Data reporting requirements for 2025

This fact sheet assists you in submitting complete, accurate and timely 'real time' data under the VET Student Loans (VSL) program. The fact sheet should be read in conjunction with the latest Notice issued by the Secretary under subsection 53(1) of the *VET Student Loans Act 2016* (the Act). The Notice sets out the form and other requirements regarding the information you must submit. Further information about your data reporting requirements can be found at VET Student Loans 2025 | TCSI Support.

Data quality

You must undertake a thorough quality assurance process before submitting your data. Your data must be accurate, complete, timely and submitted in the form prescribed in the Notice. This minimises the need for intervention and corrective action by either you or the Department of Employment and Workplace Relations (the department). Inaccurate or late data reporting may invalidate your payment from the department. If you submit invalid student enrolment data, we will provide you with a report detailing all unit of study records which have been deemed in error. This includes the provision of an error code available when you download the Provider Payment Report within HITS. A table of error codes is at Attachment A to this factsheet.

Common data provision issues

Please note the following common issues with data provision:

- course codes in eCAFs and TCSI systems must match the course codes as recorded on training.gov.au and those in the VET Student Loans (Courses and Loan Caps) Determination 2016.
- course codes in TCSI must match the student's VSL eCAF
- course codes must match those listed in your Conditions of Approval
- loan amounts (and gap fees) must be spread proportionately across the course – payment will be rejected if the debt amount reported in a month does not reflect a reasonably proportionate spread of fees across the course duration and
- eCAF entries must match TCSI entries – for example, the student USI, CHESSN and ID, and course codes entered must match in both the eCAF system and the TCSI data submissions.

Reporting for students without a Tax File Number

While students may be enrolled in a course of study pending the receipt of a Tax File Number (TFN) from the Commissioner of Taxation, payments under VSL cannot be made until a valid TFN has been notified to the department. You cannot report a VSL student's enrolment data without a valid TFN.

For full-fee paying students without a VSL debt, student information should be reported even where a TFN has not been notified by a student. This is part of broader departmental information requirements for reporting of students in VET.

Contact officer information in HITS for CEO/CFO

You **must** keep your CEO/CFO contact officer information in HITS up to date. Instructions on how to update this information are in the HITS User Guide.

Uploading documents

You must upload any sensitive documents to HITS under *Ad-Hoc documents*, using the category *Administration*. This includes variation requests, audited financial statements and any documents containing private student information. Please ensure that student TFNs are not included in any documents uploaded to HITS.

Civil penalties and regulatory matters

You are required to provide real-time event-based data because a delegate of the Secretary of the department has exercised powers under subsection 53(1) of the Act to request this information.

A civil penalty of 60 penalty units may apply where a provider fails to comply with a request for information from the Secretary of the department made under this subsection [see subsection 53(4) of Act].

You are also reminded that the giving of false or misleading information is a serious offence: see section 137.1 of the *Criminal Code Act 1995* and section 106 of the Act.

Enquiries

For more information about your requirements as a VSL approved provider, please visit Information for VET Student Loans Approved Providers.

Questions should be submitted to the department using the online enquiry form at Provider Enquiries.

Please note: The purpose of this fact sheet is to provide an overview of some known data collection issues. It is not an exhaustive summary of all data submissions requirements. You should also access User guides & fact sheets | TCSI Support to support your compliant reporting.

Updated: December 2024

Error Codes applied under the *VET Student Loans Act 2016* (the Act) and the VET Student Loans Rules 2016 (the Rules).

Table 1: Error codes and how providers can fix them

Error code	Explanation	Provider remediation
Census Date after VSL Provider Approval expired	The provider has been approved for VSL, but the approval expired before the census date for this unit of study.	This unit of study may not be paid [Act s20(g)].
Census Date after VSL Provider Teach Out expired	The provider has been approved for VSL, but the approval expired before the census date.	This unit of study may not be paid [Act s20(g)].
eCAF submitted after Census Date	The student did not submit their VSL application until after the census date for the unit for which the provider is requesting payment.	VSL eCAFs must be submitted on or before the census date for a unit of study [Rules paragraph 10(2)]. Data for subsequent census days may be paid, but not census days prior to submission. In certain circumstances, the published census day may be varied. Refer to Chapter 4.9 of the VET Student Loans Manual for Providers.
eCAF submitted after VSL Provider Approval expired	The provider has been approved for VSL, but the approval expired before the eCAF was submitted.	This unit of study may not be paid [Act s20(g)].
eCAF submitted before Enrolment Date + 2 days	The student submitted their VSL application within 2 business days of the enrolment date indicated on the eCAF.	A loan application must be submitted at least 2 business days after enrolment [Rules paragraph 10(1)]. Ensure student submits eCAF at least 2 business days after enrolment and before the first census day for which they wish to access the loan.
eCAF submitted before VSL Provider Approval Date	The provider has been approved for VSL, but only from a date after the eCAF was submitted.	This unit of study can never be paid [Act s7(1)(b) and s15(1)].

Error code	Explanation	Provider remediation
Exceeded Provider Cap	The provider has exceeded its overall provider fee limit in the current approval period as defined in the conditions of its approval.	The provider may be in breach of its approval conditions and this unit of study may not be paid [Act s20(d)]. Contact the Department at VETStudentLoans@dewr.gov.au.
Exceeded Provider Course Cap for this Course	The provider has exceeded the provider fee limit for this course in the current approval period as defined in the conditions of its approval.	The provider may be in breach of its approval conditions and this unit of study may not be paid [Act s20(d)]. Contact the Department at VETStudentLoans@dewr.gov.au.
Exceeded Student Loan Cap for this Course	The student has already used their entire course cap for their course.	This unit of study can never be paid as it exceeds the loan amount approved/loan caps determination [Act s8(a)]. Revise/resubmit the unit of study record according to TCSI revisions to change loan amount to zero. In certain circumstances, tuition fee may be varied. Refer to Chapter 4.8.13 of the VET Student Loans Manual for Providers.
Excessive Proportion of Course Fee in Current Period	The provider has charged more than a reasonably proportionate (even) amount of the student course cap for the VSL course in the current payment period (this may include multiple units of study summed together).	Fees must be distributed reasonably equally across the duration of the course [Rules s122]. The provider can vary the census day/tuition fee if it occurs before the published census day, does not disadvantage the student, and is necessary to correct an administrative error or to deal with a change in circumstances. [Rules s126(1)(b) and s133(1)(b))] The provider may be able to vary the census day/tuition fee after the published census day for the course with the Secretary's approval [Rules s126(1)(a). and s133(1)(a)]

Error code	Explanation	Provider remediation
		Following approval, the provider will then be able to edit the relevant loan amount and loan fee fields in TCSI. Where there are errors in students' personal details or census days, providers will need to revise those records and resubmit the correct data in TCSI according to TCSI revisions.
No Matching eCAF/Opt In	The Department has not been able to find a VSL eCAF in any status that matches the Provider, Course and Student ID or CHESSN on the unit of study record. The loan program cannot be determined.	If the unit of study record is in error, then it should be deleted and resubmitted with the corrections. If the Student USI, CHESSN or ID on the eCAF is incorrect, the provider can revise the eCAF and edit this field. Once the revised eCAF with the edited field is submitted by the student, the claim for payment will be reassessed in the next payment period against the eCAF with accurate data.
Not an Approved VSL Course	The course listed on the unit of study record does not appear in the VET Student Loans (Courses and Loan Caps) Determination 2016.	This unit of study can never be paid [Act s7(1)(a) and s14(2)(a)].
Not an Approved VSL Provider	The provider has not been approved for VSL.	This unit of study can never be paid [Act s7(1)(b) and s15(1)].
Not a specified Approved Course for this Provider	The course listed on the unit of study record is not included in the provider's VSL conditions as an approved course for which loan amounts may be paid.	This unit of study can never be paid [Act s34(2)(b)]. If the provider wishes to offer loans in this course in the future, it will need to apply to add the course to its VSL offerings. Refer process for applying for additional courses at Chapter 4.5 of the VET Student Loans Manual for Providers.

Error code	Explanation	Provider remediation
Progression status indicates student is not currently studying	The student has indicated on their progression form that they have not commenced study or have completed, deferred or withdrawn from study prior to the claimed census date.	The provider needs to confirm study status with the student. If the study status is incorrect, the student should complete a progression form. [Rules 5(2), 34(1), Act s20(c)(ii)].
Revoked VSL Provider	The provider has been revoked and therefore the debt may not be paid.	This unit of study may not be paid [Act s20(g)].
Student TFN marked as invalid	Student Tax File Number (TFN) details could not be verified.	Providers should regularly check their TCSI TFN notifications and TFN Verification Report. Providers should ask students to check their personal details (names, address, date of birth, etc) and TFN held at the Australian Taxation Office (ATO) match their personal details provided to the provider. As needed, request students update their personal details with the ATO or providers should update student details in provider records to ensure accurate matching information. Refer to TCSI Support for further TFN verification FAQs.
VSL eCAF exempt provider with no CAF yet submitted	The provider is marked as being eCAF exempt for a particular student, and no matching record (VSL) has been found in the eCAF system. Nor has the provider provided to the Department a spreadsheet with a manual CAF that matches this unit of study.	Provider should upload manual CAF details into HITS in accordance with the process advised by the Department to the provider when the exemption was approved.

Error code	Explanation	Provider remediation
VSL eCAF not yet submitted	The Department has successfully matched this unit of study to a VSL Application, but the student has yet to submit that application.	A VSL eCAF must be submitted in accordance with the requirements of the Act, including that it must be submitted on or before the census date for a unit of study [Act s17(1) and Rules paragraph 10(2)]. Student will need to successfully submit an eCAF to access a loan for subsequent census days. In certain circumstances, the published census day may be varied. Refer Chapter 4.9 of the VET Student Loans Manual for Providers.