. This allows providers to target effort towards students who may exceed their SLE before completing their courses.

*These reports are now live for Providers to view on the TCSI website*



# TCSI Analytics Report – Student Learning Entitlement Overview Live Data Report

## Student Learning Entitlement Overview Live Data Report – Contains Three Pages

1. **Summary Student SLE Distribution** – Number of students enrolled at provider by groupings of Useable SLE
2. **Student SLE Allocation** – SLE details of students enrolled at provider
3. **Student Unit Level Enrolment** – Details of units a student is enrolled in at provider

The Report provides easy to access information on Students SLE amounts in bulk.



# Summary Student SLE Distribution

Summary Student SLE Distribution					
▼ Number of Students	SLE > 7	▼ SLE 6-7	SLE 4-6	SLE 1-4	SLE < 1
					0

Shows a count of students based on their **Useable SLE** amount

**Usable SLE:** The student's Available SLE less Pending SLE.  
**Available SLE** – The amount of SLE available to consume, not including any current unit enrolments where SLE has not yet been consumed.  
**Pending SLE** – EFTSL value of units currently enrolled in where the census date has not passed.

# Student SLE Allocation

Student SLE Allocation															
Student Identification Code	USI	Total SLE	Consumed SLE	Available SLE	Pending SLE	Useable SLE	Total OSLE	Total ASLE	Total LSLE	Available OSLE	Available ASLE	Available LSLE	Consumed OSLE	Consumed ASLE	Consumed LSLE

Identification is based on the Student Identification code at the Provider and the Unique Student Identifier (USI). USI is used to track student's SLE amounts.

**Total SLE, Available SLE and Consumed SLE** are further broken down into categories of Ordinary, Additional and Lifelong, relating to the type of SLE for each balance.

SLE allocations will have the following:

- Total SLE** – all the SLE awarded to a student
- Consumed SLE** – the amount of SLE consumed, based on unit enrolment EFTSL for CSP courses where the census date has passed
- Available SLE** – The amount of SLE available to consume, not including any current unit enrolments where SLE has not yet been consumed.
- Pending SLE** – EFTSL value of units currently enrolled in where the -census date has not passed.
- Useable SLE** – The student's Available SLE less Pending SLE.

# SLE Student Level Enrolment Report

Student Unit Level Enrolment								
Student Identification Code	USI	AvailableSLE	UseableSLE	E307 - Course Code	E308 - Course Name	E310 - Course Of Study Type	E350 - Course Of Study Load	E354_UnitOfStudyCod

Student Unit Level Enrolment								
E490_StudentStatusCode	Unit of Study Commencement Date	Unit of Study Census Date	Unit of Study Outcome Date	E339_EFTSL	Unit of Study Status Code	E446_RemissionReasonCode	Consumed SLE for unit	Pending SLE for unit

Example:

Student B is enrolled in a Bachelor of Economics at Provider C, they are enrolled in one unit ECON 102, with a census date of 23 August2024, details in the report for this unit are below, their SLE amount is 7 EFTSL

Student Identification Code	USI	Available SLE	Useable SLE	E308 - Course Name	E310 - Course of Study Type	E350 - Course of Study Load
123	123XYZ	7 EFTSL	6.875 EFTSL	Bachelor of Economics	Bachelors Pass	3 EFTSL

Fields below and to the side enable easy access to the TCSI information for unit enrolments that consume SLE

E354 - Unit of Study code	E490 - Student Status Code	Unit of Study Commencement Date	Unit of Study Census Date	Unit of Study Outcome Date	E339 - EFTSL	Unit of Study Status Code	E446 - Remission Reason Code	Consumed SLE for unit	Pending SLE for unit
ECON102	201	12/06/2024	23/08/2024	15/12/2024	.125	4	-	0	.125

The Consumed SLE and Pending SLE amounts for the unit are dependent on the census date. In this example as the census date for the unit hasn't passed the SLE amount is in the pending column. Once the census date passes at the end of the 23/08/2024, this will return to 0 and the Consumed SLE for unit will move to .125

# TCSI Analytics Report – Student Learning Entitlement Course Coverage Live Data Report

## Student Learning Entitlement Course Coverage Live Data Report – Contains Three Pages

1. **Summary Student SLE Coverage of Course Load** – Number of students enrolled at provider by groupings of SLE Coverage of Course Load
2. **Student SLE Coverage of Course Load** - SLE details of students enrolled at provider with proximity to consuming their SLE amount included
3. **Student Course Level Enrolment** – Details of courses a student is enrolled in at provider

This report provides easy to access information on students' SLE Coverage of Course load. This allows providers to target effort to students who may exceed their SLE before completing their courses.



# Summary Student SLE Coverage of Course Load

<div><input type="checkbox"/> Select all</div> <div><input type="checkbox"/> &gt;1 SLE Remaining</div> <div><input type="checkbox"/> 0-1 SLE Remaining</div> <div><input type="checkbox"/> 0 SLE Remaining</div> <div><input type="checkbox"/> 0 - -1 SLE Remaining</div> <div><input type="checkbox"/> &lt; -1 SLE Remaining</div>	Summary Student SLE Coverage of Course Load					
	Number of Students	> 1 SLE Remaining	0-1 SLE Remaining	0 SLE Remaining	0 - -1 SLE Remaining	< -1 SLE Remaining

Shows a count of students based on their **SLE Coverage of Course Load** amount

**SLE Coverage of Course Load is:** The student's Useable SLE less Estimated Course Load Remaining.

**Useable SLE** – The students Available SLE less Pending SLE

**Estimated Course Load Remaining**– Estimated course load remaining for the student to complete all active Commonwealth Supported Places courses that they are enrolled in.

# Student SLE Coverage of Course Load

Student SLE Coverage of Course Load									
Student Identification Code	USI	Available SLE	Pending SLE	Useable SLE	CSP Course Load	Successful SLE Units	Results Pending	Estimated Course Load Remaining	SLE Coverage of Course Load

Identification is based on the Student Identification code at the Provider and the Unique Student Identifier (USI). USI is used to track student's SLE amounts.

SLE Coverage of Course Load will have the following:

**Available SLE** – The amount of SLE available to consume, not including any current unit enrolments where SLE has not yet been consumed.

**Pending SLE** – EFTSL value of units currently enrolled in where the census date has not passed.

**Usable SLE** – The student's Available SLE less Pending SLE.

**CSP Course Load** – Total EFTSL value of all active courses a student is enrolled in that has at least one CSP unit linked to it.

**Successful SLE Units** – EFTSL value of all active courses a student is enrolled in that has at least one CSP unit linked to it

**Results Pending** – EFTSL value of all CSP units undertaken by the student where the completion status is yet to be determined.

**Estimated Course Load Remaining** – Estimated course load remaining for the student to complete all active CSP courses that they are enrolled in.

**SLE Coverage of Course Load** – The SLE amount a student will have after completing their enrolled CSP courses, assuming they fail no units and enrol in no further courses.

# Student Course Level Enrolment

Student Course Level Enrolment							
Student Identification Code	USI	Useable SLE	SLE coverage of Course load	E533 - Course Of Study Code	E394 - Course Of Study Name	E307 - Course Code	E308 - Course Name
Student Course Level Enrolment							
E308 - Course Name	E310 - Course Of Study Type	E350 - Course Of Study Load	E599_CourseOutcomeCode	Successful SLE Units	Estimated Course Loading Remaining		

Example:

Student B is enrolled in a Bachelor of Economics at Provider C, they are enrolled in one unit ECON 102, with a census date of 23 August 2024, details in the report for this unit are below, their SLE amount is 7 EFTSL

Student Identification Code	USI	Useable SLE	SLE Coverage of Course Load	E533 – Course of Study Code	E394 – Course of Study Name
123	123XYZ	6.875 EFTSL	3.875 EFTSL	ECON102	Bachelor of Economics

E307 – Course Code	E308 – Course Name	E310 – Course of Study Type	E350 – Course of Study Load	E599 – CourseOutcomeCode	Successful SLE Units	Estimated Course Load Remaining
BECON	Bachelor of Economics	Bachelors Pass	3 EFTSL	-	0	3 EFTSL

Example fields are shown in the linked tables. As the census date has not passed for unit ECON102, that 0.125 EFTSL is pending meaning Estimated Course Load remaining is 3 EFTSL. Once the census date passes and if the student passes the unit (E355=3), Successful SLE units will change to 0.125 EFTSL and Estimated Course Load Remaining will change to 2.875 EFTSL.

# Student Course Level Enrolment - Continued

Example Continued:  
On 20 December 2024, the provider reports that the student has successfully completed the unit ECON 102 (E355 = 3)

Student Identification Code	USI	Useable SLE	SLE Coverage of Course Load	E533 – Course of Study Code	E394 – Course of Study Name
123	123XYZ	6.875 EFTSL	4 EFTSL	ECON102	Bachelor of Economics

E307 – Course Code	E308 – Course Name	E310 – Course of Study Type	E350 – Course of Study Load	E599 – CourseOutcomeCode	Successful SLE Units	Estimated Course Load Remaining
BECON	Bachelor of Economics	Bachelors Pass	3 EFTSL	-	.125 EFTSL	2.875 EFTSL

Following the provider reporting that the student has successfully completed the unit, Successful SLE Units changes from 0 EFTSL to 0.125 EFTSL and Estimated Course Load Remaining changes to 2.875 EFTSL.

The SLE Coverage of Course Load also changes to 4 EFTSL (Useable SLE minus Estimated Course Load Remaining)

Please direct questions and feedback to  
[studentlearningentitlement@education.gov.au](mailto:studentlearningentitlement@education.gov.au)



Questions?

*Contact us at:*

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