



# **Provider Data Verification User Guide**

A guide to Data Verification using TCSI Analytics

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### 1. Overview

TCSI Analytics Portal allows Higher education providers (providers) to view their data reported to TCSI and provides a self-service interface to enable providers to verify the accuracy of this data. The Provider Data Verification (PDV) interface is based on the previous HEIMS Online process.

TCSI Analytics Portal enables providers to directly access:

- Unit Records real-time data presented in line-by-line format
- Notifications list of notifications created from data sent to TCSI
- Live data Reports use real-time data and are generally presented in a summarised format
- Verification Reports generated from unverified data sent to TCSI database
- Verified Reports generated from verified data after a collection has been finalised.

The PDV process allows providers to meet their data verification obligations legislated under the <u>Higher Education Support ACT 2003</u> and/or the Tertiary Education Quality and Standards Agency Act 2011. Verification is the final stage for providers to certify that the data reported to TCSI throughout the year is accurate.

While a comprehensive set of Real Time and Scheduled Validations are undertaken to support the reporting of quality data, these validations cannot identify every possible data integrity issue. Verification confirms that student records accurately reflect the amount of assistance received, ensures provider payments are correctly reconciled, and that the data included in the department's publications are accurate.

Data received in TCSI's transactional database is displayed in a set of verification reports grouped into Collections e.g. Student. When verification has been activated by the department and the reports become available, the reports will continue to be refreshed nightly with the latest data received until the provider indicates they are ready to start the verification process in TCSI Analytics. The dataset taken before starting verification is known as the unverified data snapshot.

Once all reports within a Collection have been checked and confirmed accurate, the Collection is verified, and the Collection can then be signed off by the provider. Signing off the reports will create the providers verified dataset.

## 2. Purpose

The purpose of this document is to assist providers to formally verify their data using the verification interface provided in the TCSI Analytics Portal. The verification process formally confirms the accuracy of data sent to the TCSI transactional database through APIs or via TCSI Data Entry Portal.

The verification reports in TCSI Analytics display static data, i.e., data which has been fixed at a particular point in time for funding, statistics, and publications purposes.

## 3.Timing

Providers are required to confirm the accuracy of their data within the required timeframes each year.

For information about the reporting requirements, timeframes and how to make corrections can be accessed from the overview pages for each data collection:

- Higher Education Student Data Collection
- Higher Education Staff Data Collection
- <u>TEQSA Student Data Collection</u>
- <u>TEQSA Staff Data Collection</u>
- University Applications and Offers Data Collection (not included in this verification process).

### 4. Process overview

Details of the reports to be verified for each provider can be accessed from the <u>Data Verification</u> <u>webpage</u> on TCSI Support by selecting the provider type that matches your organisation. The verification process will generate all reports for a Collection regardless of the provider type. For example, Non-University (private) Higher Education Providers may see some reports that do not contain data, as your organisation does not provide this data type to TCSI. These empty reports must be verified to confirm data was not expected and to progress to sign off.

As providers progress through the verification process, the status of their reports will move from not verified to verified, as listed in Table 1.

Report Status	Purpose				
Not Verified	This status is displayed when the provider is yet to commence verification. The included reports will be refreshed by the system every night.				
Verifying	This status is displayed when the provider has started to verify the reports in a collection. The reports will not update unless the Collection is refreshed.				
Verified	This status is displayed when the Verify button has been selected for a report. When all reports in a collection have been verified the provider can sign off the collection.				

#### Table 1 – Report status



## 5. Access to TCSI Analytics

To access TCSI Analytics click on the **TCSI Access** button in the banner of the <u>TCSI Support website</u> (Figure 2).

It is recommended to use one of the following web browsers when accessing TCSI services - Google Chrome, Microsoft Edge Chromium or Firefox.

#### Figure 2 – TCSI Support Website home page



Providers will need to ensure that their staff and organisation are set up in PRODA to access TCSI Analytics. A step-by-step guide for setting up staff access is available at the <u>Access (PRODA)</u> page on the TCSI Support website.

A staff member can access the 'Verification' screen in TCSI Analytics if they have at least one of the TCSI attributes for verification for the organisation:

- TCSI Analytics Verify (Provides the ability to verify a dataset)
- TCSI Analytics Signoff (Provides the ability to sign-off a verified dataset)

## 6. Accessing the verification reports

Click on the Go to TCSI Analytics button (Figure 3).

#### Figure 3 – TCSI Analytics home page

Australian Government TCSI Your acc	Access ess point for TCSI services									
Welcome to TCSI Access You can log into TCSI services by clicking one of the links below. You can also move between TCSI services from here if you have already logged into a TCSI service.										
TCSI Services										
TCSI Data entry	TCSI Analytics	myHELPbalance								
Go to TCSI Data entry	Go to TCSI Analytics	Go to myHELPbalance								

Click on the Sign in button on the Provider tile to access TCSI services as a provider (Figure 4).

Figure 4 – TCSI Analytics home page – sign into access TCSI Services

Australian Governmen	t TCSI Access Your access point for TCSI services								
Velcome									
would like to a	uthenticate as a								
would like to a Provider	uthenticate as a Departmental user	Government user							
would like to a Provider	uthenticate as a Departmental user	Government user Access to TCSI services							

Login using your PRODA account username and password (Figure 5).

#### Figure 5 – Enter PRODA credentials

j.	Australian Government V Services Australia	PRODA Provider Digital Access	
	Login		
	If you have already created	d your PRODA account,	login below.
1	Username		
	Forgot your username?		
	Password		
		<u>Show</u>	
	Forgot your password?		
	Login		

Enter the verification code sent to the email address linked to your PRODA account (Figure 6).

#### Figure 6 – Verification code for PRODA access

	Australian Government Services Australia	PRODA Provider Digital Access
	<back< th=""><th></th></back<>	
	2-step veri	fication
	Enter the verification code	e from your email below.
(	Enter Code	Show
	Didn't receive your code?	
	Next	

Select the organisation that you intend to represent. This step is only required for users with access to multiple education provider accounts in PRODA.

The terms and conditions that apply to TCSI must be reviewed and confirmed by ticking the checkbox to provide your confirmation and agreement, once checked click on **Continue** (Figure 7).

#### Figure 7 - Terms and Conditions to access TCSI Analytics Portal



When logged in successfully, the TCSI Analytics welcome screen will appear (Figure 8).

Figure 8 – Menu options for TCSI Analytics welcome screen

Australian Government TCSI A	Analytics or accessing and verifying	data					
Home Live Reports Verified Reports	Dashboards Verificati	ion Resources					
All Reports A-Z list of all reports contained within TCSI Analytics.							
Provider type			Report type				
			· · ·				
My Reports	Туре ^	Pin Report 🗘					
Critical Loan Transfer Errors Provider 🛈 🗙	Provider Dashboard	Provider Dashboard Frontier Errors Provider Dashboard					
	Provider Dashboard	Provider Critical Loan Transfer Error	ors (SV) Dashboard				
	Provider Dashboard						
	Verification Report	Actual Casual Staff Verification					
		This report provides a summary o	f casual staff demographics and classifications for HEP and PIR Providers.				
	Verification Report	<u>A-HELP Verification</u>					
	Verification Report	OS-HELP Details Verification					
	Verification Report	EFTSL Verification					
	Verification Report	CGS Clusters by Course Level Veri	fication				
	Verification Report	HECS-HELP Verification					
	Verification Report	FEE-HELP Verification					

From the welcome screen you can select from the options provided in the drop-down menus, as listed in Table 2.

#### Table 2 – Welcome screen options

Drop-down	Description
Provider type	Select the data type that applies to the information that your organisation sends to TCSI i.e., <b>HEP</b> for Higher Education or <b>VET</b> for VET Student Loans.
Report type	The report types available for selection: Live Data Reports – these reports use real-time data and are generally presented in a summarised format. Unit Records – are real-time data presented in line-by-line format. Notification Reports – these reports list notifications received by the provider from data sent to TCSI. Verification Reports – are generated from unverified data sent to TCSI database. Verified Reports – are generated from verified data after a collection has been finalised by the department.

Click on the 'Verification' tab to access the verification interface. The dropdown list will display all Collections available for verification (Figure 9).

If you expect verification to be open for a Collection, but do not see it in the list, please contact <u>TCSIsupport@education.gov.au</u>.

#### Figure 9 – Verification report options available from TCSI Analytics

Australian Government TCSI Analytics Your tool for accessing and verifying data										
Home	Live Reports	Verified Reports	Dashboards	Verification	Resources					
Verifi Verify data	cation				•					
Collection	1									
					~	ļ				
HEP Co	mmonwealth Scho	olarships								
HEP OS	-HELP									
HEP SA	HELP									
HEP Students										

The Verification tab will be displayed (Figure 10).

	Australian Gove	rnment   TCS Your too	I Analyti	<b>CS</b> Id verifying data				
Home	Live Reports	Verified Reports	Dashboards	Verification	Resources			
Verific Verify data	cation							
Collection								
HEP Stur	dents				~			
Collection		HEP Students						
Year		YYYY						
Status		ACTIVATED						
Due date		DD/MM/YYYY						
Data refre	sh started	DD/MM/YYYY HH:M	M AM/PM					
Data refre	sh ended	DD/MM/YYYY HH:M	M AM/PM					
Start ver	rification Ret	resh data Sign o	ff Request f	Reset				
Report 🗸							Status 🗘	Status date 🗘
Unit of St	udy Completions	Verification Report					NOT VERIFIED	DD/MM/YYYY
HECS-HEL	LP Verification Re	port					NOT VERIFIED	DD/MM/YYYY
HDR EFTS	L Verification Re	port					NOT VERIFIED	DD/MM/YYYY
FEE-HELP	Verification Rep	ort					NOT VERIFIED	DD/MM/YYYY

The components displayed on the verification screen for a collection, and their purpose are explained in Table 3 (Figure 11).

Figure 11 – Collection component	ts displayed on the verification screen
0	

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources					
Verifi Verify data	cation									
Collectio HEP Sti Collectio Year Status Due date Data refr Data refr Statt w	n esh started esh ended rification (Ref	HEP Students YYYY ACTIVATED DD/MM/YYYY HD/MM/YYYY HH DD/MM/YYYY HH esh data Sign o	eMM AM/PM MM AM/PM ff Request f	keset		~				
Report \								Status 🗘	Status date 🗘	
Unit of S	tudy Completions	Verification Report						NOT VERIFIED	DD/MM/YYYY	
HECS-H	LP Verification Re	port						NOT VERIFIED	DD/MM/YYYY	↑ Back to top
UDD SET	Ci Madification Do							NOT VEDICIES	DD/MM/WWW	

#### Figure 10 – Reports for Student Collection

#### Table 3 – Verification screen components

Components	Purpose
Name of the Collection	Displays the name of the collection selected and allows the user to switch between collections.
Verification Year	Displays the applicable reporting year.
Status	Displays the latest status for the collection selected.
Due date	Displays the deadline to sign off on the collection.
Data refresh started date	Displays the date of the most recent refresh request.
Data refresh end date	Displays the date that the most recent refresh completed.
Start Verification button	Allows users to start verifying the collection and to stop the data snapshot from being updated.
Refresh data button	To request an update to the data snapshot for the whole collection (populates overnight from live data).
Sign off button	To sign off on a collection once the data is confirmed accurate and each report has been individually verified.
Request reset button	To request that the department reset the signed off status for a collection and re-open verification. Resets may be rejected, and providers must take care before signing off a collection.
Confirmed as accurate checkbox	To confirm that the data is accurate for the collection before signing off.

The list of reports to be verified for a Collection are included under the collection components. The reports can be sorted into ascending or descending order by clicking on the arrow beside the table headings of Reports, Status and Status date (Figure 12).

Figure 12 – Sorting reports into ascending or descending order

Hama Line Basada	Mulfod Banada	Dathards	Maiffastion	Decourses						
Home Live Reports	Verified Reports	Dashboards	Ventication	Resources						
Varification										
vernication										
Jerify data										
Collection										
HEP Students					~					
Collection	HEP Students									
Year	2024									
Status	ACTIVATED									
Due date	DD/MM/YYYY									
Data refresh started	DD/MM/YYYY HH:M	M AM/PM								
Data retresh ended	DO/MM/TTTT HISM	M AM/PM								
Start verification	lefresh data Sign of	f Request F	leset							
Confirmed as accu	rate									
Report 🗸						Sta	tus Ç	Status date	0	
Unit of Study Completio	ins verification Report					NU	I VERIFIED	DUNNWITT		
HECS-HELP Verification	Report					NO	T VERIFIED	DD/MM/YYY	Y	A Back to to

The Student Collection has a range of reports based on the data providers have sent to TCSI. Other Collections may only have <u>one</u> report, such as SA-HELP and OS-HELP. To verify a report, click on the report name and wait for the report to load. The summary report and drill through gives providers an opportunity to cross check their records in TCSI against their own source of truth.

Details are provided at the top of each report to confirm the verification status, when the data was last refreshed and a Fullscreen option, (Figure 13) and Table 4 – Report components.

	accessing and verifying data								
Course Completions (All Students) Verification   NOT VERIFIED   Dreaded Stated COMMANN MARK - Ended COMMANN MARK									
Verify									
		Depar	tment	t Test H	E University	(0999)	)		
Reporting Year Course Completions (All Students) Summary Report									
	Reporting Year			C	ourse Completions (	All Stude	nts) Summ	nary Report	
	Reporting Year	Reporting Year	2023	C	ourse Completions (	All Stude 2024	nts) Summ	nary Report	
	Reporting Year	Reporting Year Student Type	2023 Student	C Student%	ourse Completions ( Student % Change	All Studer 2024 Student	nts) Summ Student%	mary Report	
	Reporting Year	Reporting Year Student Type Domestic Students	2023 Student	C Student% 67.40%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435	nts) Summ Student% 60.17%	hary Report	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students	2023 Student 5,744 2,777	Student% 67.40% 32.59%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596	nts) Summ Student% 60.17% 39.81%	Student % Change           6         -5.38%           6         29.49%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information	2023 Student 5,744 2,777 1	Student% 67.40% 32.59% 0.01%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596 1	nts) Summ Student% 60.17% 39.81% 0.01%	Student % Change           6         -5.38%           6         29.49%           6         0.00%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studen 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           6         -5.38%           6         -29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	C Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studen 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           6         -5.38%           6         -9.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	C Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           6         5.38%           6         -5.38%           6         29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	C Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           6         53.8%           6         -53.8%           6         29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Critizen Resident information Total	2023 Student 5,744 2,777 1 8,522	Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions (	All Studer 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           6         -5.38%           6         -29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students NG Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596 1 9,032	nts) Summ Student% 60.17% 39.81% 0.01% 100.00%	nary Report           Student % Change           6         -5.38%           6         -29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students N.C. Citzen Resident information Total	2023 Student 5,744 2,777 1 8,522	C Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions ( Student % Change	All Studer 2024 Student 5,435 3,596 1 9,032	nt5) Summ Student% 60.17% 39.81% 0.01% 100.00%	Student % Change           5         Student % Change           6         -53.8%           6         29.49%           6         0.00%           6         5.98%	
	Reporting Year	Reporting Year Student Type Domestic Students Overseas Students No Citizen Resident information Total	2023 Student 5,744 2,777 1 8,522	C Student% 67.40% 32.59% 0.01% 100.00%	ourse Completions (	All Studer 2024 Student 5,435 3,596 1 9,032	nt5) Summ Student% 60.17% 39.81% 0.01% 100.00%	nary Report           Student % Change           6         -5.38%           6         -29.49%           6         0.00%           6         5.98%	

#### **Figure 13 – Verification reports**

#### Table 4 – Report components

Components	Purpose
Report name	Displays the name of the selected report.
Status	Two statuses are provided to match the current state, either 'Not verified' or 'Verified'.
Last data refresh date	Two dates are provided, the latest refresh request and latest completed refresh dates.
Verify button	Clicking this button will update the report status to VERFIED.
Fullscreen button	Displays the report in full screen view, ESC key will return to the report view screen.

### 7. Verification process

### 7.1 Activated

When a collection has been activated by the department, the relevant reports of unverified data are generated, and these reports will continue to be refreshed nightly until the provider starts verification (Figure 15).

#### Figure 15 – Verification activated

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources						
1 (											
veriti	cation										
Verify data											
Collectio	n										
HEP Sto	udents					~					
Collectio	n	HEP Students									
Status		ACTIVATED									
Due date	. •	DDMMAYYYY									
Data refr	esh started	DD/MM/YYYY HH:M	M AM/PM								
Data refr	esh ended	DD/MM/YYYY HH:M	M AM/PM								
				_							
Start ve	erification Refr	esh data 🦳 Sign o	ff Request R	leset							
Co	nfirmed as accurat	0									
		ner									
Report >	·							Status 🗘	Status date 🗘		
Unit of S	itudy Completions	Verification Report						NOT VERIFIED	DD/MM/YYYY		
HECS-HE	ELP Verification Re	port						NOT VERIFIED	DD/MM/YYYY	•	Back to top
HDR CET	CI Madification Por							NOT VERIEIED	DD/MM/YYYYY		

To commence verification, select the user must click the **Start verification** button (Figure 16). This stops the nightly refresh process so that the snapshot of unverified data remains unchanged from the day the provider starts verification. The status for the Collection moves from *Activated* to *Verifying* (Figure 17). There is no requirement to click the 'refresh data' button when starting verification, because the reports would have updated the previous night.

#### Figure 16 – Start verification

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources			
Vorifi	cation							
venn	Cation							
Verify data								
Collectio	n							
HEP Stu	udents				~			
Collection	n	HEP Students						
Year								
Due date		DD/MM/YYYY						
Data refr	esh started	DD/MM/YYYY HH:M	M AM/PM					
Data refr	esh ended	DD/MM/YYYY HH:M	M AM/PM					
Start w	vification Ref	vesh data Sion o	ff Request R	eset				
Cor	nfirmed as accurat	e						
Penort -	,					Chattar A	Status data	
- Meport						Junus y	Dealling of Contract	
Unit of S	tudy Completions	Verification Report				NOT VERIFIED	DU/MM/TYYY	
HECS-HE	LP Verification Re	trog				NOT VERIFIED	DD/MM/YYYY	↑ Back to top
NOR SET	a se de se					NOTHERE	DD am 10000V	

Figure 17 – Verification started – Status updated to Verifying

Australian Go	Australian Government TCSI Analytics Your tool for accessing and verifying data									
Home Live Reports	Verified Reports Dashboards Verification Resources									
Verification Verify data										
Collection										
HEP Students	~									
Collection	HEP Students									
Year	YYYY									
Status	VERIFYING									
Due date	DD/MM/YYYY									
Data refresh started	DD/MM/YYYY HH:MM AM/PM									
Data refresh ended	DD/MM/YYYY HH:MM AM/PM									
Start verification	Refresh data Sign off Request Reset									
Confirmed as accu	rate									
Report 🗸	Status									

Access individual reports by selecting the collection from the drop-down list and clicking on the report name (Figure 18).

#### Figure 18 – Verification started – Accessing report

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources		
Verifi	ication						
Verify data							
Collectio	-						
Collectio	n						
HEP St	udents				~		
Collectio	n	HEP Students					
Year		YYYY					
Status		VERIFYING					
Due date	2	DD/MM/YYYY					
Data refr	resh started	DD/MM/YYYY HH:M	MAMPM				
Data refr	esh ended	DD/MM/YYYY HH:M	MAMPM				
Start ve	erification Ref	resh data Sign o	ff Request R	leset			
Col	nfirmed as accurat	e					
Report `	~					Status 🗘	Status date 🗘
Unit of S	itudy Completions	Verification Report				NOT VERIFIED	DD/MM/YYYY
HECS-HI	ELP Verification Re	port				NOT VERIFIED	DD/MM/YYYY
HDR EFT	SL Verification Rep	oort				NOT VERIFIED	DD/MM/YYYY

### 7.2 Verified

Check the contents of each report to confirm that stored data are accurate. Then click on the **Verify** button for each report (Figure 19). The report status will remain as **Not Verified** until you click on the **Verify** button.





When the **Verify** button has been selected, the relevant report status will become VERIFIED (Figure 20).

#### Figure 20 – Verification report – VERIFIED status

Australian Government	TCSI Analytics Your tool for accessing and	verifying data							
Unit of Study Complet	ions Verificatio	on   VERIFIED	Data refr	esh: Star	ted DD/MM/YYY	(Y НН:ММ	I - Ende	d DD/MM/YYYY H	IH:MM
			Depar	tment	t Test HE UI	niversi	ty (09	99)	
	Reporting Year	Reporting Year	2023			2024			
Al	~	Unit Of Study Status	EFTSL	EFTSL %	EFTSL % Change	EFTSL	EFTSL %	EFTSL % Change	
		Withdrew without penalty	260.10	0.45%	-	08.58	0.16%	AT 11 %	
		Failed	3,409,23	5.89%		3 223 54	5,29%	-5.45 %	
		Successfully completed all the requirements	54,073.12	93.39%		56,272.75	92.33%	4.07 %	
		Completion status not yet determined	159.58	0.28%	Č	1,351.38	2.22%	746.81 %	
		Total	57,902.13	100.00%		60,946.25	100.00%	5.26 %	

The **VERIFIED** report status also displays in the Report list for the collection (Figure 21).

Figure 21 - Verification screen	- Collection status VERIFYING	and Report status VERIFIED
---------------------------------	-------------------------------	----------------------------

Home Live	Reports Verified Reports	Dashboards	Verification	Resources		
Verificat	on					
Verify data						
Collection						
HEP Students				~		
Collection	HEP Students					
Year	YYYY					
Status	VERIFYING					
Due date	DD/MM/YYYY					
Data refresh star	ed DD/MM/YYYY HH:	MM AM/PM				
Data refresh end	d DD/MM/YYYY HH:	MM AM/PM				
Start verificatio	n Refresh data Sign o	off Request R	eset			
Confirmed	as accurate					
Report 🗸					Status 🗘	Status date 🗘
Unit of Study Co	mpletions Verification Report				VERIFIED	DD/MM/YYYY
HECS-HELP Veri	ication Report				NOT VERIFIED	DD/MM/YYYY
HDR EFTSL Verif	cation Report				NOT VERIFIED	DD/MM/YYYY

### 7.3 Refresh

Refresh is not a compulsory step. It occurs when a provider has started verification but has since made an update to their submitted (live) data. Refresh allows a provider's verification report to pick-up the updated data through the daily overnight process.

If you find an inaccuracy in one of your reports and have made the required update in your live data, click on the **Refresh data** button for the Collection (Figure 22).

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources		
Verifi	cation						
Verify data							
Collectio	n						
HEP Sto	udents				~		
Collectio	n	HEP Students					
Year		YYYY					
Status		VERIFYING					
Due date	•	DD/MM/YYYY					
Data refr	esh started	DD/MM/YYYY HH:MM	AM/PM				
Data refr	esh ended	DD/MM/YYYY HH:MM	AM/PM				
Start vo	rification Ref	resh data Sign o	ff Request R	eset			
Report \	·					Status 🗘	Status date 🗘
Unit of S	tudy Completions	Verification Report				VERIFIED	DD/MM/YYYY
HECS-HE	ELP Verification Re	port				NOT VERIFIED	DD/MM/YYYY
HDR EFT	SL Verification Rep	port				NOT VERIFIED	DD/MM/YYYY

Home Live Reports	Verified Reports Dasl	hboards Verification	Resources		
Verification Verify data Collection HEP Students Collection	HEP Students	Financia Financia	Confirm collection refresh       ×         Refresh is only required when changes are made to live data after starting verification. All verification reports in this collection will be hidden until the refresh completes overnight, after which you must verify them again. Would you like to refresh?         Confirm       Cancel		
Year	2024				
Due date	08/03/2025				
Data refresh started	28/01/2025 11:28 PM				
Data refresh ended	29/01/2025 03:09 AM				
Start verification	lefresh data Sign off				
Confirmed as accu					
Report 🗸				Status 🗘	Status date 🗘
Unit of Study Completic					

The *Refreshing* status will appear when you select the **Refresh data** button. You cannot access or verify reports under the same collection, during the overnight refresh process (Figure 23).

#### Figure 23 - Status updated to Refreshing

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources	
Verifi	cation					
Verify data						
,						
Collection	ı					
HEP Stu	dents				~	
Collection	ı	HEP Students				
Year		ΥΥΥΥ				
Status		REFRESHING				
Due date		DD/MM/YYYY				
Data refre	esh started	DD/MM/YYYY HH:MI	M AM/PM			
Data refre	esh ended		VI AIVI/ PIVI			
Start ve	rification Ref	resh data Sign o	ff Request R	leset		
Cor	firmed as accurat					
The reports	are currently una	vailable as the data fo	r the report is cur	rently being refre	shed. Please try again later.	

After the refresh is completed, the Collection status will revert to **Activated**, and the **Start verification** button will be enabled for you to start the process again. This latest snapshot will remain static even when further updates are made to live data during verification (Figure 24).

#### Figure 24 – Status – Reverted back to Activated

Home	Live Reports	Verified Reports	Dashboards	Verification	Resources					
Verifi	ication									
Verify data	cation									
Collectio	n									
HEP St	udents					~				
Collectio	n	HEP Students								
Year		YYYY								
Status		ACTIVATED								
Due date		DD/MM/YYYY								
Data refr	esh started	DD/MM/YYYY HH:	MM AM/PM							
Data refr	esh ended	DD/MM/YYYY HH:	MM AM/PM							
Start ve	erification Ref	resh data Sign o	ff Request R	leset						
	ofirmed as assurat									
	minned as accurat	e								
Report	·							Sta	rtus 🗘	Status date 🗘
Unit of S	tudy Completions	Verification Report						NC	OT VERIFIED	DD/MM/YYYY
HECS-HI	ELP Verification Re	port						NC	OT VERIFIED	DD/MM/YYYY
HDR EFT	SL Verification Re	port						NC	OT VERIFIED	DD/MM/YYYY

### 7.4 Sign Off

The final stage of the verification process is to is to sign off the Collection. The **Sign off** button will be enabled after the **Confirmed as accurate** checkbox is ticked. Please note you are unable to tick the **Confirmed as accurate** box if one or more of your reports has a status of **Not Verified** (Figure 25).



Collection			
HEP Students	~		
Collection	HEP Students		
Year	YYYY		
Status	VERIFYING		
Due date	DD/MM/YYYY		
Data refresh started	DD/MM/YYYY HH:MM AM/PM		
Data refresh ended	DD/MM/YYYY HH:MM AM/PM		
Confirmed as accura	ate	Status 🗘	Status date 🗘
Unit of Study Completion	is Verification Report	VERIFIED	DD/MM/YYYY
HECS-HELP Verification R	eport	NOT VERIFIED	DD/MM/YYYY
HDR EFTSL Verification Re	eport	NOT VERIFIED	DD/MM/YYYY
FEE-HELP Verification Rep	100	NOT VERIFIED	DD/MM/YYYY
Enrolment Verification Re	port	NOT VERIFIED	DD/MM/YYYY
EFTSL Verification Report		NOT VERIFIED	DD/MM/YYYY

Before signing off on the Collection, you must be confident that your reports are accurate, and all reports underneath the Collection have a VERIFIED status (Figure 26).

Figure 26 – Sign off the Collection

Collection			
HEP Students	×		
Collection	HEP Students		
Year	YYYY		
Status	VERIFIED		
Due date	DD/MM/YYYY		
Data refresh started	DD/MM/YYYY HH:MM AM/PM		
Data refresh ended	DD/MM/YYYY HH:MM AM/PM		
Confirmed as accu	rate	Status 🗘	Status date 🗘
Unit of Study Completic	ns Verification Report	VERIFIED	DD/MM/YYYY
HECS-HELP Verification	Report	VERIFIED	DD/MM/YYYY
HDR EFTSL Verification	Report	VERIFIED	DD/MM/YYYY
FEE-HELP Verification Re	port	VERIFIED	DD/MM/YYYY
Enrolment Verification R			
	noq	VERIFIED	DD/MM/YYYY

Click on Sign off button and the Collection status will be updated to Signed Off (Figure 27).

#### Figure 27 – Collection signed off

Collection				
HEP Students		~		
Collection	HEP Students			
Year	YYYY			
Status	SIGNEDOFF			
Due date	DD/MM/YYYY			
Data refresh started	DD/MM/YYYY HH:MM AM/PM			
Data refresh ended	DD/MM/YYYY HH:MM AM/PM			
Confirmed as acc	urate			
Report 🗸			Status 💝	Status date
Unit of Study Complet	ions Verification Report		VERIFIED	
HECS-HELP Verification	n Report		VERIFIED	
HDR EFTSL Verification	i Report		VERIFIED	
FEE-HELP Verification	Report		VERIFIED	

### 7.5 Reset

Reset is a process to reopen verification if your provider needs to update verification data after having *Signed Off*. The department will approve or reject the Reset in TCSI Analytics. Providers should email <u>TCSIsupport@education.gov.au</u> with information supporting the request for a reset. If approval is granted, the provider can then refresh the verification reports, re-verify, and then resign off the collection.

Click on **Request Reset** button to submit your request. The department may accept or reject the request. When a Reset request has been submitted, all buttons are disabled, and no further actions can be performed until the request has been processed (Figure 28).

#### Figure 28 - Request Reset

Home Live Reports	Verified Reports Dashboards Verification Resources		
COL0094: 'I	Request Reset' has been Requested.		
Collection			
HEP Students	×		
Collection	HEP Students		
sar	YYYY		
tatus	SIGNEDOFF		
ue date	DD/MM/YYYY		
ata refresh started	DD/MM/YYYY HH:MM AM/PM		
ata refresh ended	DD/MM/YYYY HH:MM AM/PM		
Start verification F	kefresh data Sign off Request Reset		
port ¥		Status 🗘	Status date
Init of Study Completic	uns Verification Report	VERIFIED	DD/MM/Y
ECS-HELP Verification	Report	VERIFIED	DD/MM/Y
DR EFTSL Verification	Report	VERIFIED	DD/MM/YY
EE-HELP Verification R	thorse	VERIFIED	DD/MM/YY

If <u>accepted</u>, the status of the collection will be reset to *Verified*. You will need to click on the **Refresh data** button, for the verification report to pick up any updates made to live data during the overnight process (Figure 29).

Collection			
HEP Students	· · · · · · · · · · · · · · · · · · ·		
Collection	HEP Students		
Year	YYYY		
Status	VERIFIED		
Due date	DD/MM/YYYY		
Data refresh started	DD/MM/YYYY HH:MM AM/PM		
Data refresh ended	DD/MM/YYYY HH:MM AM/PM		
Confirmed as a	ccurate		
Report 🗸		Status 🗘	Status date 🗘
Unit of Study Compl	etions Verification Report	VERIFIED	DD/MM/YYYY
HECS-HELP Verificati	ion Report	VERIFIED	DD/MM/YYYY
HDR EFTSL Verification	on Report	VERIFIED	DD/MM/YYYY
FEE-HELP Verification	n Report	VERIFIED	DD/MM/YYYY
Enrolment Verificatio	on Report	VERIFIED	DD/MM/YYYY
EFTSL Verification Re	trog	VERIFIED	DD/MM/YYYY

#### Figure 29 – Reset approved and Collection status – Verified

If the department <u>rejects</u> the Reset request, the status for the collection will remain as *Signed off* and no further actions or changes can be made. Your data is final (Figure 30).

#### Figure 30 - Request Reset rejected

A COL0095: 'R	equest Reset' has been rejected by the department.			
Collection				
HEP Students		~		
Collection	HEP Students			
Year	YYYY			
Status Due date	DD (MMA (VVVV			
Data refresh started	DD/MM/YYYY HH:MM AM/PM			
Data refresh ended	DD/MM/YYYY HH:MM AM/PM			
Start verification R	efresh data Sign off Request Reset ate			
Report 🗸			Status 🗘	Status date 🗘
Unit of Study Completion	ns Verification Report		VERIFIED	DD/MM/YYYY
HECS-HELP Verification F	leport		VERIFIED	DD/MM/YYYY
HDR EFTSL Verification R	eport		VERIFIED	DD/MM/YYYY

## 8. Report slicer and Data Drill-through

### 8.1 Report slicers

Slicers are available for several reports to narrow down the data to be displayed. One or more categories can be displayed for each report. Selections within a slicer are generally available as multiple selections. Click on the down arrow to display the selection available within the slicer pane (Figure 31).

#### Figure 31 - Report slicers

Australian Government	TCSI Analytics Your tool for accessing and verifying data							
<b>Enrolment Verific</b>	cation Report   NOT VER	RIFIED Data refresh: Started 14/07/2022 11:46 AM - E	Ended 14/07/2022 12:	00 PM				
Verify SC Fullscreen								
	1							
_							_	
					All Stu	dents		
	Select all	<b>B 1 1 1</b>	2020		All Sta	acinta		
	A course of special interest	Reporting Year	2020			2021		
	Broad Field of Education	Category	Student	Student %	Student % Change	Student	Student %	Student % Chang
	Disabilities	A course of special interest	6	100.00%		13	100.00%	116.67
	Conder	Medicine				2	15.38%	
	Indigenous Status	Clinical Psychology	1	16.67%		1	7.69%	0.00
	Invigenous status	General Nursing	2	33 33%		5	38.46%	150.000
	Mode Of Attendance	Not a course of special interest	3	50.00%		5	38.46%	66.67
	- mode of Attendance	Broad Field of Education	6	100.00%		13	100.00%	116.679
		Natural and Physical Sciences	3	50.00%		5	38.46%	66.67
		Health	2	33,32%		6	46.15%	200.009
		Education		55.5570		1	7 69%	200100
		Society and Culture	1	16.67%		2	15 38%	100.009
		Citizanship	6	100.00%		13	100.00%	116 679
		Australian	6	100.00%		12	92 3 196	100.005
		No Citizen Perident information	0	100.00%		12	7 69%	100.005
		Disabilities	6	100.00%		12	100.00%	116 679
		Disabilities	6	100.00%		13	100.00%	116.67

### 8.2 Data Drill-through

A drill-through report is available to display the data that makes up a value in the report. To display the drill-through report:

- 1. Right-click on the count required; and Select 'Drill through';
- 2. Select 'Detail Report' (Figure 32). The drill-through report is displayed (Figure 33).

#### Figure 32 – Drill-through

			All Stu	dents			
Reporting Year							
AttributeCategory	EFTSL	EFTSL %	EFTSL % Change	EFTSL	EFTSL %	EFTSL %	Change
Campus Postcode	210.25	100.00%		194.38	100.00%		-7.55 %
Australia	210.25	100.00%		194.38	100.00%		-7.55 %
Citizen Resident	210.25	100.00%		194.38	100.00%		-7.55 %
Australian	110.13	52.38%		97.25	EU 020/		-11.69 %
New Zealand	3.00	1.43%			snow as a table	e	-25.00 %
Permanent Resident	12.38	5.89%		1	nclude		-16.16 %
Temporary Entry Permit	82.25	39.12%		8	vill through		Dataila
Humanitarian Visa	2.50	1.19%		01		- (	Details
Course Of Study Type	210.25	100.00%		194.00	100.00 /0		-7.55 %
Bachelor's Pass	48.13	22.89%		63.00	32.41%		30.91 %
Associate Degree	157.75	75.03%		123.88	63.73%		-21.47 %
Undergraduate short course	4.38	2.08%		7.50	3.86%		71.43 %
Discipline Code	210.25	100.00%		194.38	100.00%		-7.55 %
Natural and Physical Sciences	31.38	14.92%		24.50	12.60%		-21.91 %

#### Figure 33 – Drill-through report

$\bigcirc$	You have drille	Year: 2 Attrib Value: 26 rec	Year: 2021 Attribute: Australian Value: Citizen Resident 26 records selected			
E307 - Course Code	E534 - Course Of Study Commencement Date	E333 - AOU Code	E339 - EF1	SL E354 - Unit Of Study Code	E489 - Unit Of Study Census Date	
0001	01/01/2021	123	0.20	COURSE101	01/04/2021	
0001	01/01/2021	123	0.20	COURSE102	01/04/2021	
0001	01/01/2021	123	0.20	COURSE103	01/04/2021	
0001	01/01/2021	123	0.20	COURSE104	01/04/2021	
0001	01/01/2021	123	0.20	COURSE107	01/04/2021	
B12632	01/01/2020	235	0.50	345	01/02/2021	
\$20003	01/01/2021	p0	0.50	lkjhgf	02/01/2021	
520003	01/01/2019	AOU	0.13	Unit101	01/04/2021	
812632	10/01/2020	345	0.50	456	01/02/2021	
B12632	10/01/2020	456	0.50	567	02/03/2021	
812632	01/01/2020	234	0.50	BC1	01/06/2021	
812632	01/01/2020	345	0.50	BC2	01/06/2021	
812632	01/01/2020	345	0.50	bc4	01/06/2021	
812632	10/01/2020	234	2.00	345	01/02/2021	
812632	10/01/2020	456	0.50	567	02/03/2021	
tyui	01/02/2021	911	0.13	asdf	01/03/2021	
tyui	01/02/2021	999	0.50	asdf	01/03/2021	
DOC789	01/01/2021	123	0.10	DOC123	01/03/2021	
DOC789	01/01/2021	123	0.10	DOC123	01/03/2021	
12BTS	28/01/2021	BTS	0.13	SPOOKS	07/04/2021	

The drill-through report generally contains the following information;

#### Table 5 - Drill-through functions

Function	Purpose				
	Used to return to the summary report				
You have drilled through on	Lists each filter applied to generate the count on the summary report i.e., Year, Category.				

## 9. Exporting reports

All reports and drill-throughs can be exported as xlsx files which you can either open or save as required. To export data (Figure 34):

- 3. Click on the table of data to be exported
- 4. Select the more options icon (...) to display the available options
- 5. Excel .xlsx option has a download limit of 150,000 rows
- 6. CSV has a download limit of 30,000 rows

#### Figure 34 - How to export reports

All Students						
Reporting Year						
AttributeCategory	EFTSL	EFTSL %	EFTSL % Change	EFTSL	EFTSL %	EFTSL % Change
Campus Postcode	210.25	100.00%		194.38	100.00%	-7.55 %
Australia	210.25	100.00%		194.38	100.00%	-7.55 %
Citizen Resident	210.25	100.00%		194.38	100.00%	-7.55 %
Australian	110.13	52.38%		97.25	50.03%	-11.69 %
New Zealand	3.00	1.43%		2.25	1.16%	-25.00 %
Permanent Resident	12.38	5.89%		10.38	5.34%	-16.16 %
Temporary Entry Permit	82.25	39.12%		81.38	41.86%	-1.06 %
Humanitarian Visa	2.50	1.19%		3.13	1.61%	25.00 %
Course Of Study Type	210.25	100.00%		194.38	100.00%	-7.55 %
Bachelor's Pass	48.13	22.89%		63.00	32.41%	30.91 %
Associate Degree	157.75	75.03%		123.88	63.73%	-21.47 %
Undergraduate short course	4.38	2.08%		7.50	3.86%	71.43 %
Discipline Code	210.25	100.00%		194.38	100.00%	-7.55 %
Natural and Physical Sciences	31.38	14.92%		24.50	12.60%	-21.91 %

#### Select Export data (Figure 35).

#### Figure 35 - Export data

			All Stu	dents		
Reporting Year						
AttributeCategory	EFTSL	EFTSL %	EFTSL % Change	EFTSL	EFTSL %	EFTSL % Change
Campus Postcode	210.25	100.00%		194.38	100.00%	-7.55 %
Australia	210.25	100.00%		194.38	100.00%	-7.55 %
Citizen Resident	210.25	100.00%		194.38	100.00%	-7.55 %
Australian	110.13	52.38%		97.25	50.03%	-11.69 %
New Zealand	3.00	1.43%		2.25	1.16%	-25.00 %
Permanent Resident	12.38	5.89%		10.38	5.34%	-16.16 %
Temporary Entry Permit	82.25	39.12%		81.38	41.86%	-1.06 %
Humanitarian Visa	2.50	1.19%		3.13	1.61%	25.00 %
Course Of Study Type	210.25	100.00%		194.38	100.00%	-7.55 %
Bachelor's Pass	48.13	22.89%		63.00	32.41%	30.91 %
Associate Degree	157.75	75.03%		123.88	63.73%	-21.47 %
Undergraduate short course	4.38	2.08%		7.50	3.86%	71.43 %
Discipline Code	210.25	100.00%		194.38	100.00%	-7.55 %
Natural and Physical Sciences	31.38	14.92%		24.50	12.60%	-21.91 %

Click Export (Figure 36).

#### Figure 36 – Export to excel



### 10. Percentage change in data

Most reports will compare data for the selected year with data reported for the previous year. Where there is a significant percentage change, the system automatically highlights the differences as these changes may be an indicator of incorrectly reported data or issues that require further investigation before signing off (Figure 37).

#### Figure 37 – Change variation

	All Students								
Reporting Year	1								
AttributeCategory	EFTSL	EFTSL %	EFTSL % Change	EFTSL	EFTSL %	EFTSL % Change			
Campus Postcode	210.25	100.00%		194.38	100.00%	-7.55 %			
Australia	210.25	100.00%		194.38	100.009	-7.55 %			
Citizen Resident	210.25	100.00%		194.38	100.00%	-7.55 %			
Australian	110.13	52.38%		97.25	50.03%	-11.69 %			
New Zealand	3.00	1.43%		2.25	1.16%	-25.00 %			
Permanent Resident	12.38	5.89%		10.38	5.34%	-16.16 %			
Temporary Entry Permit	82.25	39.12%		81.38	41.869	-1.06 %			
Humanitarian Visa	2.50	1.19%		3.13	1.619	25.00 %			
Course Of Study Type	210.25	100.00%		194.38	100.00%	-7.55 %			
Bachelor's Pass	48.13	22.89%		63.00	32.419	30.91 %			
Associate Degree	157.75	75.03%		123.88	63.73%	-21.47 %			
Undergraduate short course	4.38	2.08%		7.50	3.869	71.43 %			
Discipline Code	210.25	100.00%		194.38	100.00%	-7.55 %			
Natural and Physical Sciences	31.38	14.92%		24.50	12.609	-21.91 %			

% Change	Variation Colour	Variation description
Less than 10%		Low
Between 10% and 30%		Intermediate
Greater than 30%		High

## Appendix

### Status and actions

The list of statuses and actions that occur during verification:

- Activated: The department has activated the collection and the reports are ready for checking. Whilst the status is activated the reports continue to be refreshed nightly. Once you have selected Start verification you have commenced the verification process for that collection, and the reports will remain static.
- Verifying: Verification is currently in progress. The verification process has been activated and the reports are ready to be assessed. If updates are required, you will need to refresh the report by selecting **Refresh data** to ensure any changes sent to TCSI are included in the reports and latest snapshot.
- **Refresh data**: The reports are updated overnight with latest data sent to TCSI. This action takes another snapshot to include data received prior to the refresh start date.
- **Verified:** All reports within the collection have been verified by the provider.
- **Signed off:** Data confirmed as accurate and is now final. This action has frozen all reports in the collection.
- **Request Reset:** If a collection has been signed off when it should not have, or additional data has been provided that needs to be included in the reports, a Reset Request is required. This action will lock the collection and the relevant reports will not be available at this time. During this process, no changes to the collection can be made until the department either accepts or rejects the reset request.
- Accept Reset: When the department accepts a Reset Request the collection status is reverted to Verified to allow the provider to restart verification. Once the reports are re-verified and Signed-Off the **Request Reset** button is enabled for further reset requests if required.
- **Reject Reset:** If the request for a reset is rejected by the department the **Request Reset** button is disabled and the collection remains locked. At this stage no further changes can be made to the reports as the department is in the process of finalising the collection for all providers.
- **Finalised:** The department will finalise the Collection after the verification period for providers has concluded. The collection is then closed, and the data is confirmed as verified. When a collection is finalised a sector snapshot is taken and stored, being an aggregation of the data signed off by each provider.