Australian Government

Transforming the Collection of Student Information (TCSI)
Newsletter 31 January 2020

Department of Education and Department of Human Services

Contents

TCSI transition arrangements

As advised on [Friday 24 January,](#) there is a change to implementation dates for TCSI. The first date from which TCSI will be available to receive new records, revisions, and deletions is now Monday 4 May 2020.

While 31 May 2020 remains the optimal timeframe for transitioning to the new TCSI reporting arrangements, an extended transition period will be available for providers requiring additional time to commence reporting via the TCSI system.

The key TCSI implementation dates are:

- **4 May 2020** – Providers can commence reporting through TCSI

- **31 May 2020** – The optimal time for providers to transition to TCSI

- **30 Jun 2020** – Extended transition window for higher education providers to commence reporting 2020 census dates.

    Providers unable to adopt TCSI by this date will need to have an agreed transition plan in place to ensure there is no adverse impacts on students and their HELP entitlements.

- **31 Aug 2020** – All providers to have transitioned to TCSI.

VSL providers can continue to use HEPCAT to report 2020 census dates until they transition to TCSI to avoid any delay to their payments.

Additional higher education submissions

The 2020 higher education Staff and the University Applications and Offers collections will be reported using the current file structures through HEPCAT. These annual submissions will not be required in TCSI until 2021. The reporting dates for these submissions will remain unchanged from the 2019 dates:

- 31 May 2020 – University Applications and Offers

- 30 June 2020 – Staff

The 2020 OS-HELP, SA-HELP and Commonwealth Scholarships data will be submitted using TCSI. As part of the transition, these submissions will be required by 31 August 2020. These data will then move to event based reporting.

TCSI Survey

To help us understand your transition pathway please ensure your institution has completed the following TCSI survey no later than **10 February 2020**.

https://survey.websurveycreator.com/s.aspx?s=664b1d48-9adf-4cdb-b314-479874a16cd8

The survey, which was sent out on Friday 24 January 2020, provides us with essential information to support your transition to TCSI. It is short and simple and should take less than 3 minutes to complete.

Need more information?

Detailed information on the TCSI project is available on the TCSI Resources page on HEIMSHELP.

If you have any additional queries relating to TCSI, please contact us at TCSI.SUPPORT@humanservices.gov.au

Update to the 2020 Ministerial & Secretary's Notices

The 2020 Higher Education Ministerial Notice and the 2020 VET Student Loans Secretary's Notice will be updated shortly to formalise the changed implementation timeframes for TCSI.

The update to the notices will also include a change control document to provide details on corrections made to the 2020 reporting requirements. Your feedback has highlighted some typographical errors and areas requiring clarification. The change control document will ensure changes to these documents are transparent and easy to identify.

The Change Control documents for the higher education and VSL collections will be published on the TCSI Resources page on HEIMSHELP with the update to the Notices.

What has been updated in the 2020 requirements?

Higher Education Data Collection

There are changes to four elements in the 2020 data element specifications:

- E620: Highest attainment code – typographical error on two code values, meanings remain unchanged

  - Correct value: Doctorate degree '110' (formerly '111')
  - Correct value: Master degree '120' (formerly '112')

- E312: Special course type – new code '28' added so students can access the higher HELP limit for approved aviation courses

- E515: Estimated casual full time equivalent reference year – element width corrected

- E384: Amount charged – clarification on reporting overseas students who are not subject to the minimum indicative fee requirements (can report zero '0' amount)

University course applications specifications:

- E403: Clarification that Student given name is a required field.

- E702: Clarification that this element is optional for the University of Tasmania, to align with all other providers and Tertiary Admissions Centres.

There have also been some corrections to element 'types' e.g. strings and integers. This will not impact the values providers can report.

VSL Data Collection

Typographical errors have been identified on three elements in the 2020 data element specifications:

- E620: Highest attainment code – corrected code value, meanings remain unchanged

  - Correct value: Doctorate degree '110' (formerly '111')
  - Correct value: Master degree '120' (formerly '112')

- E575: Study reason code – new code included to align with AVETMISS

- E627: Delivery location street address – element width corrected

Complete your PRODA set-up

It is time to press the TCSI button in PRODA! If you have registered your organisation in PRODA, make sure you have added TCSI as a "Service Provider". The TCSI – PRODA Phase 3 – Complete PDF includes these easy steps

If you have not registered your organisation, then time may be running out. With all TCSI functionality and tools relying on PRODA access (including TCSI Data Entry, TCSI Analytics and myHELPbalance), please make sure you complete your organisation's registration and set it up as soon as possible.

To successfully register your organisation in PRODA, you will need to access the information held by the Australian Business Register (ABR). Delays to your PRODA registration may occur if your organisation's records are out of date (e.g. your Associate needs to be updated.) If you need to make changes to your ABR record, it can take up to 7 days before you are able complete your PRODA organisations registration. Visit the ABR to find more information about accessing and updating your organisations records.

These easy to read guides to help you with your PRODA registration are available:

- TCSI – PRODA Phase 1 – Get Ready PDF

- TCSI – PRODA Phase 2 – Register PDF

- TCSI – PRODA Phase 3 – Complete PDF

We have also made some improvements to the Phase 2 guide to help you register your organisation, including further guidance on security questions (Page 11).

If you experience any issues or have any questions on PRODA, you can contact PRODA Support at proda@humanservices.gov.au.

If you have any TCSI specific questions, please email TCSI.SUPPORT@humanservices.gov.au.

Upcoming webinar

Please join us for our provider webinar on Thursday 6 February 2020 at 2.30pm AEDT.

The webinar will focus on:

- Updates on transition planning

- 2020 reporting for VSL providers

- 2019 reporting and verification for higher education

Register by following the link for the webinar.

We look forward to catching up with you all next week.

Reporting final 2019 higher education data

Final data submissions due 31 March 2020

Over the last twelve months, we have strongly encouraged you to report all your remaining 2019 higher education data as soon as you can in early 2020, to help simplify your transition to TCSI. The final date for reporting your outstanding 2019 submissions is **31 March 2020**. This has previously been communicated at the HELP forum, roadshows and several webinars

These submissions include:

- Student data for all outstanding 2019 census dates

- 2019 second half year OS-HELP, SA-HELP and Commonwealth Scholarships submissions

- 2019 Unit of study completions

- 2019 Past course completions (please read [Reporting 2019 higher education course completions](#) to ensure your 2019 completions data accurately reflects completions that occurred in 2019 only)

- Revisions to previously reported data

Verification of 2019 full year data due 1 May 2020

We heard that many of you were concerned about the change to the 2019 verification process which would see you verifying your reports across two systems. To simplify this challenge in your transition planning we are looking to move the verification date forward by two weeks, to 1 May 2020. This will enable you to sign off all your 2019 reports as a single, consolidated data set in HEIMS Online.

This date retains the existing four-week window to check your reports and confirm that all your 2019 enrolment, load, completions and payment data are accurate and complete. It also ensures your verified data set for 2019 is not impacted by the new entitlement system (StEME) as all student HELP calculations will now be completed in the existing HEIMS system. This removes the need to move between systems to verify different reports.

Reporting 2019 higher education course completions

The improved quality of information on course completions that will be collected through TCSI includes the collection of the year of completion. From 2020, this will ensure data will be disseminated based on the information reported for each calendar year.

Course completions are currently being reported based on either *Academic Year* (completions occurring between 1 April and 31 March) or *Calendar Year* (completions occurring between 1 January and 31 December).

For providers who currently report their course completions based on *Calendar Year*, there will be no impact on your completions data. No change is required to how you report your 2019 completions. You can continue with your existing approach, with all 2019 completions data due no later than 31 March 2020.

For providers who currently report their course completions based on *Academic year*, a change of approach is required for reporting their 2019 data. *Academic year* reporters can only report course completions that occurred between 1 April 2019 and 31 December 2019 in their 2019 course completions submission in HEPCAT. All completions that occur on or after 1 January must be reported using TCSI.

The department is aware there may be potential impacts of this change on 2021 Research Training Program (RTP) funding allocations. We are currently reviewing these issues and will notify providers when arrangements for 2021 RTP funding allocations are finalised. For more information please contact rbgrants@education.gov.au.

Completions information for Graduate Outcomes Survey (GOS)

Information about reporting completions for the GOS sample was communicated directly to survey teams at your organisation. If you require more information on this approach contact the team at QILT@education.gov.au.

OS-HELP reporting

Reporting 2019 OS-HELP records that commence in 2020

If students are receiving an OS-HELP loan in 2019 which has a study period commencement date in 2020 you will need to report the relevant 2020 OS-HELP courses in HEPCAT prior to reporting your OS-HELP submission.

Reporting the correct course code for an OS-HELP loan

A review of the reporting of OS-HELP loans indicates that the Course Code (E307) is not being correctly reported for around one per cent of OS-HELP loans. In those cases, the Course Code (E307) that was reported on the OS-HELP (OS) file did not match any Course Code (E307) reported for the student on any Student Enrolment (EN) file.

The department has corrected the verified OS-HELP data received up to 31 August 2019 so that all historical OS-HELP loan records that have been migrated and stored in TCSI are correctly linked to a course that the student was enrolled in prior to commencing their OS-HELP study period. A spreadsheet will be emailed to providers detailing the corrections that have been made for their OS-HELP loan records. If the provider does not agree with the correction, they will have the opportunity to amend that data after they transition to using TCSI.

It is critical that providers report the correct Course Code (E307) for their final OS-HELP file submissions made through HEPCAT. There are no HEPCAT or HEIMS validations that will check the correct reporting of the Course Code (E307) but failing to report the correct Course Code (E307) will affect the processing of the OS-HELP record and may affect payments to providers for these loans. It is therefore important that providers undertake due diligence checks when reporting OS-HELP loans through HEPCAT before transitioning to TCSI.

Correctly reporting a Course Code (E307) on the OS-HELP (OS) file

The Course Code (E307) on the OS-HELP file must be the course for which the student has met the prior study requirements to access OS-HELP. It must therefore match a Course Code (E307) that has been reported for the student in the Student Enrolment (EN) file and the Student Load/Liability (LL) file.

Reporting OS-HELP language loans

Please check your reporting of OS-HELP language loans before you submit your next OS-HELP submission in HEPCAT. Our [fact sheet](#) (in the Fact Sheets tab on the [User guides and fact sheets](#) page) clarifies that each OS-HELP language loan must be correctly linked to an OS-HELP study loan for the OS-HELP language loan to pass validation checks being implemented as part of TCSI.

2020 Commonwealth Scholarships

HEIMS Administration can no longer be used to report your 2020 Commonwealth scholarships records.

If you have Commonwealth scholarships offers to report for the first half of 2020, provide this information directly to the Department of Human Services to help prevent overpayments for your students. To do this,

1. Complete the existing [Commonwealth Scholarships reporting template](#) (previously used to report late offers after HEIMS cut-off), and
2. Fax the completed template to 1300 074 608.

For all other Commonwealth Scholarship records please submit these once you have transitioned to TCSI. These will be required no later than 31 August 2020.

Centrelink kit helping students avoid debt

Due to the change in implementation dates the Department of Human Services will continue to maximise contact with students across a number of communication channels.

The department has also produced a kit of resources for providers to use for students.

The resources remind students getting payments to tell Centrelink when they change their study details.

Students are told of their obligations when they claim Youth Allowance, Austudy or ABSTUDY, so these messages are not new. However, some students forget to tell Centrelink when they withdraw from a subject, change their course or stop studying. This can lead to overpayments and debts they need to pay back.

Providers may like to send a copy of these resources to their student association.

The kit includes:

- a shell article to use in student newsletters or on provider websites

- an infographic on how to update study details for use on social media channels

- a self-print fact sheet to email or give to students withdrawing from a subject or course

- a self-print poster to use in a student centre

- content that can be added to your organisation's webpages about withdrawing from a subject or course, with a link to the appropriate Department of Human Services webpage

Email TCSI.support@humanservices.gov.au for a copy of the kit.

Privacy Information

With the passage of the Education Legislation Amendment (2019 Measures No. 1) Bill 2019, new data sharing provisions essential for the successful transition to TCSI are now in effect.

The below article is provided by Department of Human Services to assist providers take appropriate steps to ensure students are aware of the new arrangements.

It is time to review your notifications to students

Sharing personal information with government agencies is not new. Tertiary education providers are already providing information to government agencies using a range of different channels. The TCSI project is helping to streamline the way education providers share their information with government agencies.

Why do I need to review privacy messaging?

To ensure there is openness and transparency in regards to reporting student information under TCSI, we recommend education providers review their notifications they provide to their students. Each organisation needs to consider their own obligations and consider the 13 Australian Privacy Principles outlined under the Privacy Act 1988. Each organisation may also consider obtaining their own legal advice to assist with meeting these obligations.

Where do I start?

To assist education providers, the below messaging has been developed to identify how their information may be shared with the Department of Human. This messaging does not change the need for education providers to consider their own messaging, obligations and obtaining their own legal advice. It is important to clarify to students their information will not be shared with the Department of Human Services if they have not claimed or received a payment. Students can also be assured the information provided to the Department of Human Services will be kept safe and secure.

Privacy notification messaging for your students from 1 February 2020

- We may disclose your personal information to Australian government agencies, including Services Australia (**the Agency**), where this is required or authorised by Australian law.

- Information about your enrolment with us may be disclosed if you are claiming or receiving a payment from Services Australia.

- You are still required to notify Services Australia of any change in circumstances that may affect your payment.

- Personal information disclosed to Services Australia is protected by law, including the Privacy Act 1988. More information about the way that Services Australia handles personal information can be found at https://www.humanservices.gov.au/individuals/privacy.

Frequently Asked Questions

Do you have a question? We have recently updated our FAQs. These can be found under "FAQs" tab on the TCSI Resources page.

If you still cannot find the answer to your question, please email TCSI.SUPPORT@humanservices.gov.au.

Machinery of Government changes

Following the Machinery of Government changes announced by the Prime Minister in December 2019, you will see some changes to the departments that take affect from 1 February 2020.

- The Department of Education will be renamed the Department of Education, Skills and Employment, following the transfer of Skills and Employment to Education.

- The Department of Human Services will be Services Australia

These changes mean there will be new addresses for department staff and support teams, including the HEIMS Data Collections and the TCSI Support mailboxes.

We will keep you updated on these changes over the coming weeks. In the meantime, there will be no change to your current processes. Continue to use the existing addresses as usual.