Provider Data Verification User Guide

A guide to Data Verification using TCSI Analytics

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1. Overview

The Tertiary Collection of Student Information (TCSI) Analytics Portal allows higher education providers (providers) to view the data they have reported to TCSI and provides a self-service interface to enable providers to verify the accuracy of this data.

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 data verification process helps providers meet their legislated obligations under the *Higher Education Support ACT 2003* and/or the *Tertiary Education Quality and Standards Agency Act 2011*. Verification is the final stage for providers to confirm that the data reported to TCSI throughout the year is accurate.

Although a comprehensive set of real-time and scheduled validations supports the reporting of quality data, these checks cannot identify every data integrity issue. Verification confirms that student records accurately reflect the amount of assistance received, ensures provider payments are correctly reconciled, and confirms that the data included in the department's publications is accurate.

Data received in TCSI's transactional database is presented in a set of verification reports, which are grouped into collections such as the 'Student' collection. Once the department activates verification and the reports become available, they continue to refresh nightly with the latest data received until the provider chooses to start the verification process in TCSI Analytics. The dataset captured before verification begins is known as the unverified data snapshot.

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

2. Purpose

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

Verification reports in TCSI Analytics display static data—that is, data fixed at a particular point in time for funding, statistical and publication purposes.

3. Timing

Providers must confirm the accuracy of their data within the required annual timeframes. Information about reporting requirements, timeframes and how to correct data is available on the overview pages for each data collection:

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

4. Process overview

Details of the reports that each provider must verify are available on the Data Verification webpage on TCSI Support. Select the provider type that applies to your organisation to view the relevant information.

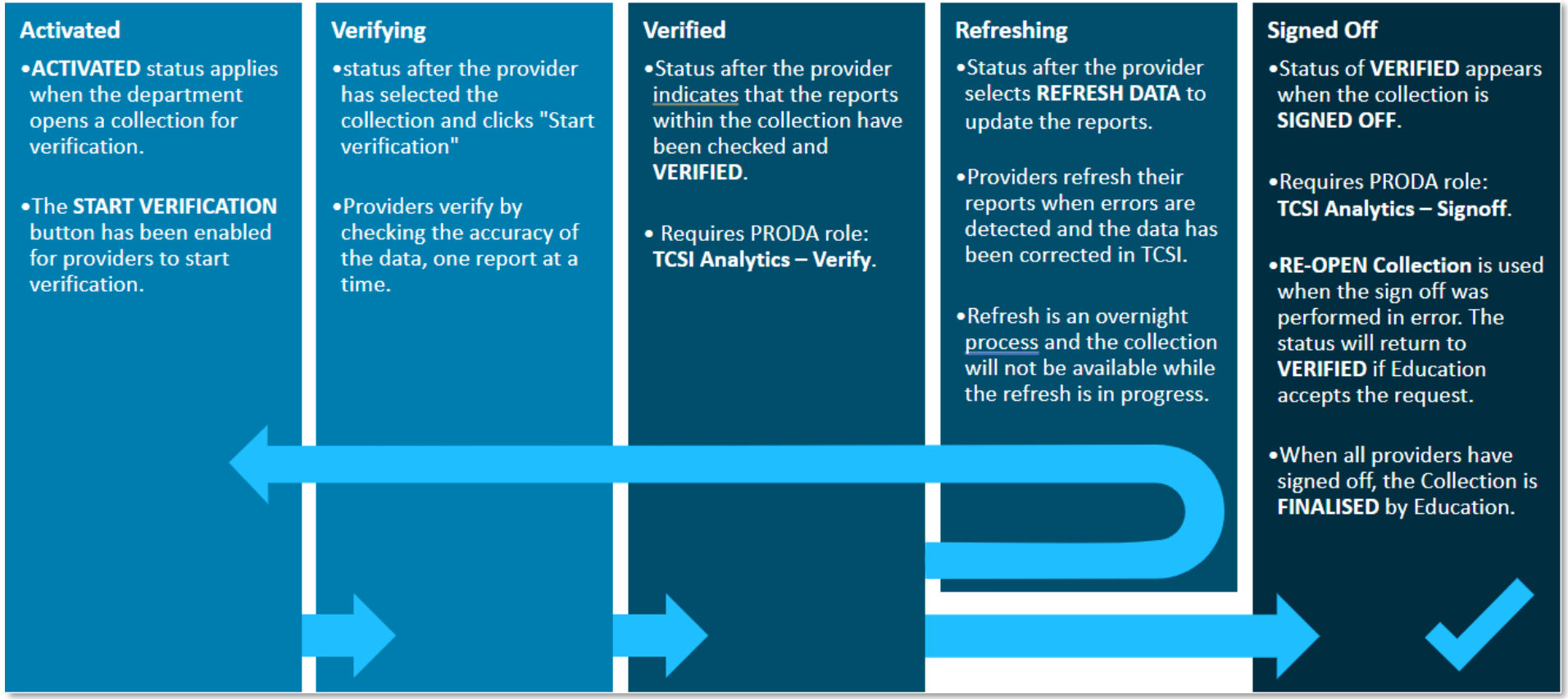
The verification process generates all reports for a Collection, regardless of the provider type. For example, non-University higher education providers may see reports that do not contain data because they do not report that data type to TCSI. These empty reports must still be verified to confirm that no data was expected and to allow the provider 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.

Table 1 – Report status

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.

Figure 1 – Verification process overview



5. Access to TCSI Analytics

To access TCSI Analytics, click on the '**TCSI Access**' button in the banner of the TCSI Support website (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 Access (PRODA) page on the TCSI Support website.

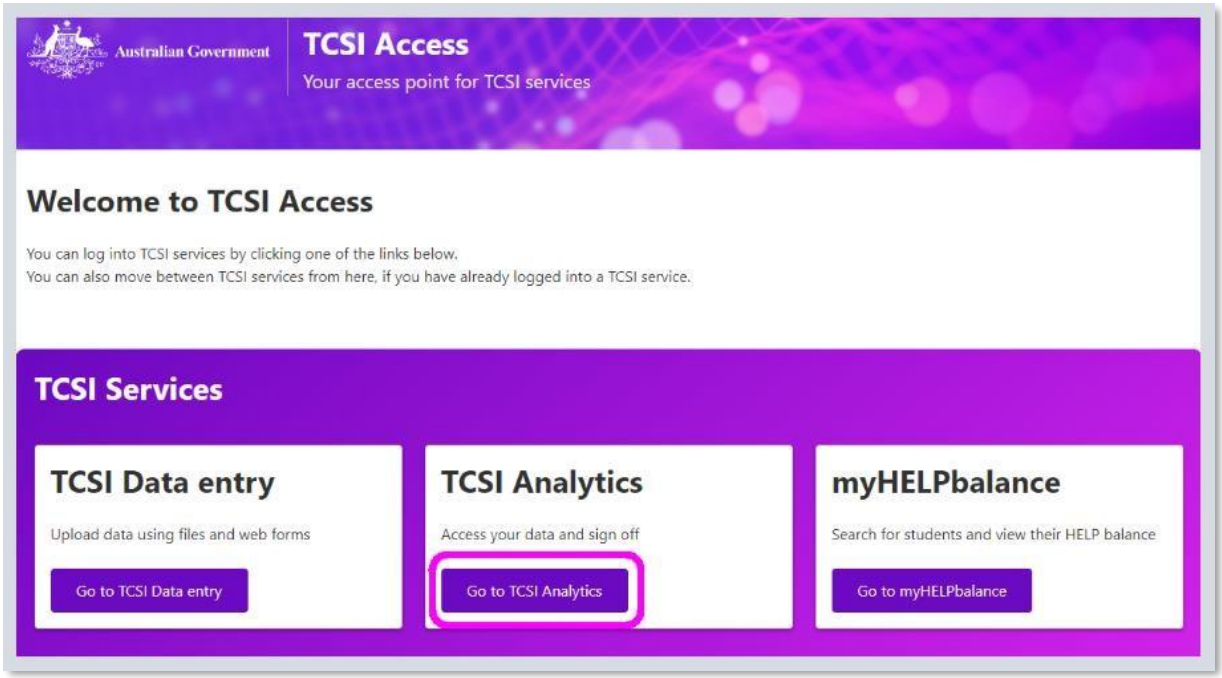
A staff member can access the 'Verification' screens in TCSI Analytics if they have at least one of the TCSI attributes for verification for the organisation:

- 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

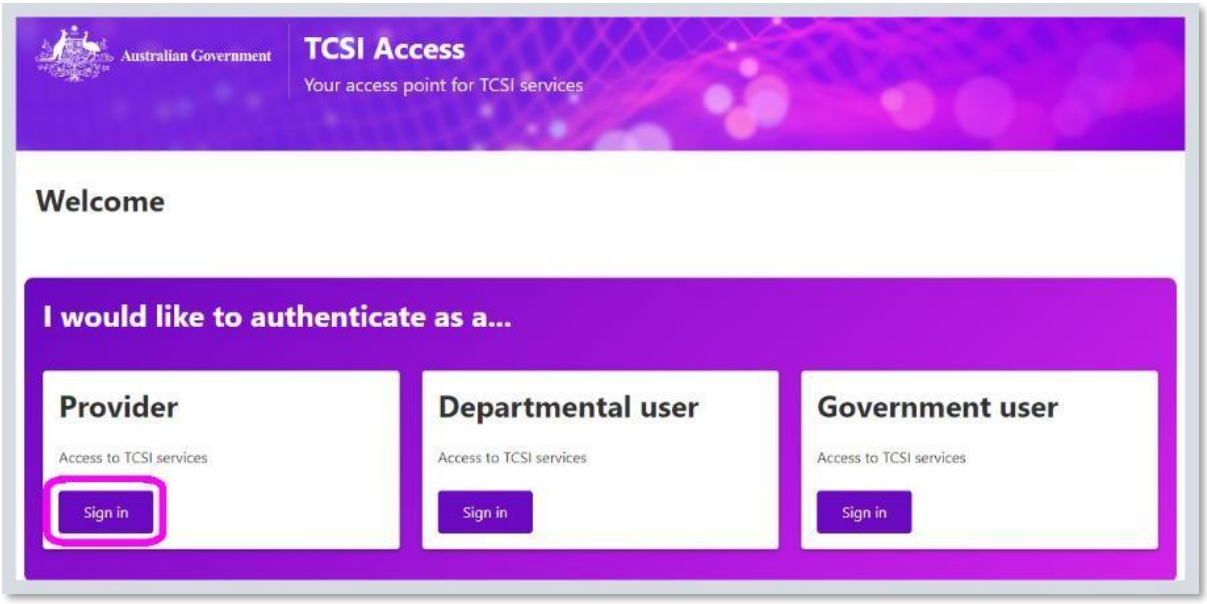
Click on the '**Go to TCSI Analytics**' button (Figure 3).

Figure 3 – TCSI Analytics home page



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



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

Figure 5 – Enter PRODA credentials

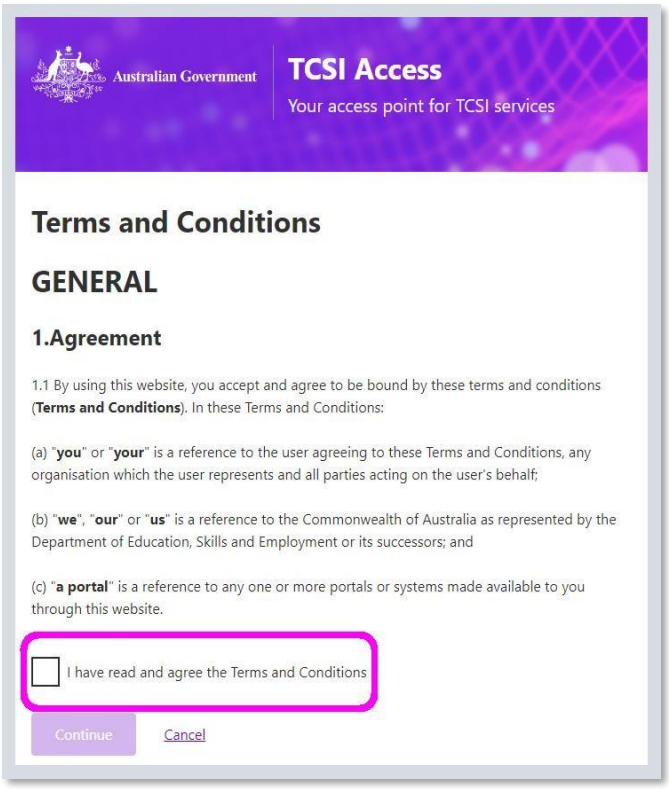
Enter the verification code sent to the email address linked to your PRODA account (Figure 6).

Figure 6 – Verification code for PRODA access

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).

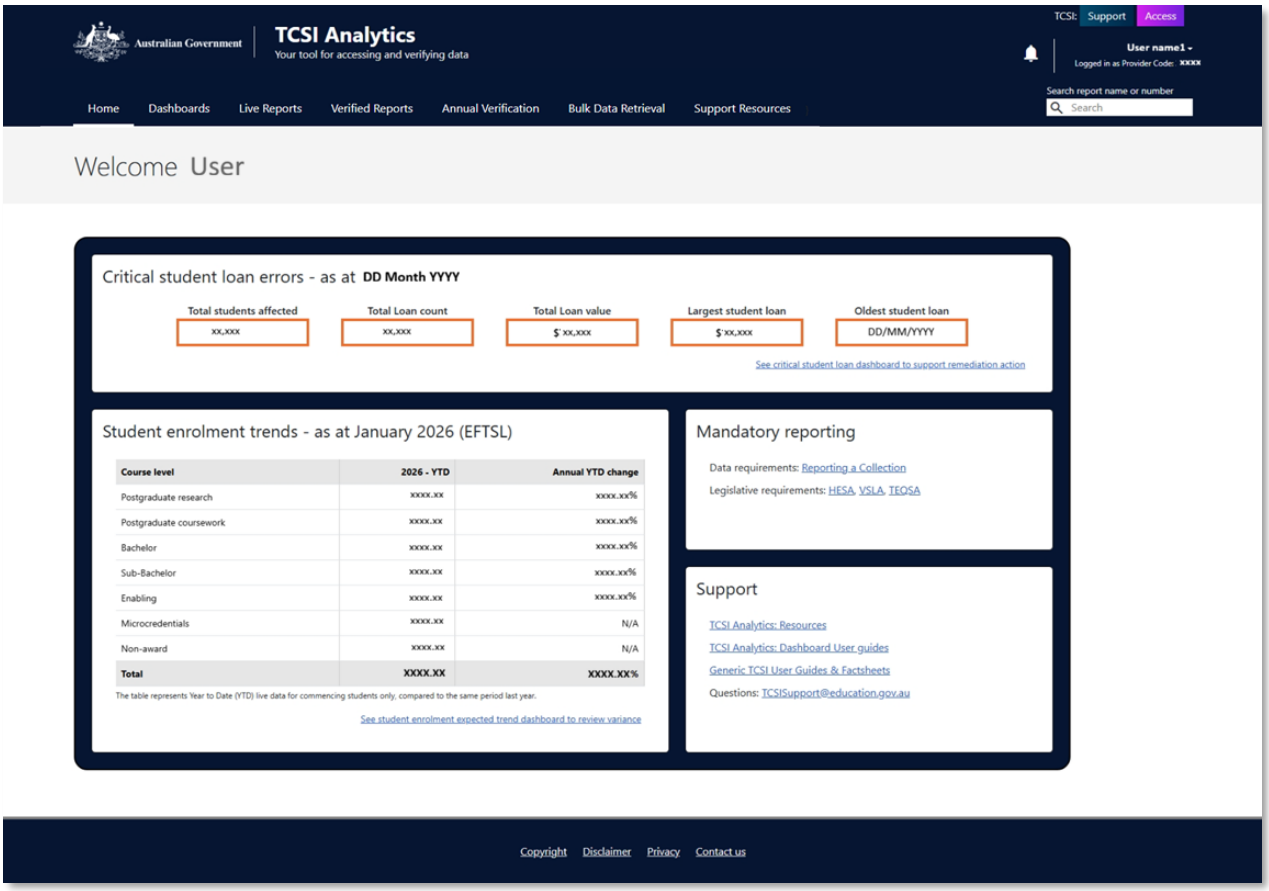
Figure 7 – Terms and Conditions to access TCSI Analytics Portal



6.1 Welcome screen

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

Figure 8 – TCSI Analytics welcome screen



The tabs on the TCSI Analytics portal allow access to various pages to view and retrieve data as depicted in Table 2.

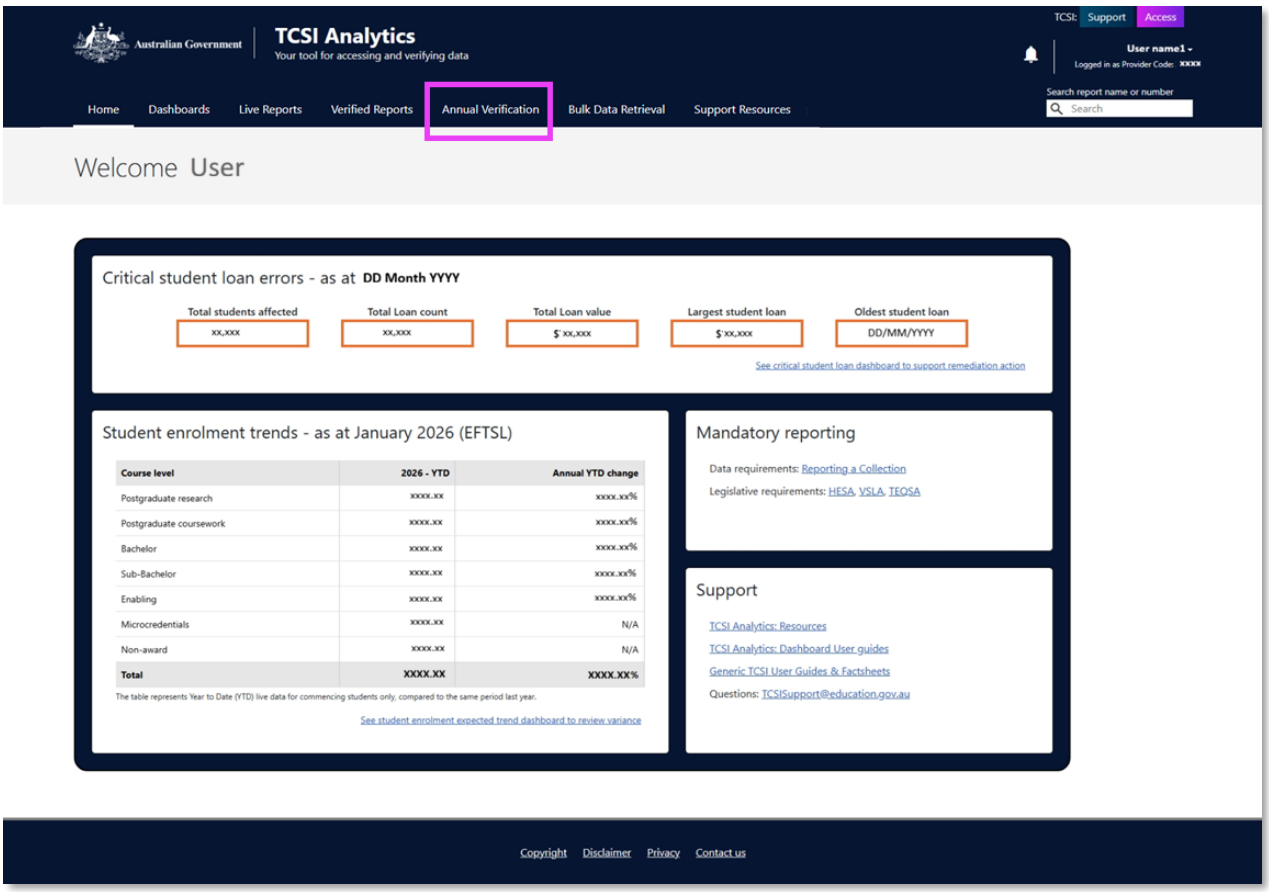
Table 2 – TCSI Analytics portal tabs

Tab	Description
Home	Welcome page shows a summary of information about Critical student loan errors and Student enrolment trends. It also provides quick access to reporting requirements and support resources.
Dashboards	The Dashboards tab hosts the Critical Student loan error dashboard and the Expected student enrolment trend dashboard.
Live Reports	The Live reports tab hosts all the live reports, which are displayed under various categories.
Verified Reports	The Verified reports tab hosts all the verified reports, which are displayed under various categories.
Annual Verification	The Annual Verification tab enables users to verify and sign-off data during the annual verification period.

Bulk Data Retreival	The Bulk Data Retreival tab allows users to place bulk data requests and download the retrieved bulk data.
Support Resources	The Support Resources tab provides links to key information that supports data reporting and compliance in TCSI. It also offers access to guides, notices and tools to help streamlined processes.

Click on the '**Annual verification**' tab to access the verification webpage (Figure 9).

Figure 9 – Annual verification menu item



6.2 Annual Verification screen

The Annual verification page will display all Collections available for verification (Figure 10). The components on the Annual Verification screen are as described in Table 2.

If you expect an annual verification collection to be opened, but do not see it in the list, please contact TCSIsupport@education.gov.au.

Figure 10 – List of collections available from TCSI Analytics and screen components

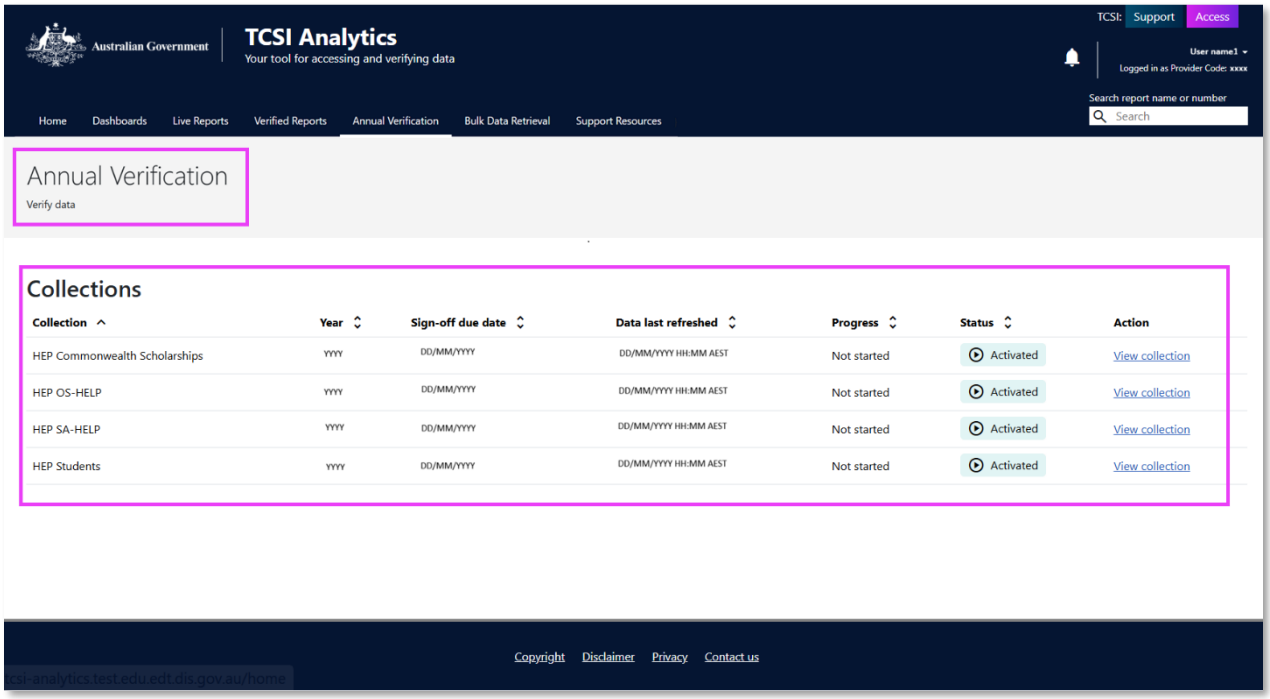


Table 3 – Annual verification screen components

Component	Description
Heading and Description	Displays page heading 'Annual Verification' and page caption as 'Verify data'.
Collections table	
Collection	This column displays the list of collections available for the Provider to verify data.
Year	This column displays the year of the collection.
Sign-off due date	This column displays the date the collection is due to be verified and signed-off.
Data last refreshed	This column displays the date the data is last refreshed for the collection.
Progress	This column indicates the progress of the verification of data. It displays: - 'Not started' where the verification not started yet **or** - The no. of reports verified so far for the collection (eg., 1 of 15) **or**

	- 'Completed DD/MM/YYYY' where the collection has been signed off as at <DD/MM/YYYY>.
Status	This column displays the status of the collection: - **Activated** where the collection has been Activated, **or** - **Verified** where all the reports of the collection are verified , **or** - **Signed-off** where the collection has been signed-off, **or** - **Refreshing** where the reports are being refreshed, **or** - **Pending decision** where a request to re-open the collection is pending departmental decision.
Action	This column displays the course of user action: **View collection** to initiate data verification for the specific collection, **or** **Continue verification** to view and continue the verification of the data for the specific collection, **or** **No action** where the data of the collection is being refreshed, **or** **Review and sign-off** to view and complete sign-off for the verified collection.

6.3 Collection view

When the user clicks on '**View collection**' (Figure 11), a new Collection screen appears displaying a list of reports related to that collection (Figure 12).

Figure 11 – Collection screen

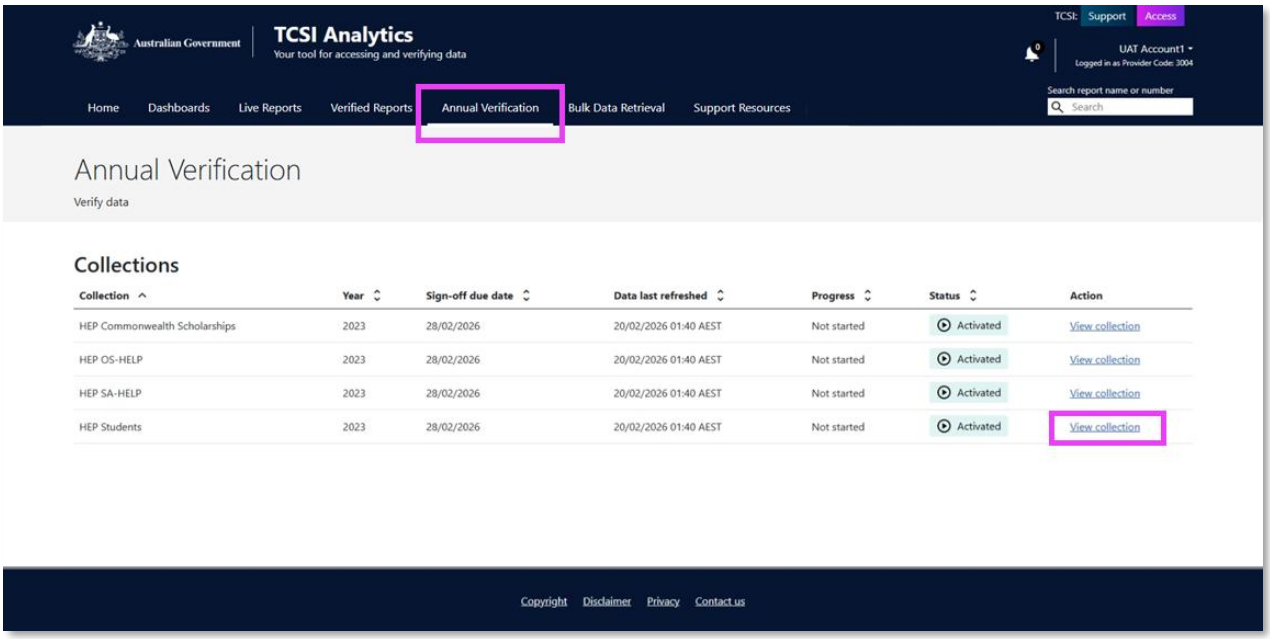
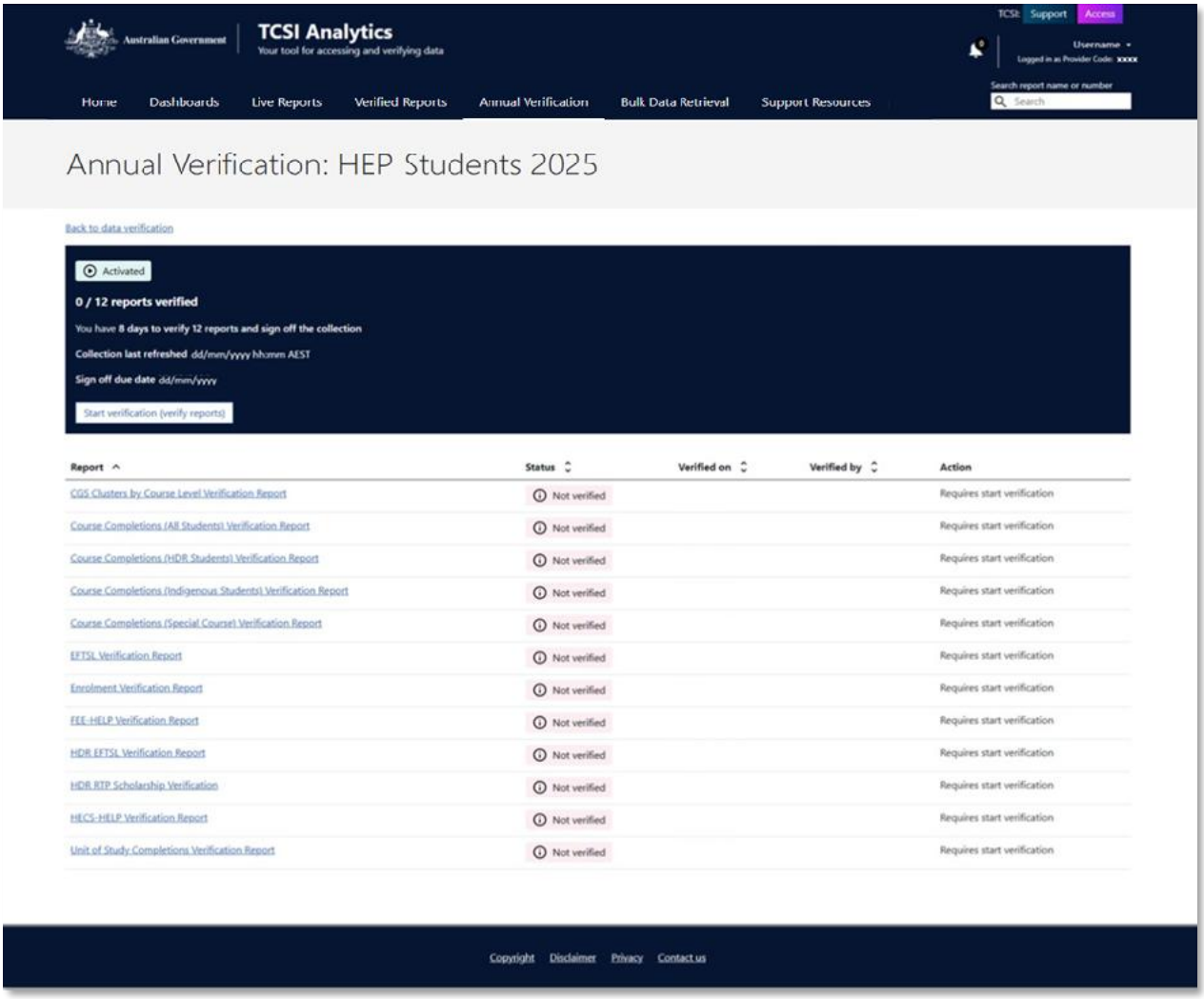


Figure 12 – Collection view



The components displayed in the collection screen (Figure 13), and their purpose are explained in Table 3.

Figure 13 – Collection screen components

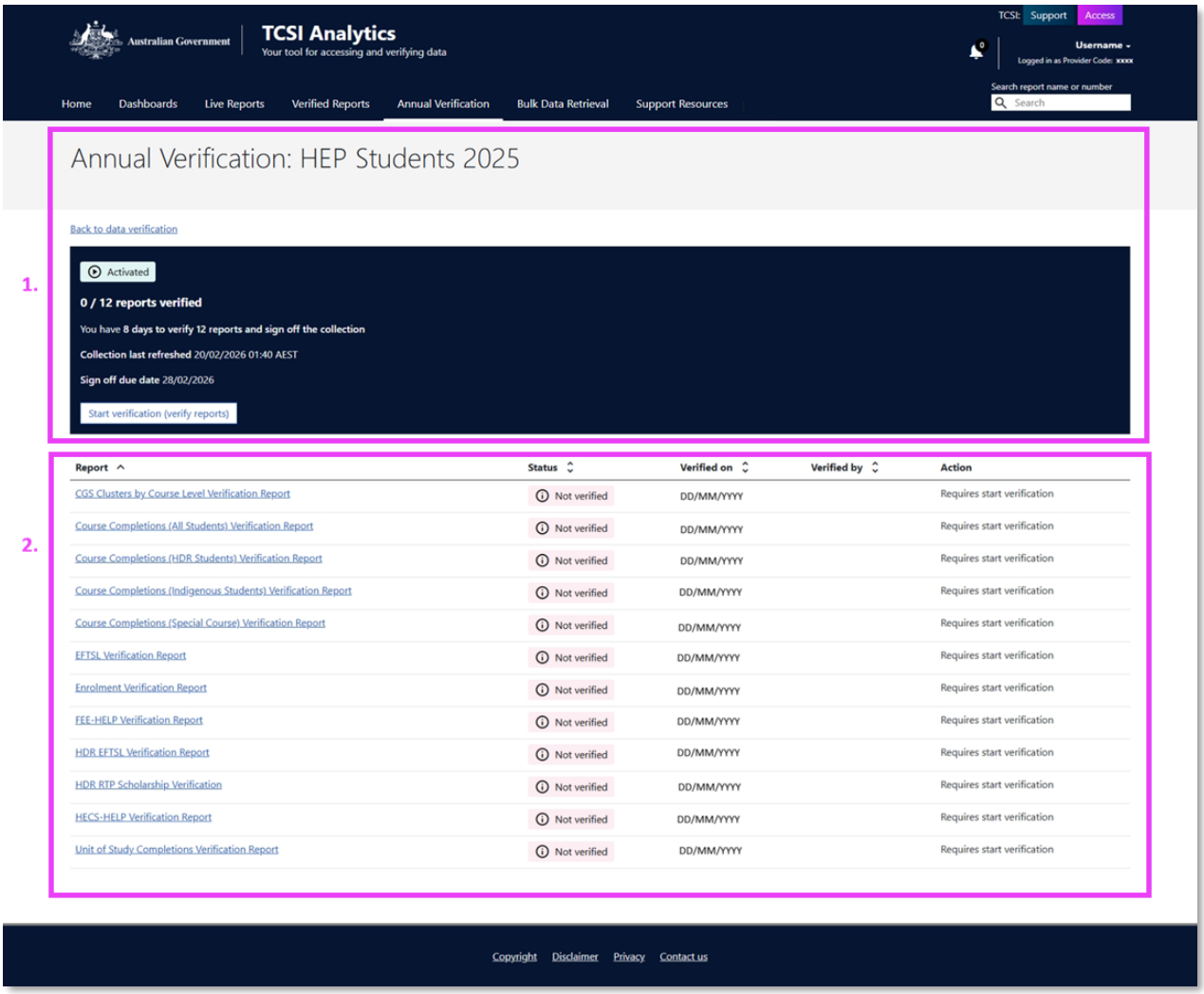


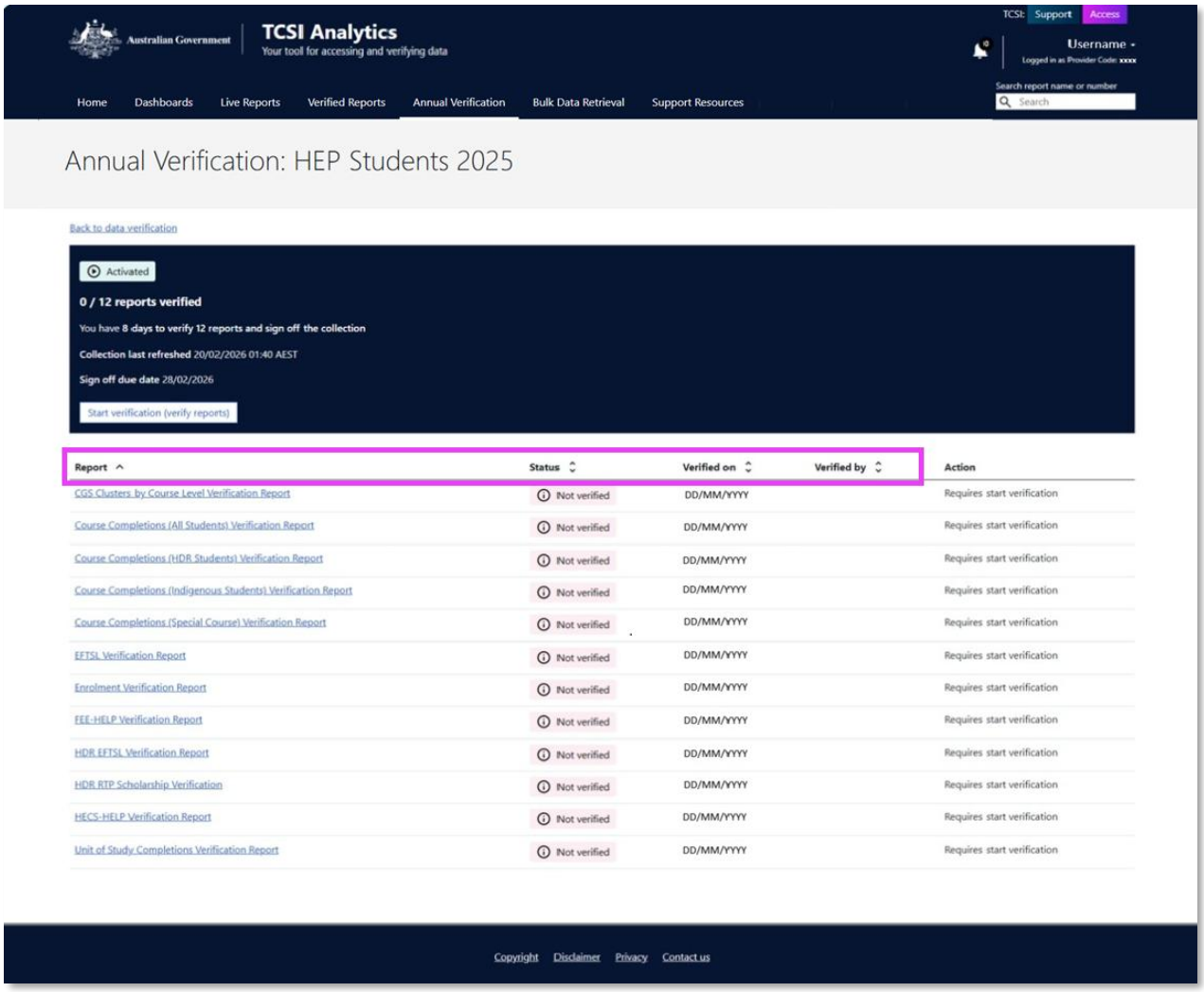
Table 4 Collection screen components

Components	Purpose
1. Collection screen header	
Name of the Collection	Displays the name of the collection selected and applicable reporting year.
Back to data verification	Clicking on the hyperlink takes the user back to the Annual Verification main screen.
Status	Displays the latest status for the collection selected.
Reports verified	Displays the number of reports verified by the total number of reports for that collection.
Days left	Displays the number of days left before the sign-off due date.

Data refresh date	Displays the most recent refresh date.
Sign-off due date	Displays the deadline to sign off on the collection.
Start Verification button	Allows users to start verifying the collection.
2. Report table The list of reports to be verified for a Collection are included under the report table.	
Report	Column displays the verification report name under the collection as a hyperlink. Clicking on the link opens the report in a new tab for the user to view the report.
Verified on	Column displays the date when the report was verified.
Verified by	Column displays the username the report is verified by.
Action	Column displays the allowable user action for the report.

The reports can be sorted into ascending or descending order by clicking on the arrow beside each table column headings of Report, Status, Verified on and Verified by (Figure 14).

Figure 14 – Sorting reports into ascending or descending order



The Student Collection has a range of reports based on the data providers have sent to TCSI. Other Collections may only have one 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 15). The Report components and their purpose are described in Table 4.

Figure 15 – Verification reports

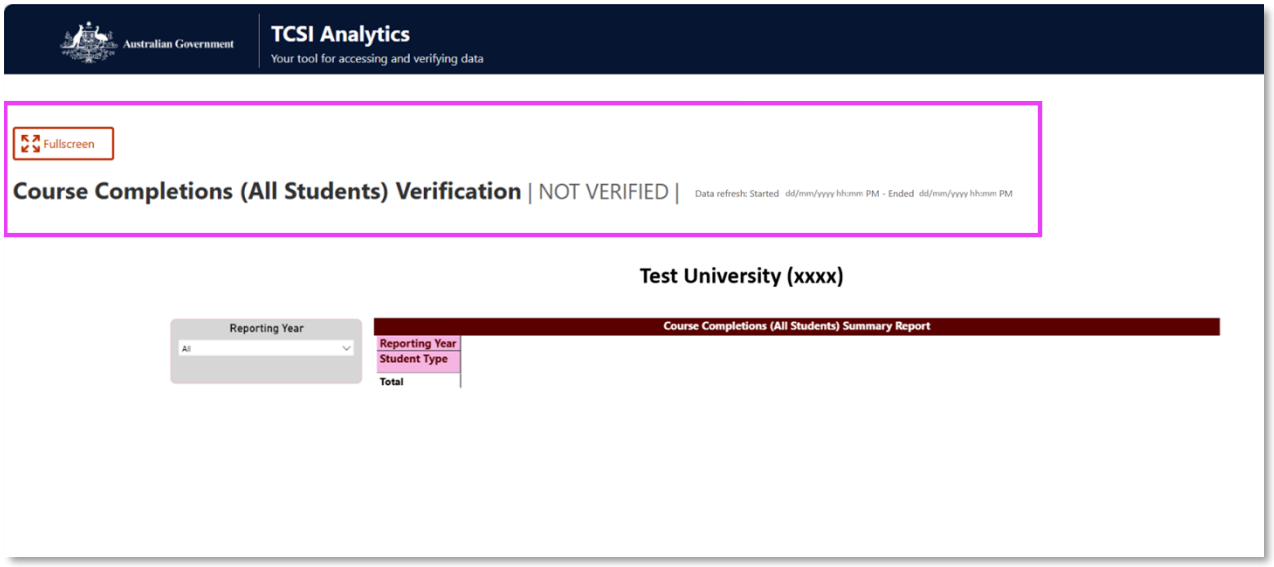


Table 5 Report components

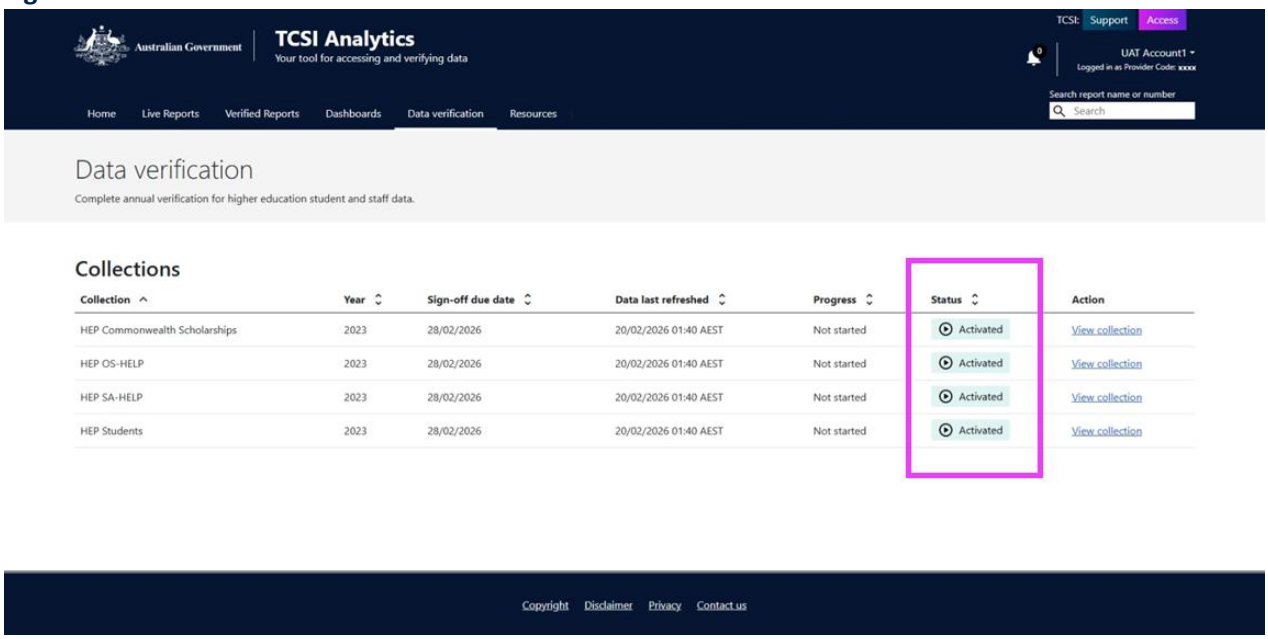
Components	Purpose
Report name	Displays the name of the selected report.
Status	Two statuses are provided to match the current state, either 'Not verified' or 'Verified'.
Last data refresh date	Two dates and time are provided; the refresh started and completed date and time.
Verify button	Clicking this button will update the report status to VERFIED. This button will become available on the reports once the verification process has started on the collection.
View full screen button	Displays the report in full screen view, ESC key will return to the report view screen.

7. Verification process

7.1 Activated

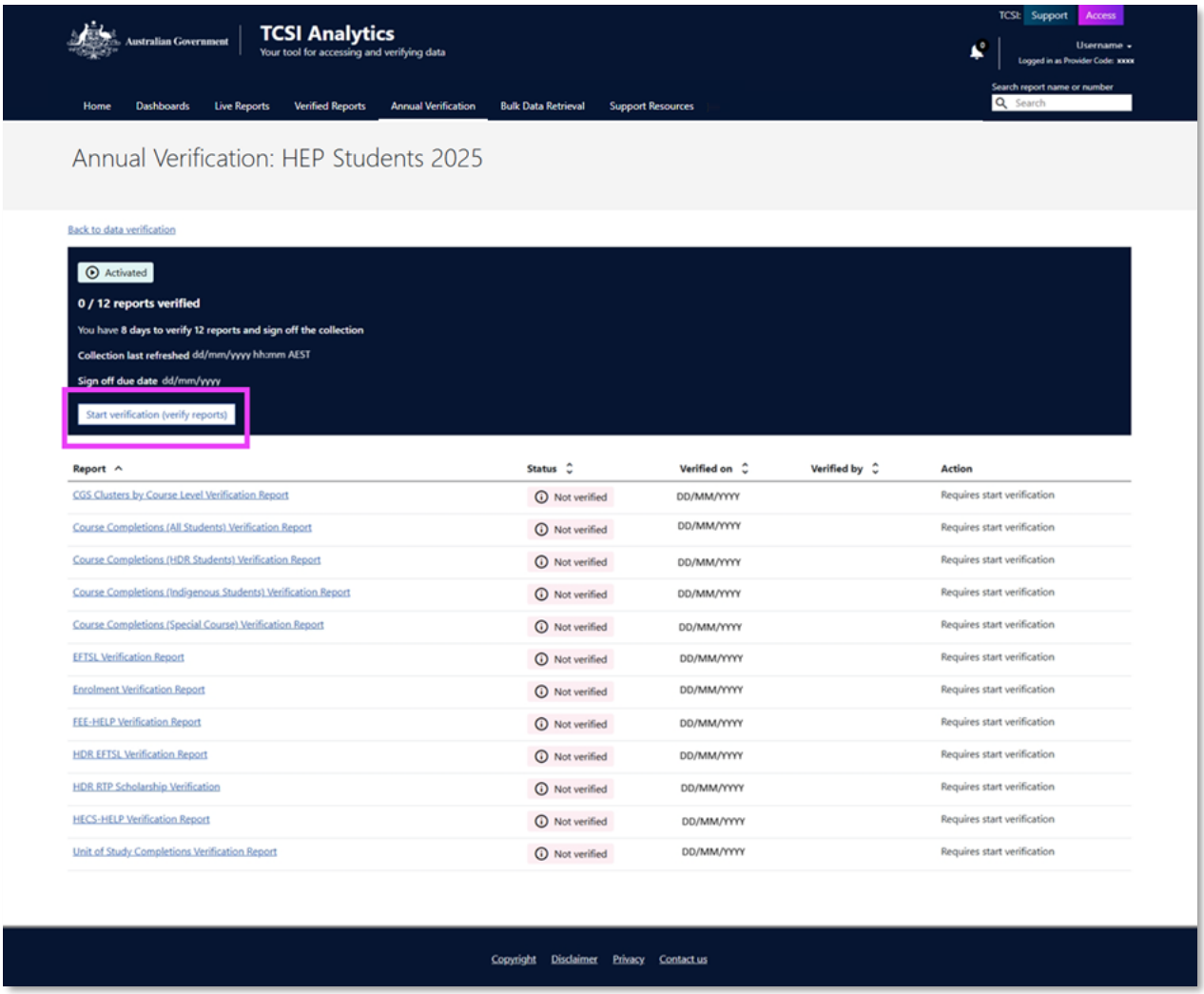
When a collection has been activated by the department, the relevant reports of unverified data are generated, and these reports will continue to be refreshed nightly until the provider starts the verification process (Figure 16).

Figure 16 – Activated collection



To commence verification, the user must click the '**Start verification**' button (Figure 17). This stops the nightly refresh process so that the snapshot of unverified data remains unchanged from the day the provider starts verification.

Figure 17 – Start Verification button to start the verification process



The status for the Collection moves from '***Activated***' to '***Verifying***' (Figure 18 and Figure 19). There is no requirement to click the '**refresh data**' button when starting verification, because the reports would have updated the previous night.

Figure 18 – Verification started - Collection status change to 'Verifying' on collection screen

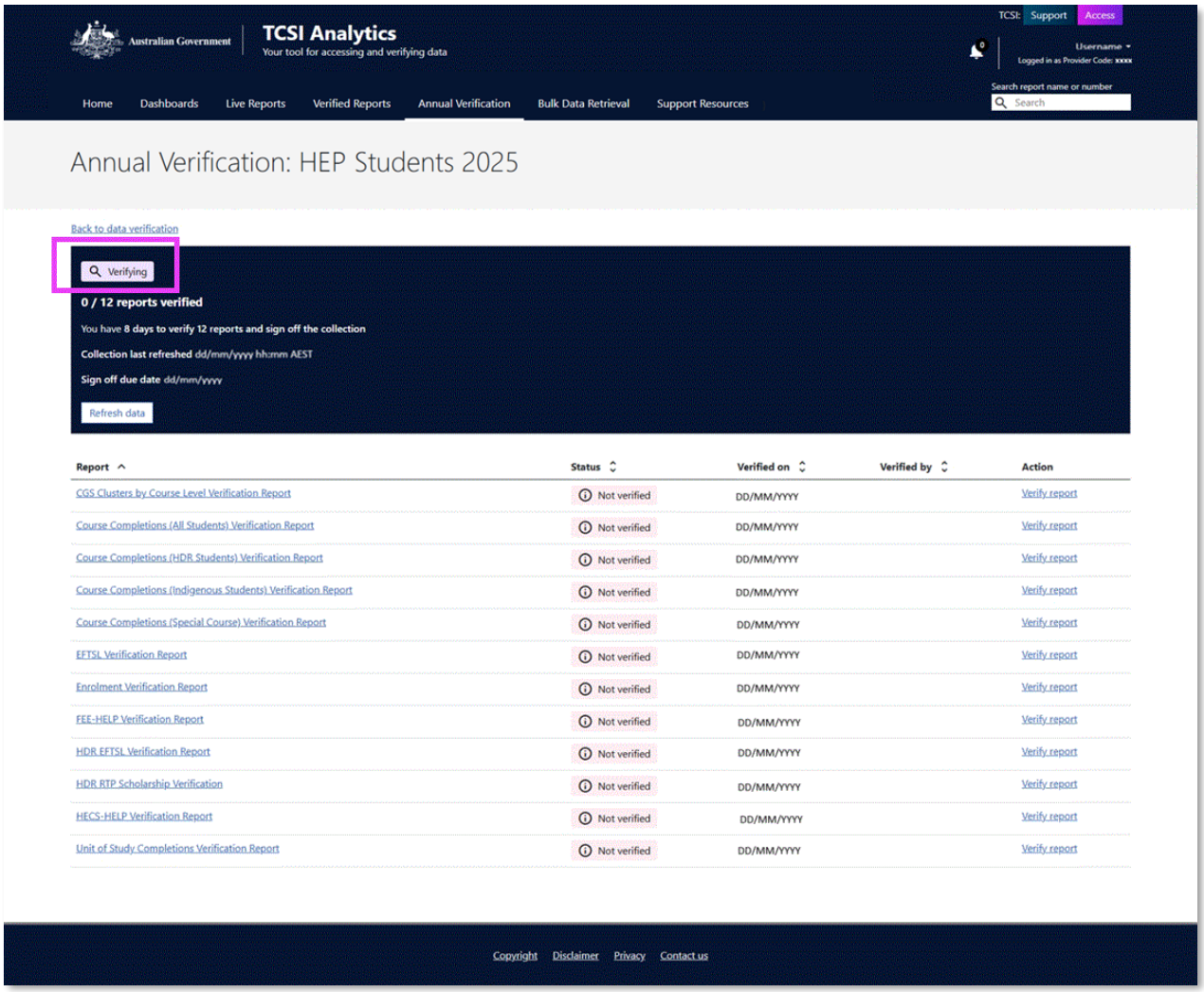
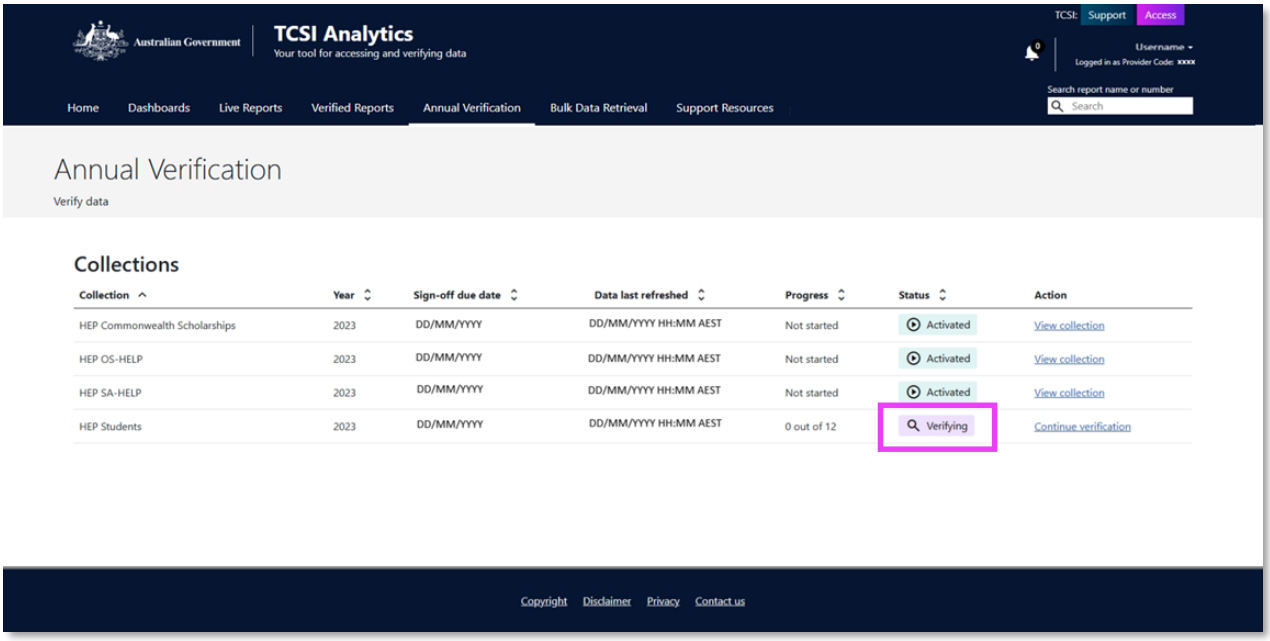


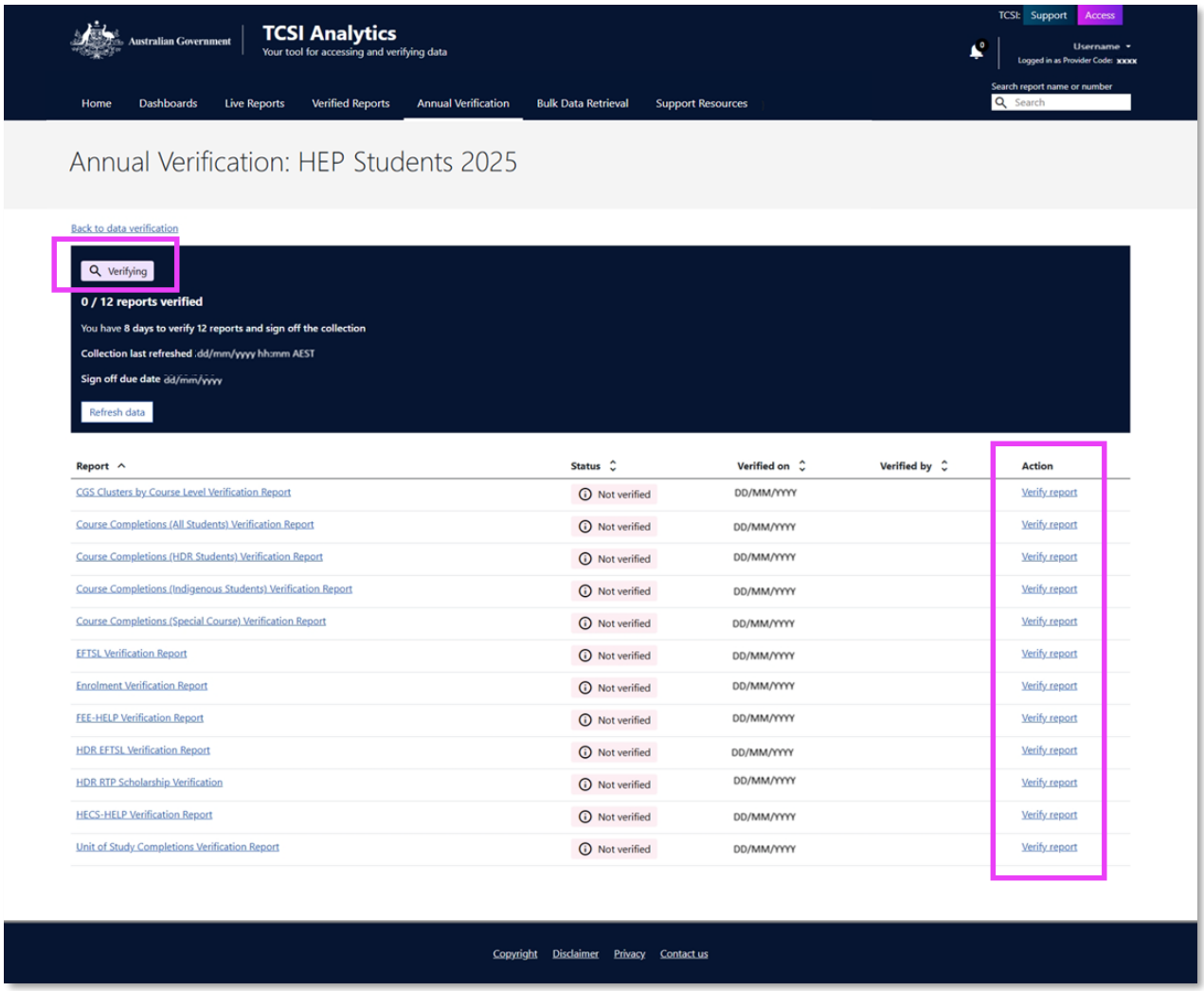
Figure 19 – Verification started - Collection status change to 'Verifying' on main screen



Once a collection' status moves to verifying, you can access the reports by clicking on the '**Continue verification**' hyperlink, under the action column.

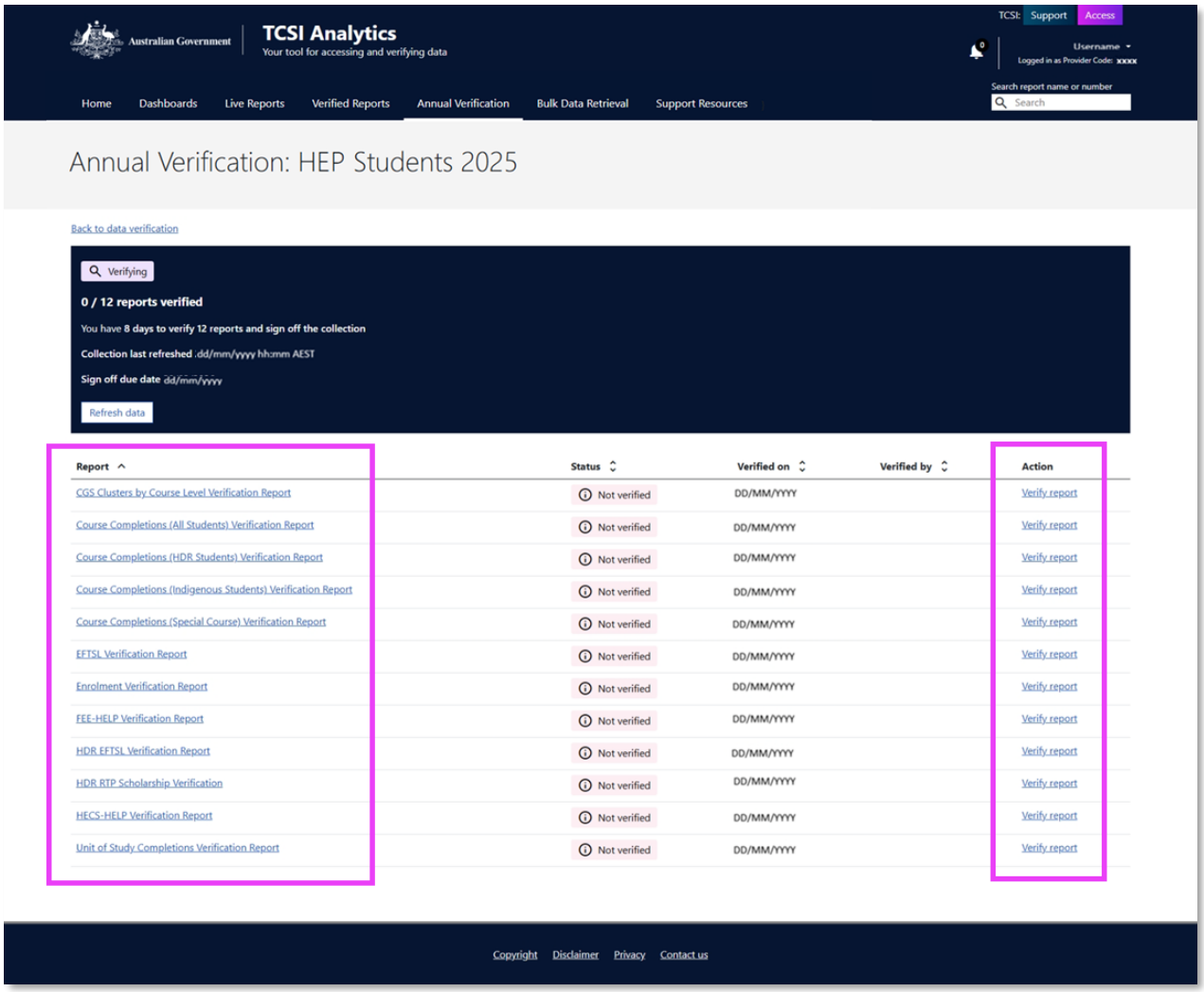
Individual reports under the collection are available to be verified (Figure 20).

Figure 20 – Verification started – Reports available for verification



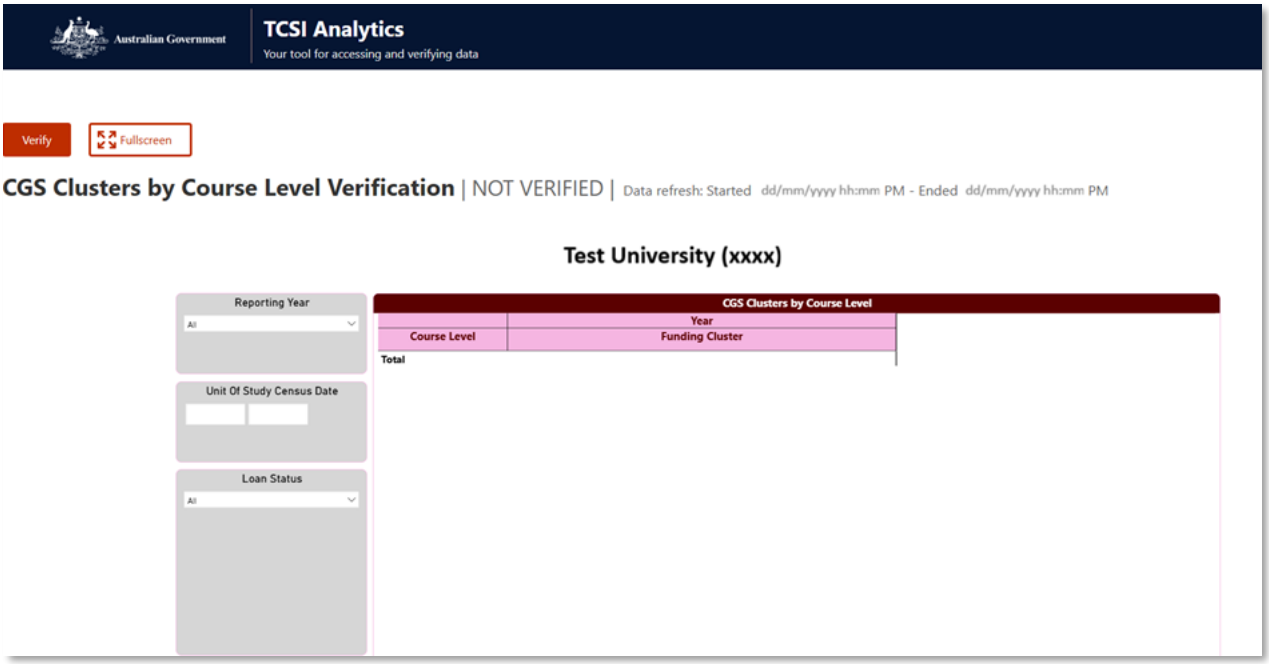
The reports under the collection can be accessed by clicking on '**Verify report**' or on the name of the report (Figure 21).

Figure 21 – Verification started – Access reports to verify



Clicking on '**Verify report**' or the report name opens the report in a new tab (Figure 22).

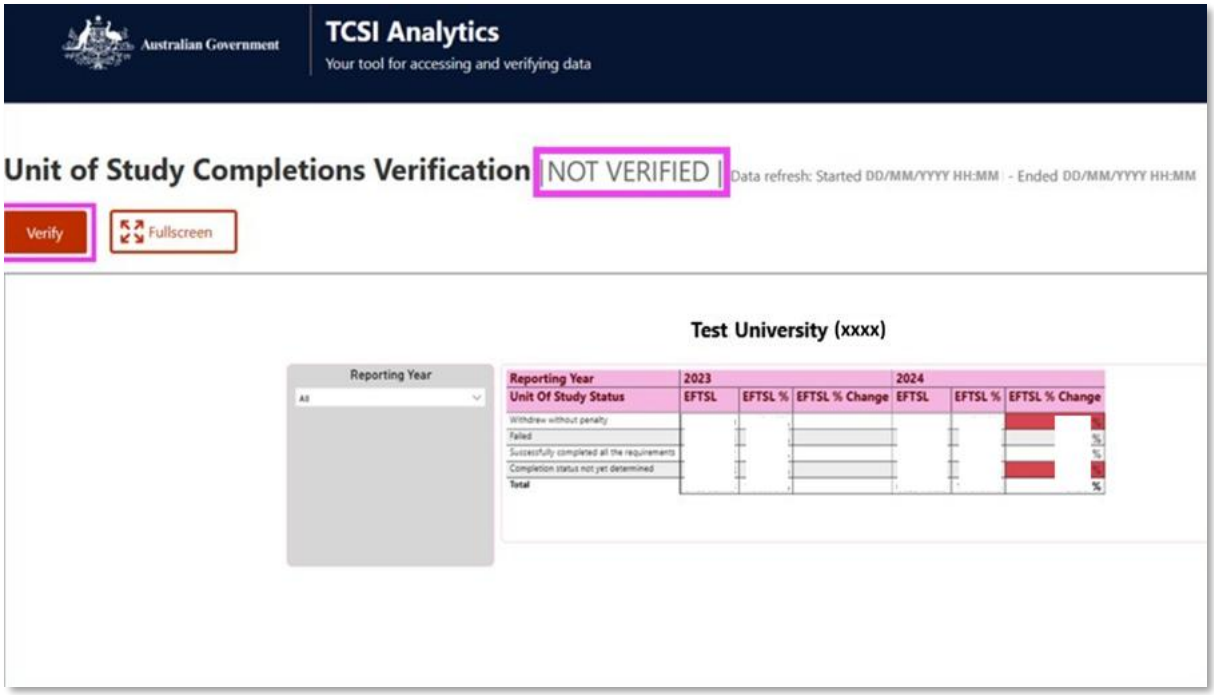
Figure 22 – Verification started – Access reports to verify



7.2 Verified

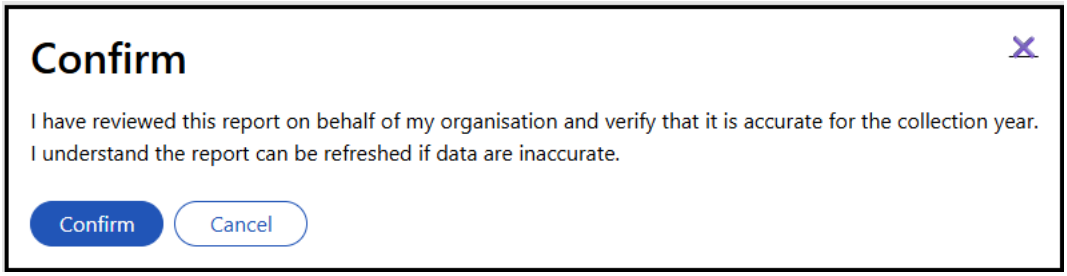
Check the contents of each report to confirm that stored data is accurate. Then click on the '**Verify'** button for each report (Figure 23). The report status will remain as '***Not Verified'*** until you click on the '**Verify**' button.

Figure 23 – Verification report – NOT VERIFIED status



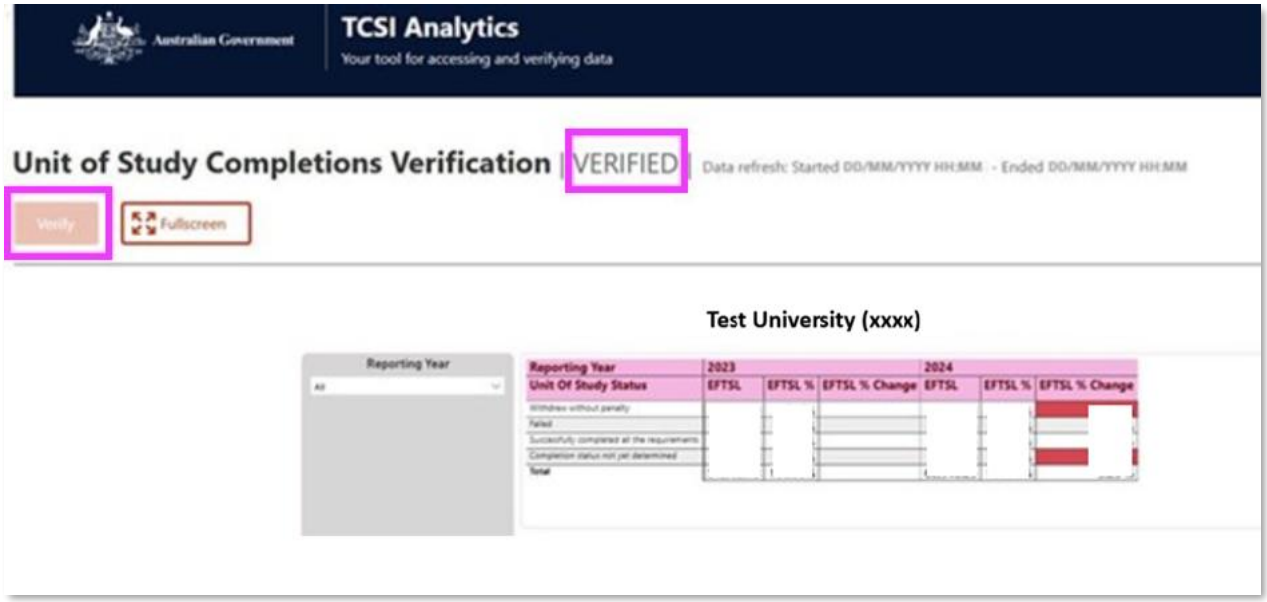
When you select the '**Verify**' button, a pop-up appears asking you to confirm the report's accuracy (Figure 24).

Figure 24 – Verifying report – Confirmation of accuracy



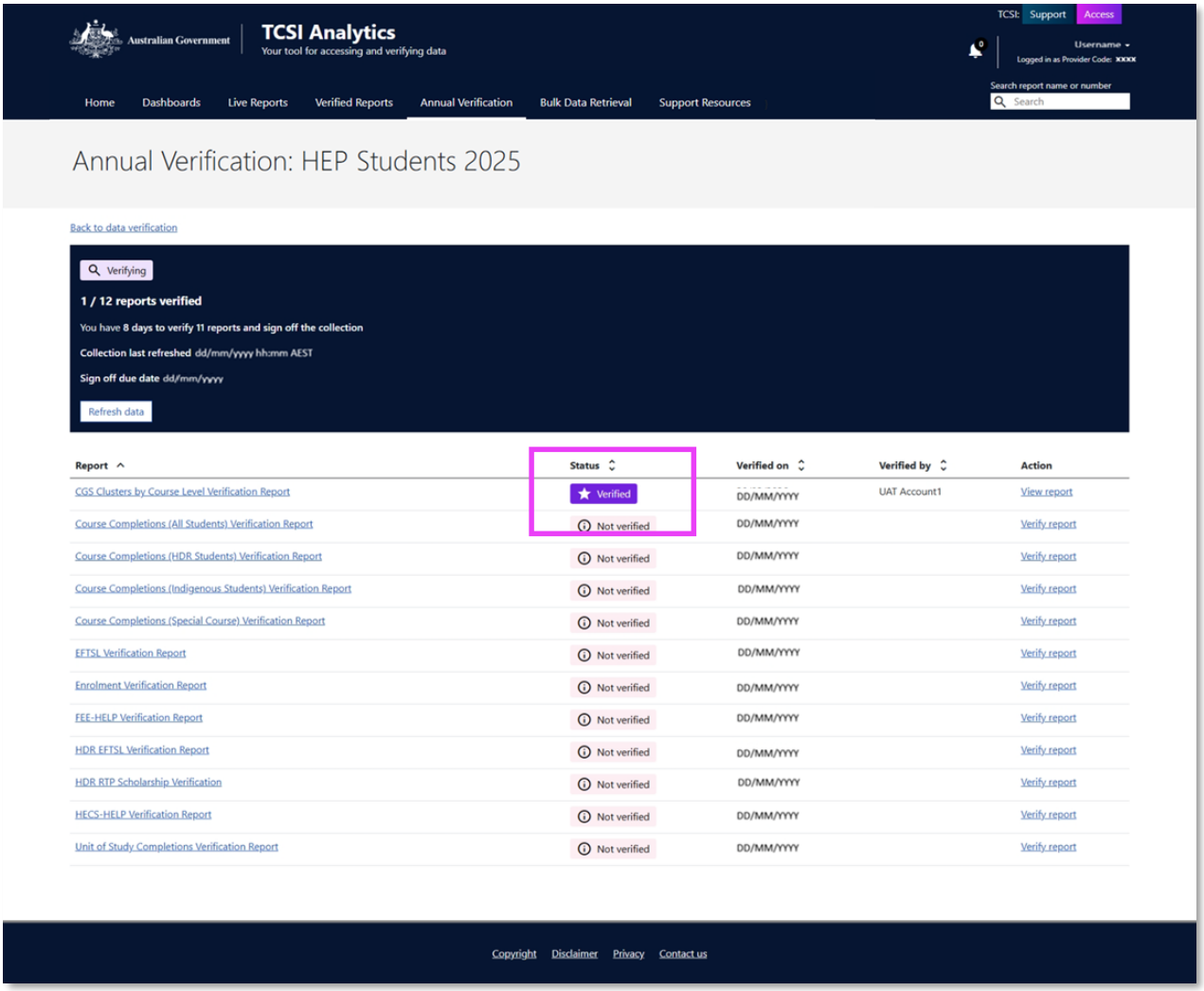
When you select the '**Confirm**' button in the pop-up, the report status changes to '**VERIFIED**' (Figure 25).

Figure 25 – Verification report – VERIFIED status



The '**Verified**' report status is also displayed in the Report list for the collection (Figure 26).

Figure 26 – Collection screen – Report status VERIFIED

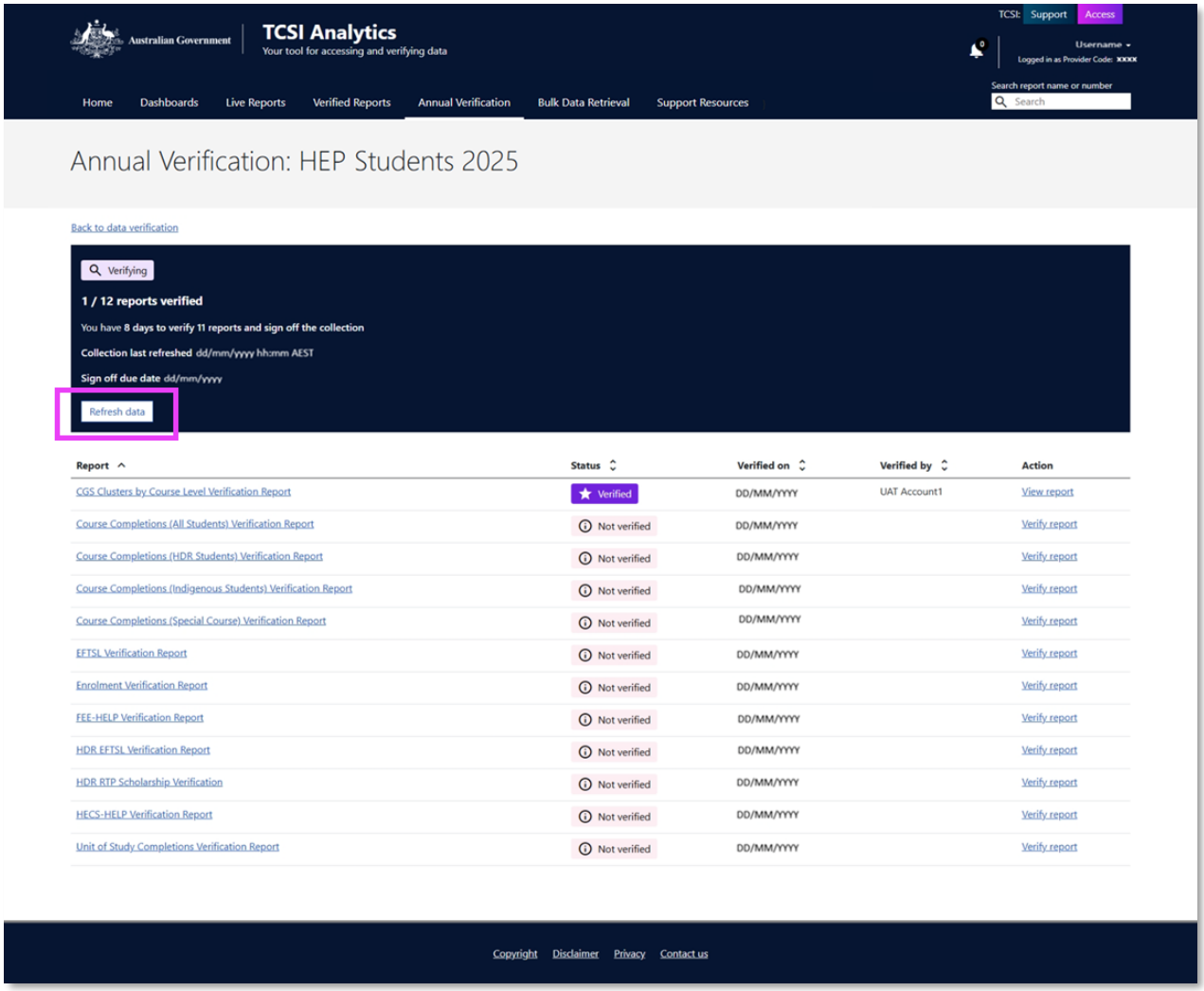


7.3 Refresh

Refreshing is optional. It is only needed when a provider has started verification and then updates their live data. Refreshing allows the verification report to include the updated data after the overnight processing cycle.

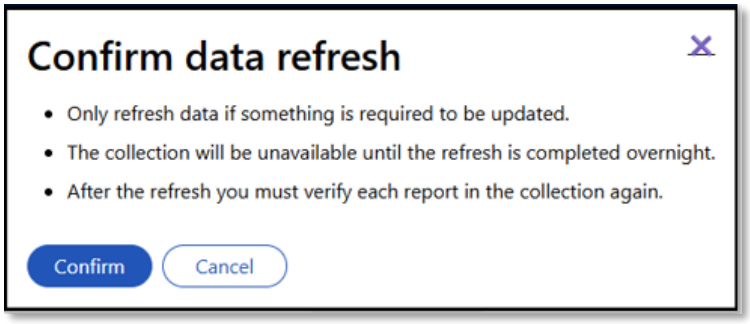
If you find an inaccuracy in a report and have updated your live data, select the '**Refresh data**' button for the Collection (Figure 27).

Figure 27 - Refresh data to include updates in a new snapshot



A '***Confirm data refresh***' pop-up will appear when you select the '**Refresh data**' button (Figure 28).

Figure 28 – Confirm data refresh pop-up



When you select the '**Confirm**' button:

- The collection status changes to '***Refreshing***' (Figure 29 and Figure 30).
- A notification appears on the collection screen indicating a data refresh has been requested. You will not be able to verify any reports in the collection until the overnight refresh process is complete.
- The status of all the reports reverts to '***Not verified***'.
- Viewing reports is the only available action.

Figure 29 – Collection refreshing

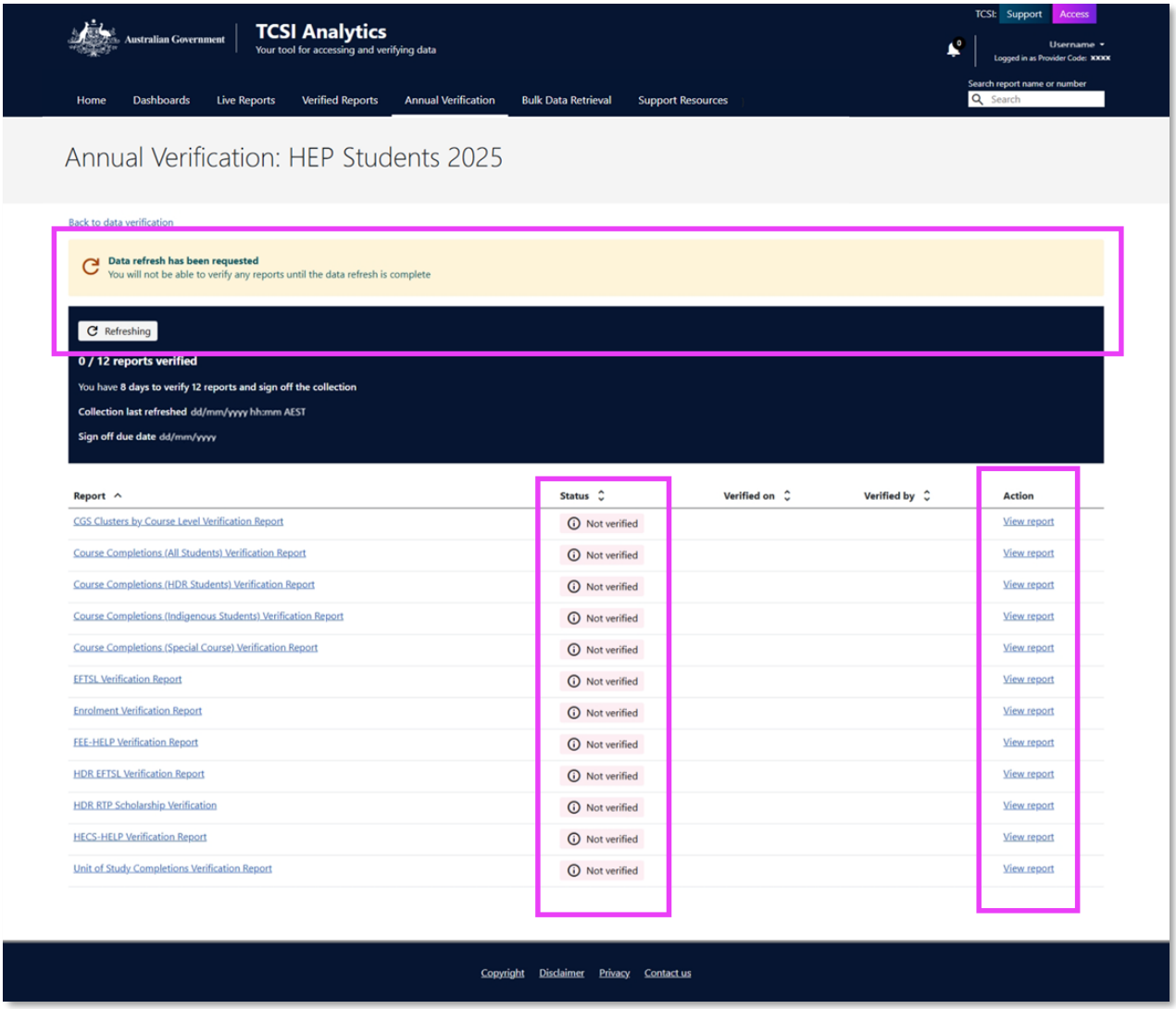
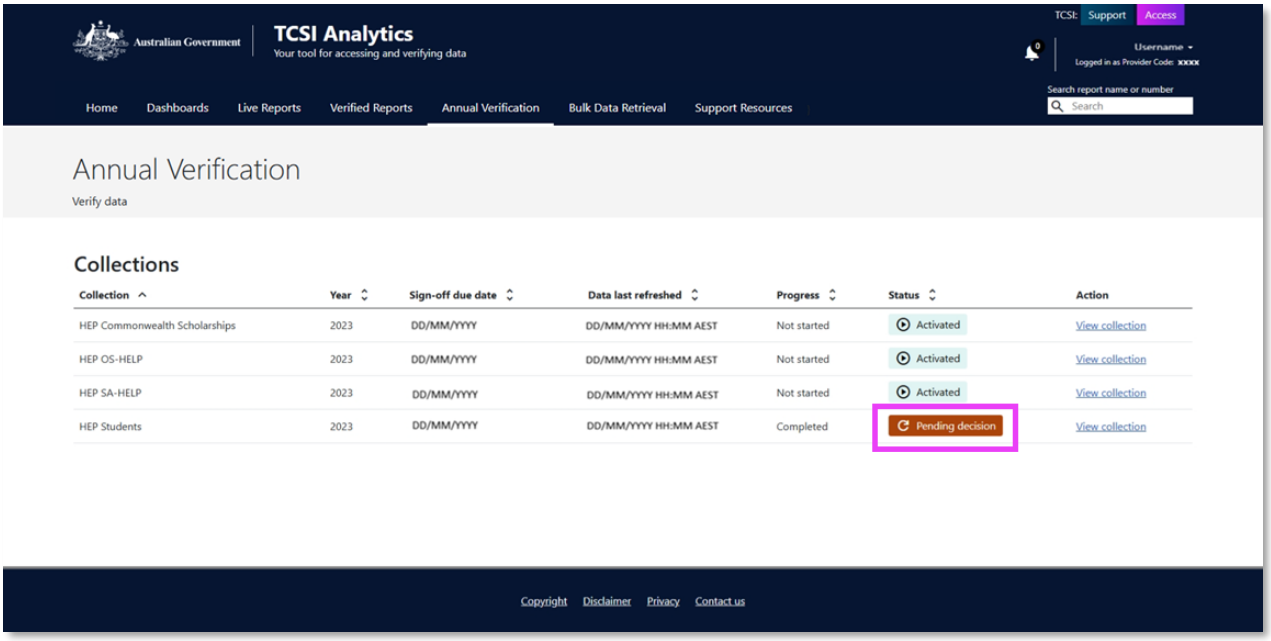


Figure 30 – Collection refreshing status on main screen



After the refresh is complete, the Collection status will revert to '***Activated***', and the '***Start verification***' button will be enabled so you can begin the process again (Figure 31 and Figure 32). This latest snapshot remains static, even if further updates are made to live data during verification.

Figure 31 – Collection status reverted back to Activated

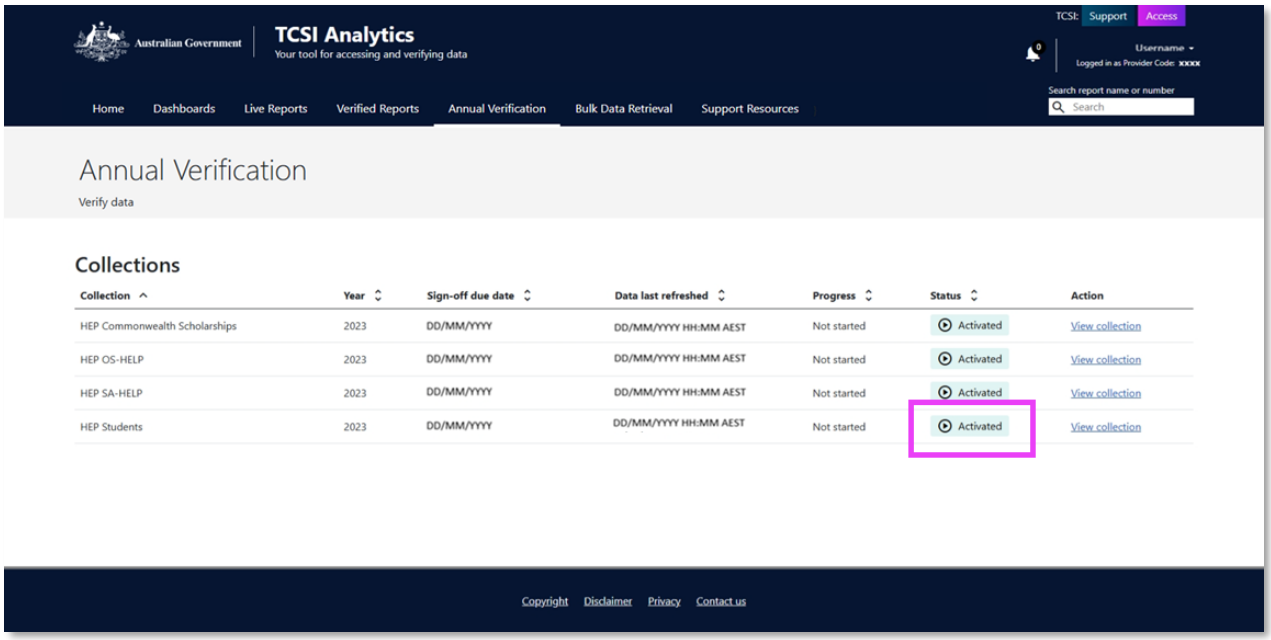
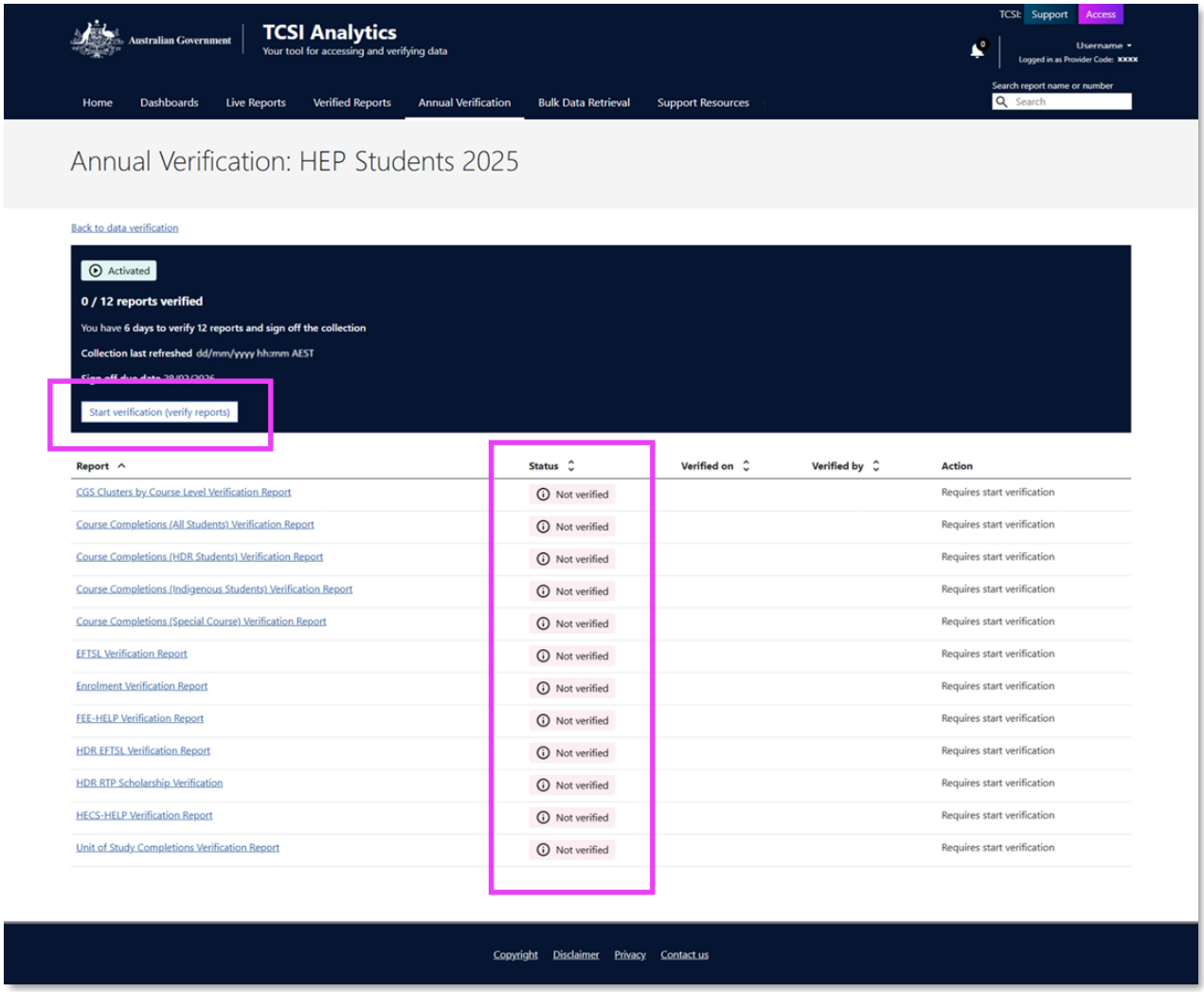


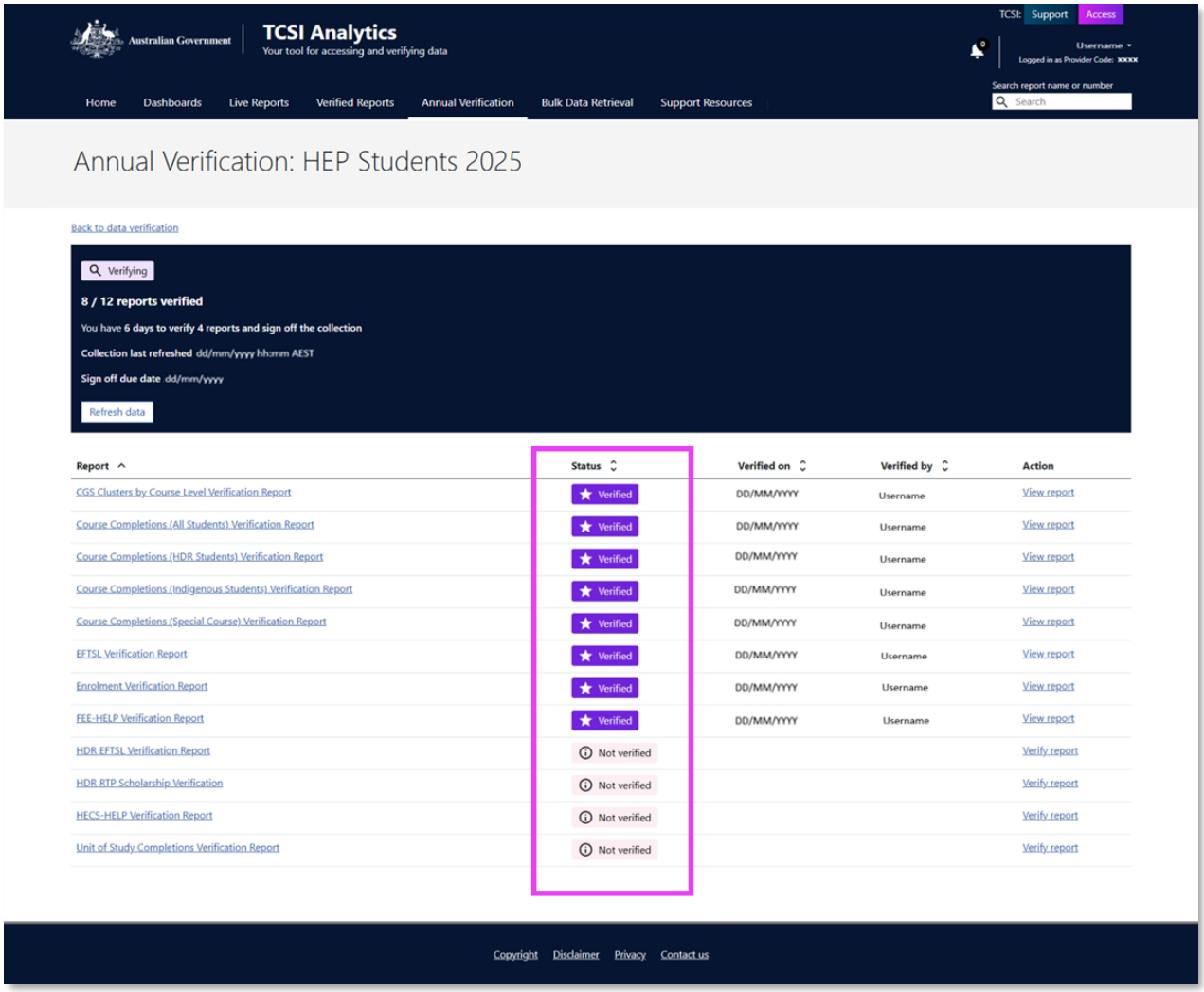
Figure 32 – Start verification button available



7.4 Sign off

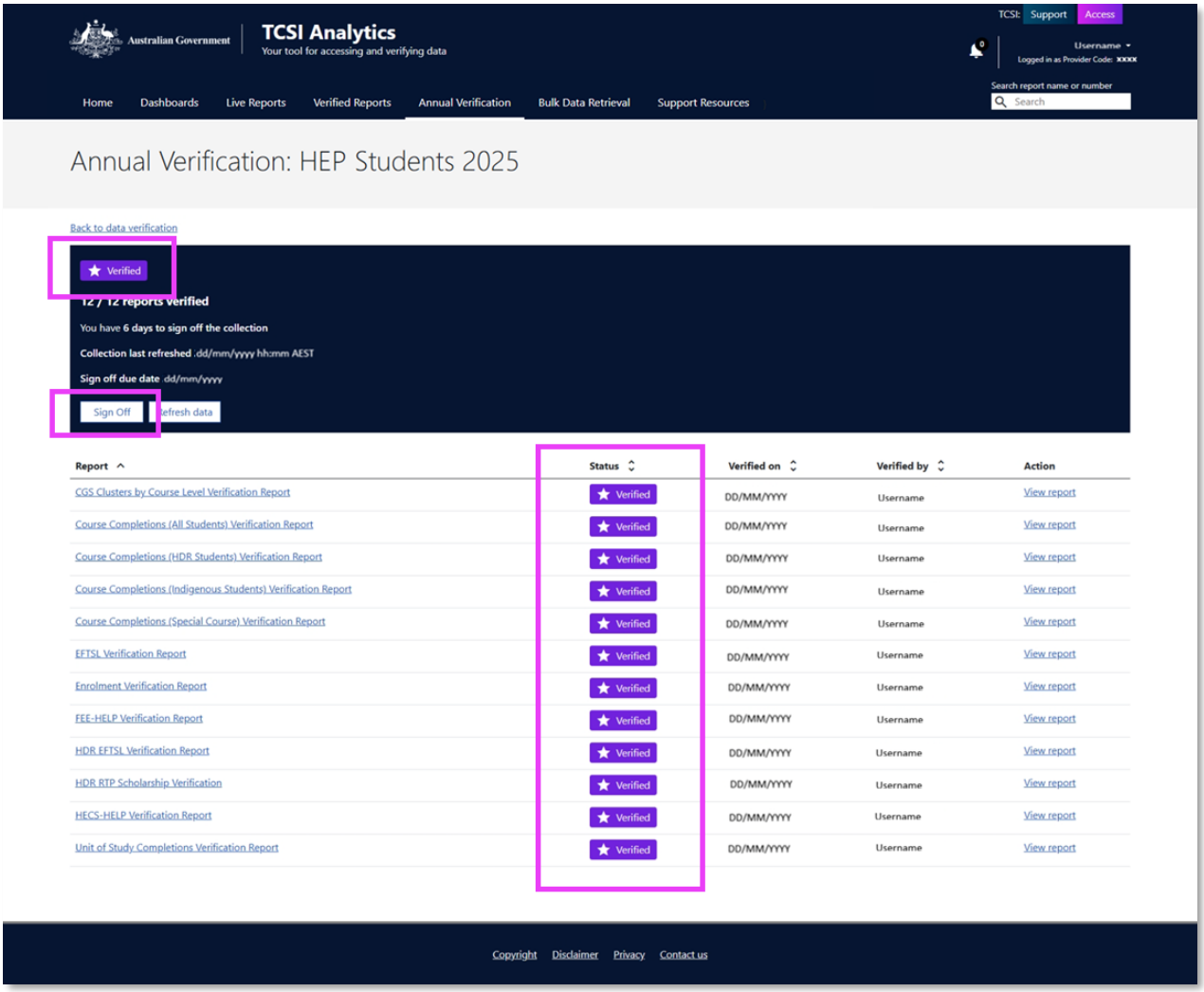
The final stage of the verification process is to sign off the Collection. The '**Sign off**' button will be available once all the reports are verified. Please note that the '**Sign off'** button will not be available if one or more of your reports has a status of ***'Not Verified'*** (Figure 33).

Figure 33 – Report status 'Not Verified' – no 'Sign off' button available



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 34).

Figure 34 – Report status 'Verified' and Collection status 'Verified' – 'Sign off' button available

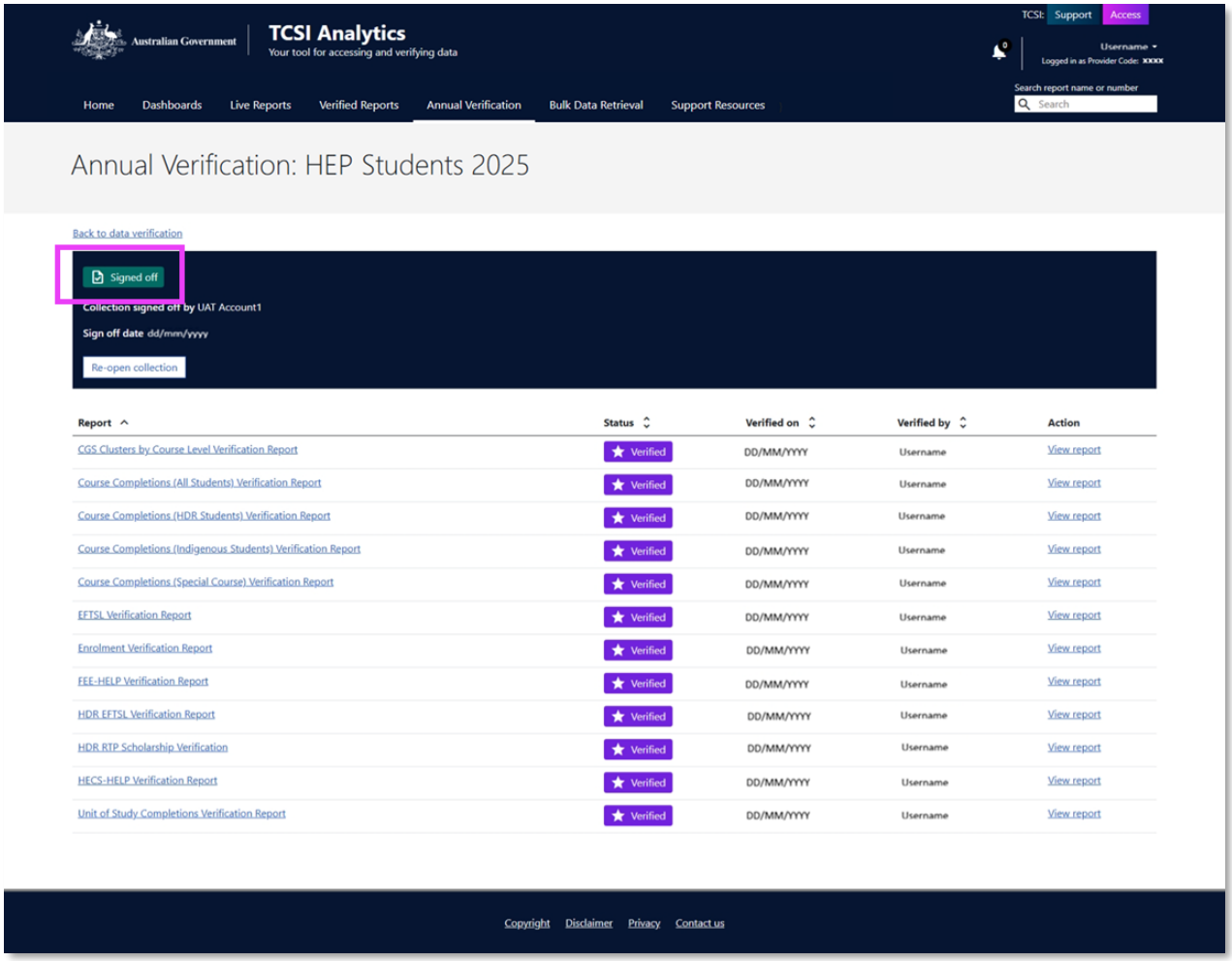


Click on the '**Sign off**' button and then click '**Confirm**' in the confirmation pop-up (Figure 35).

Figure 35 – Confirm sign off pop-up

Upon clicking the '**Confirm**' button, the collection status will be updated to '***Signed off***' (Figure 36).

Figure 36 – Collection signed off



7.5 Re-open collection

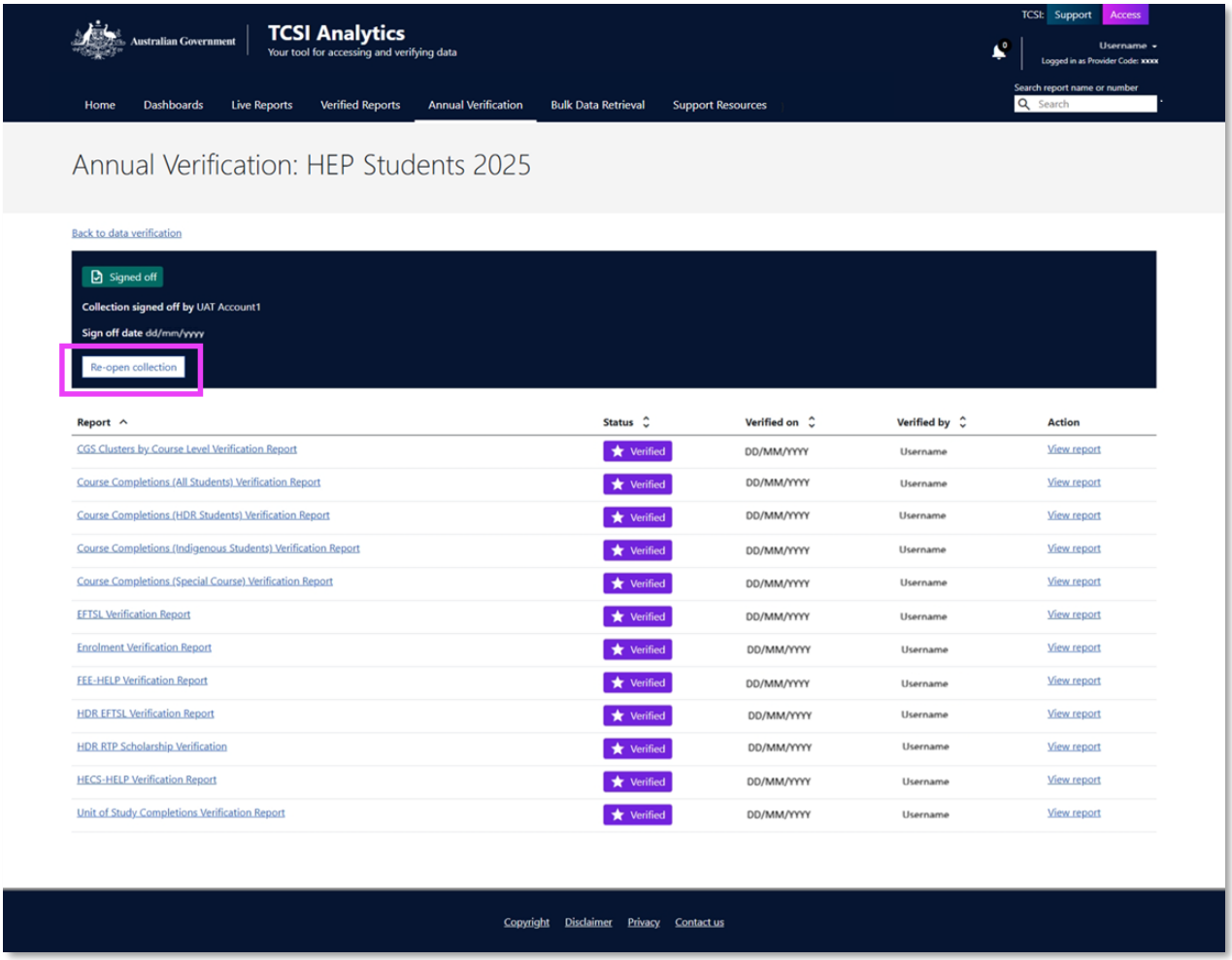
Re-opening a collection (previously called 'Reset') allows a provider to resume verification if updates to verification data are required after the collection has already been '***Signed off***'.

The department will approve or reject the Re-open request in TCSI Analytics. Providers must email TCSIsupport@education.gov.au with information supporting the request to re-open.

If the request is approved, the provider can then refresh the verification reports, complete the verification process again, and re-sign off the collection.

Click on '**Re-open collection**' button to submit your request (Figure 37).

Figure 37 – Re-open collection button



When the '**Re-open collection**' button is clicked, a pop-up will appear with information about the reopening process (Figure 38).

Figure 38 – Re-open collection request pop-up

Clicking the '**Submit**' button sends your re-open collection request to the department. Once a Re-open collection request has been submitted:

- The collection status changes to '***Pending decision***' (Figure 39 and Figure 40)
- Reports within the collection remain available for viewing, but no other actions are enabled.

Note, that providers must also submit a '**Re-open Collections request form**', from the Re-open Collections page on the TCSI Support website to provide your reasoning. Your request will not be considered by the department unless a completed 'Re-open Collection Request form' has been submitted.

Figure 39 – Re-open collection request submitted

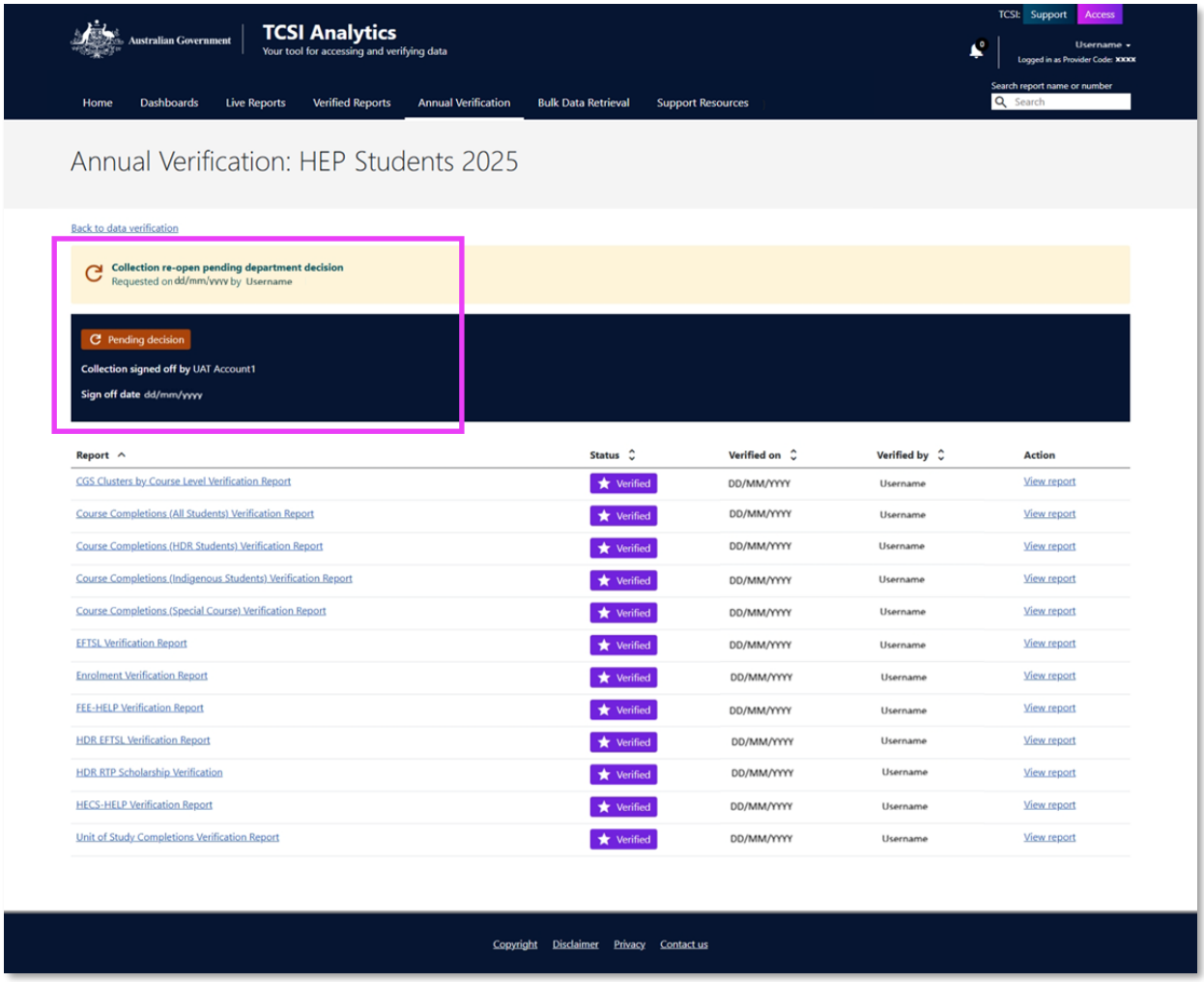
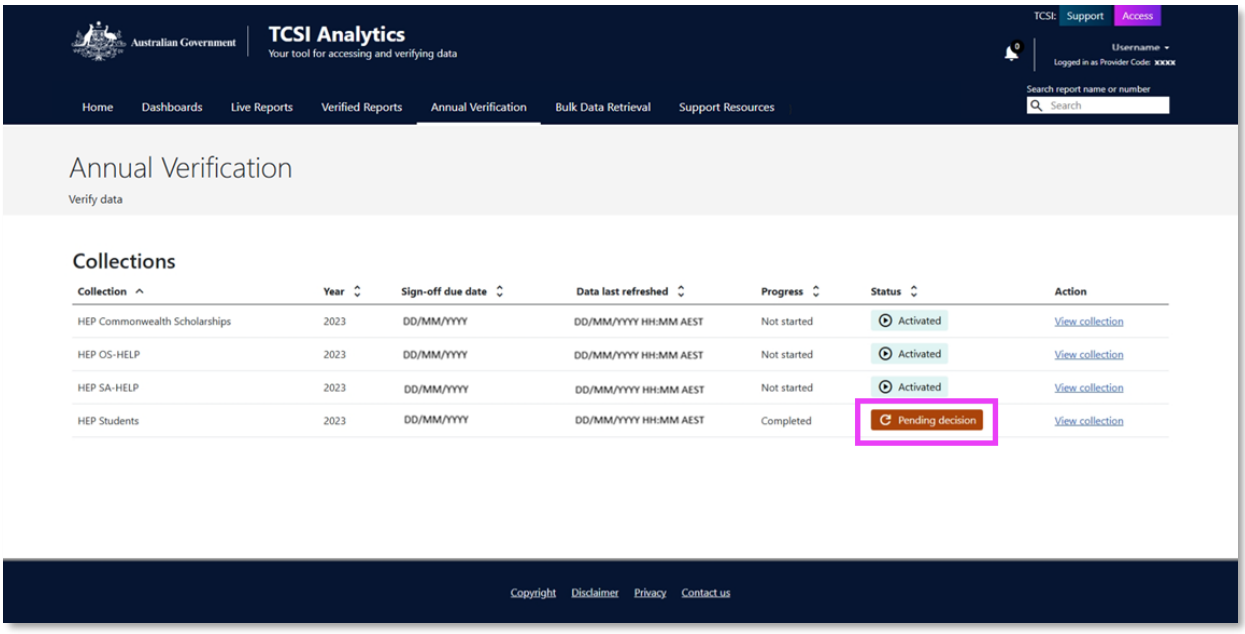


Figure 40 – Re-open collection request submitted – pending decision



If the request is approved, the collection status will reset to Verified. You will need to click on the '**Refresh data**' button to ensure the verification report reflects any updates to the live data during the overnight process (Figure 41 and Figure 42).

Figure 41 – Re-open collection request approved and Collection status reverted to Verified

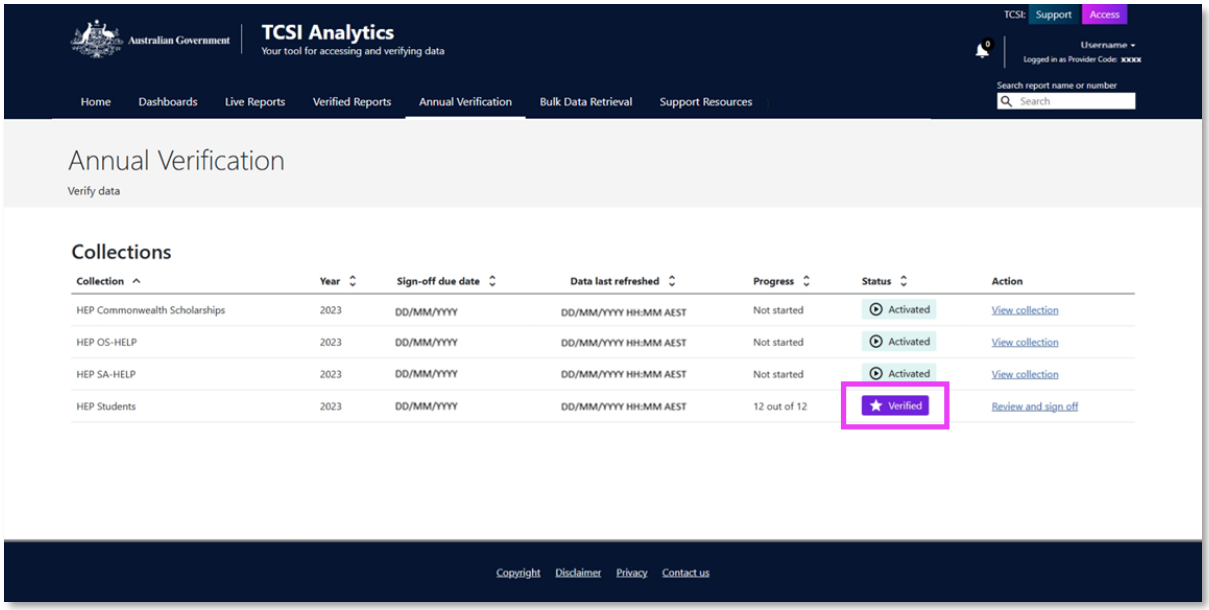
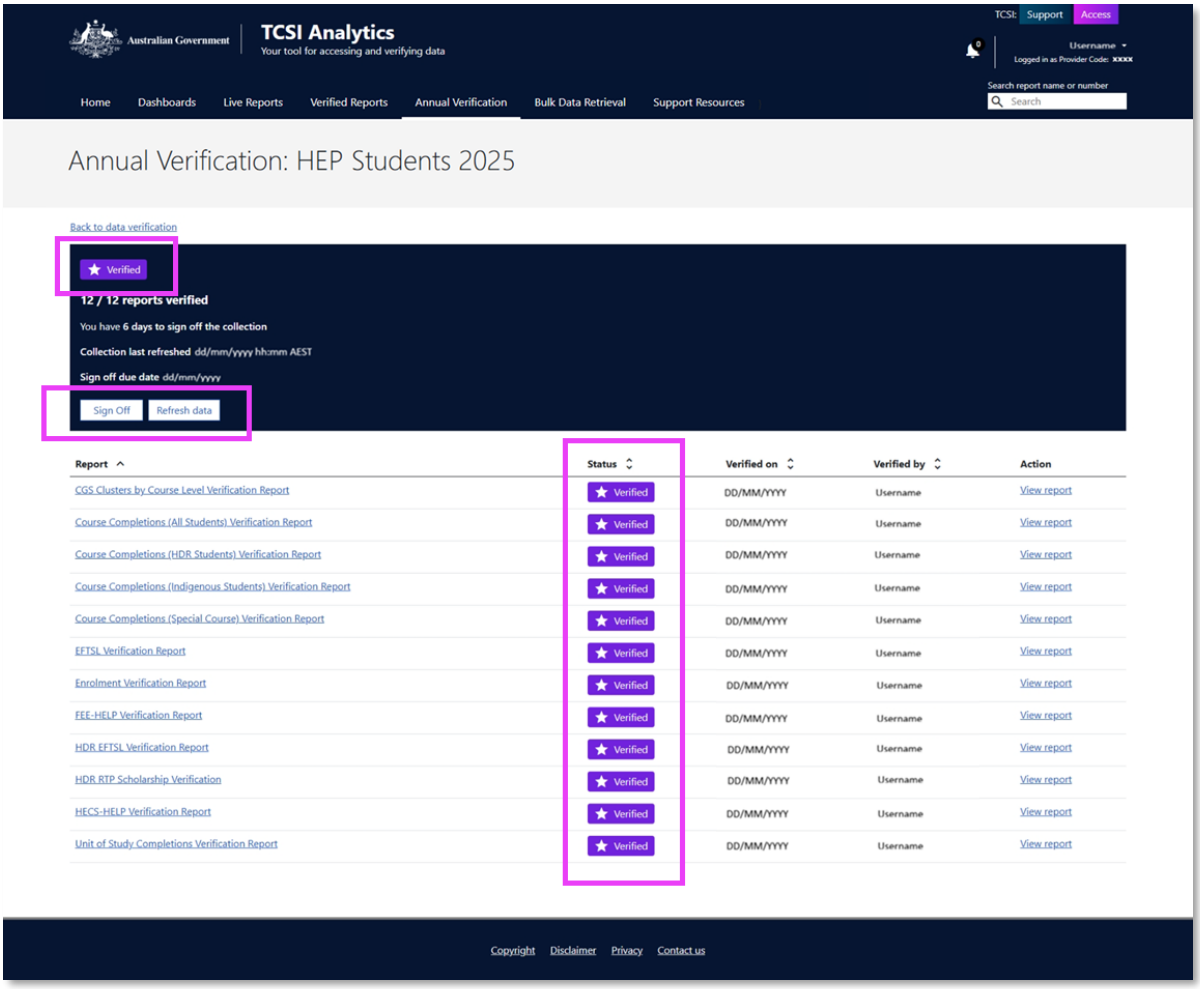


Figure 42 – Re-open collection request approved and Collection status reverted to Verified



If the department rejects the Re-open 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 43 and Figure 44).

Figure 43 – Re-open collection request rejected and Collection status reverted to Signed off

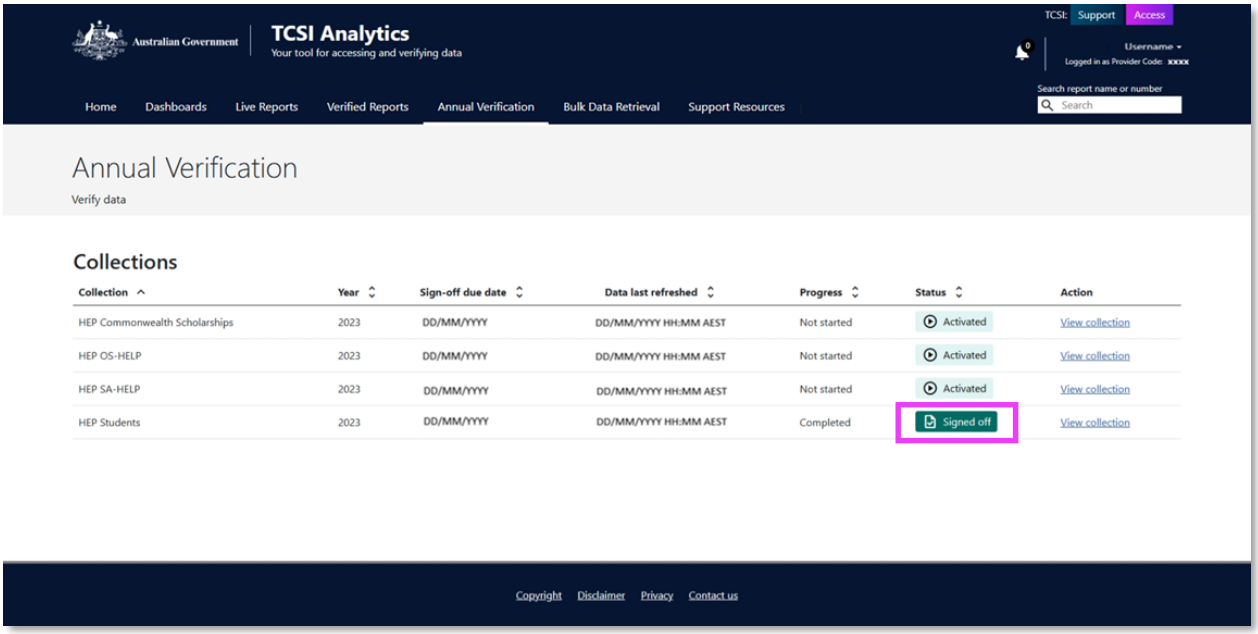
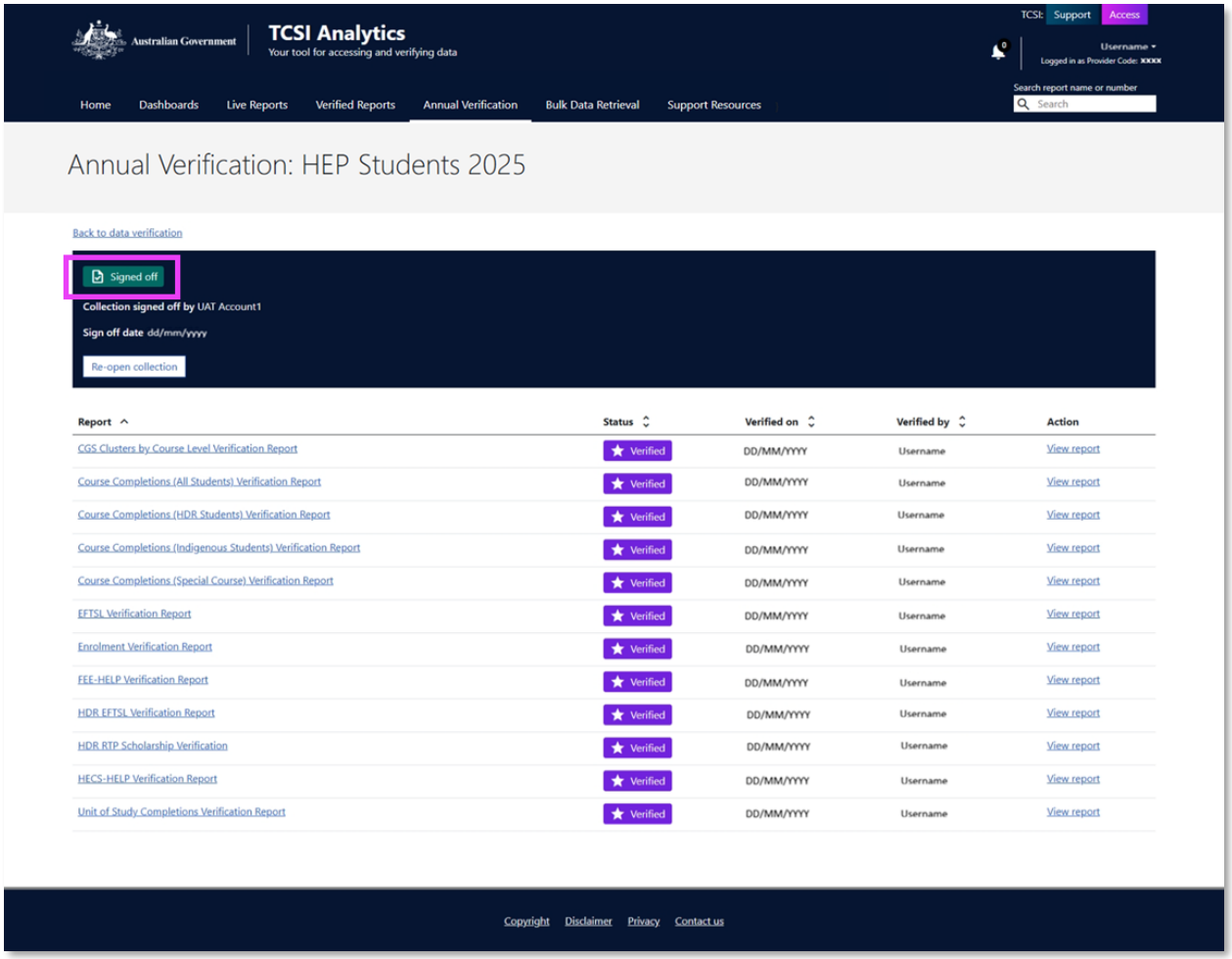


Figure 44 – Re-open collection request rejected and Collection status reverted to Signed off

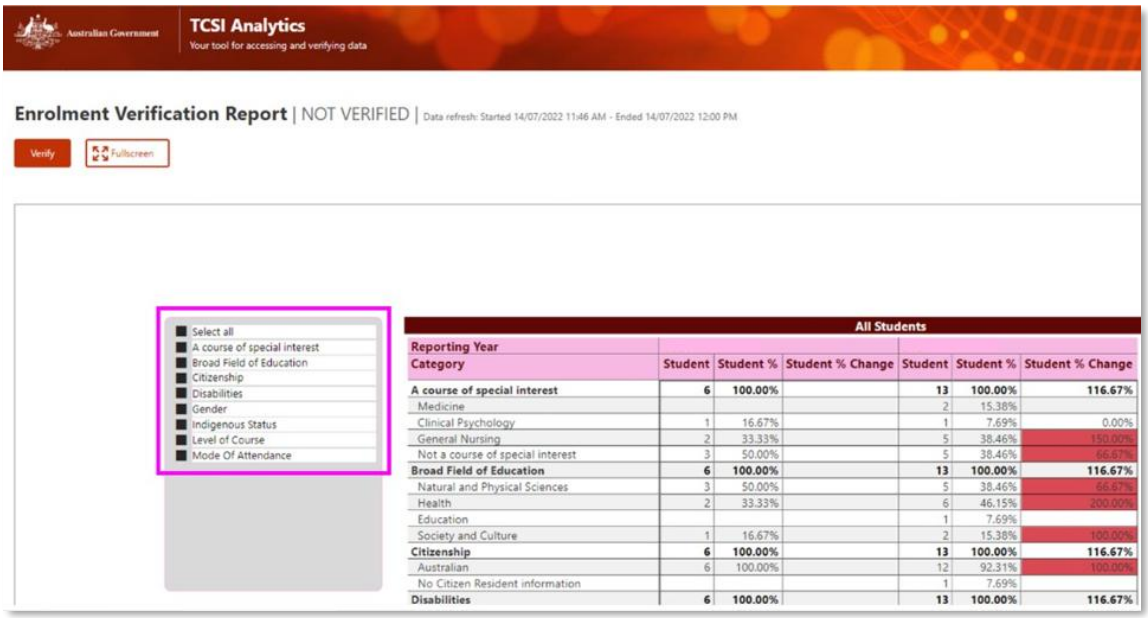


8. Report slicer and Data Drill-through

8.1 Report slicers

Slicers are available in several reports to help narrow down the data displayed. One or more categories can be selected for each report. Most slicers support multiple selections. Click on the '**down arrow**' to view the available options within the slicer pane (Figure 45).

Figure 45 – Report slicers



8.2 Data Drill-through

A drill-through report is available to display the underlying data that contributes to a value in the report. To open the drill-through report:

1. Right-click the relevant count and Select '**Drill through**';
2. Select '**Detail**' (Figure 46). The drill-through report is displayed (Figure 47).

Figure 46 - Drill-through

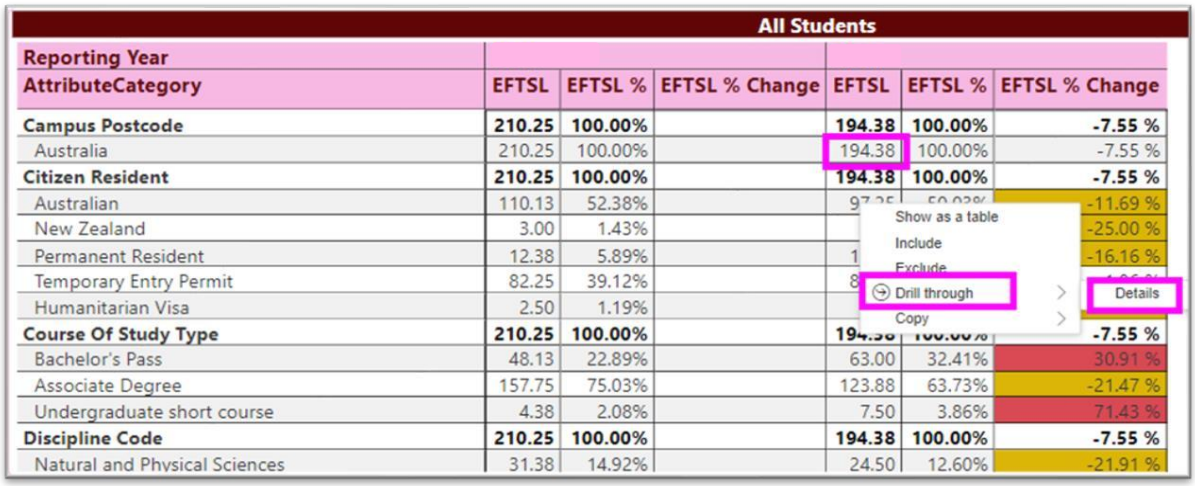


Figure 47 – Drill-through report

E307 - Course Code	E534 - Course Of Study Commencement Date	E333 - AOU Code	E339 - EFTSL	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
S20003	01/01/2021	po	0.50	ikjhgf	02/01/2021
S20003	01/01/2019	AOU	0.13	Unit101	01/04/2021
B12632	10/01/2020	345	0.50	456	01/02/2021
B12632	10/01/2020	456	0.50	567	02/03/2021
B12632	01/01/2020	234	0.50	BC1	01/06/2021
B12632	01/01/2020	345	0.50	BC2	01/06/2021
B12632	01/01/2020	345	0.50	bc4	01/06/2021
B12632	10/01/2020	234	2.00	345	01/02/2021
B12632	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 6 – 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.

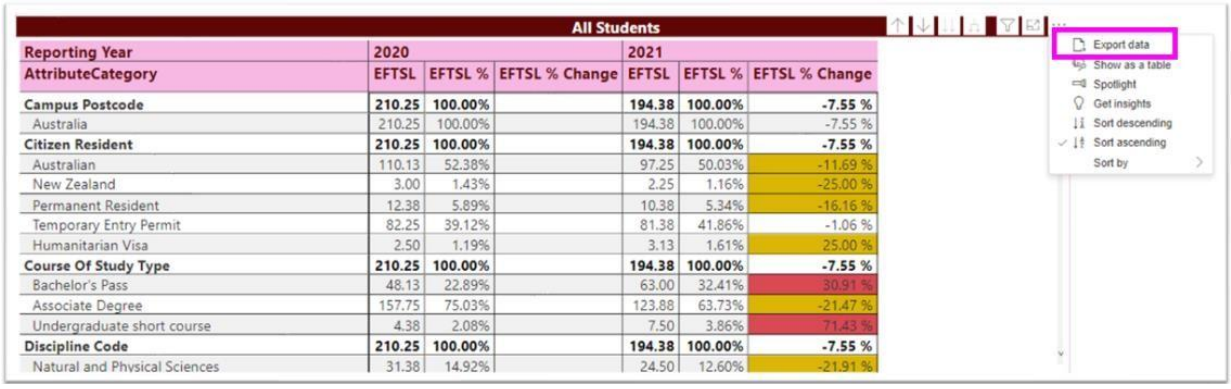
To export data (Figure 48):

1. Open the table of data to be exported
2. Select the more options icon (**…**) to display the available options
3. Click on '**Export data**' option

Please note:

- Excel .xlsx option has a download limit of 150,000 rows
- CSV has a download limit of 30,000 rows

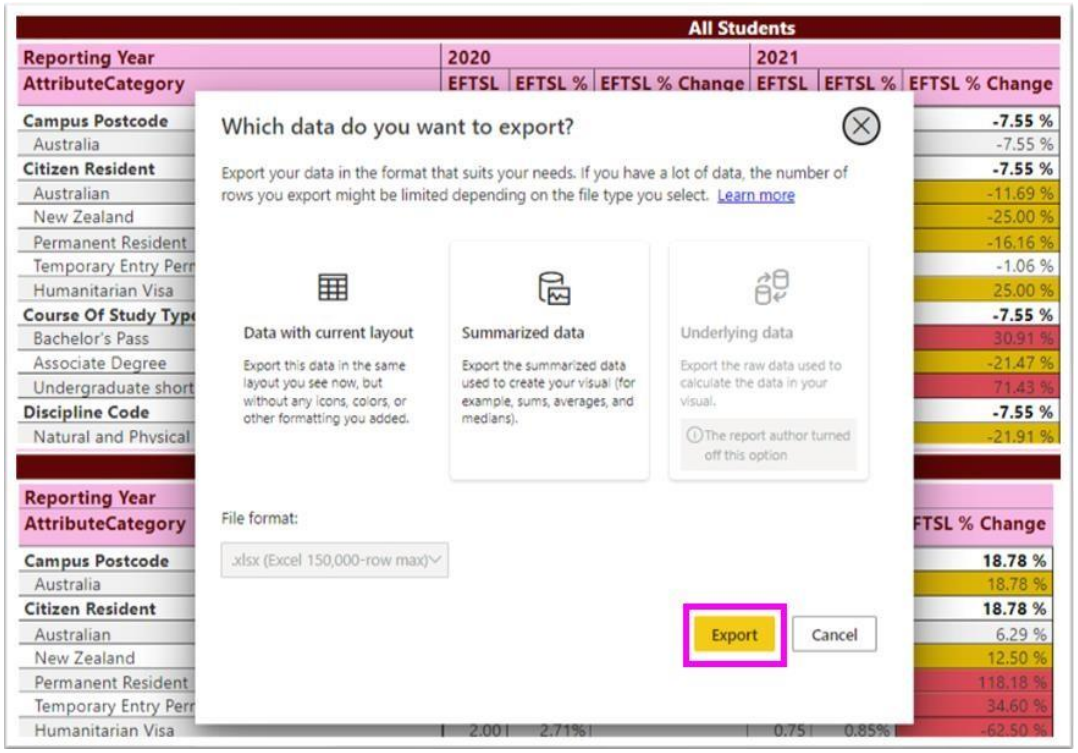
Figure 48 – Export data



Reporting Year	2020			2021		
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 %

4. Click '**Export**' (Figure 49).

Figure 49 – Export



10. Percentage change in data

Most reports compare data for the selected year with data reported in the previous year. Where there is a significant percentage change, the system automatically highlights the differences. These indicators help identify potential data quality issues or anomalies that may require further investigation before signing off (see Figure 50).

Figure 50 – Change variation

All Students						
Reporting Year	2020			2021		
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 %

Table 7 – Change variations identified in the following way

% 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 refresh nightly. Once you select **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 select **Refresh data** button to ensure any changes sent to TCSI are included in the reports and latest snapshot.

- **Refresh data**: The reports are updated overnight with the latest data sent to TCSI. This action creates a new snapshot that includes 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.

- **Re-open collection:** If a collection has been signed off when it should not have been, or additional data has been submitted that needs to be reflected in the reports, a **Re-open collection** request is required. Submitting this request locks the collection, and no changes can be made until the department either accepts or rejects the request.

- **Accept Re-open collection request**: When the department accepts a Re-open collection request the collection status is reverted to **Verified**, allowing the provider to restart the verification process. Once the reports are re-verified and **Signed-off**, the **Re-open collection** button becomes available for any future requests, if required.

- **Reject Re-open collection request:** If the request to **Re-open collection** is rejected by the department, the collection status changes to 'Signed off' and it remains locked. 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. At this point, the collection is closed and the data is confirmed as verified. When a collection is finalised, a sector snapshot is created and stored, representing an aggregation of the data signed off by each provider.