

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.

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: September 2025

Attachment A

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	You have 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	You have been approved for VSL, but the teach out period expired before the census date for this unit.	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 you are 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.
eCAF submitted after VSL Provider Approval expired	You have 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	You have 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)].
Exceeded Provider Cap	You have exceeded your overall provider fee limit in the current approval period as defined in the conditions of your approval.	You may be in breach of your approval conditions and this unit of study may not be paid [Act s20(d)]. Contact the department at VETStudentLoans@dewr.gov.au .

Error code	Explanation	Provider remediation
Exceeded Provider Course Cap	You have exceeded your provider fee limit for this course in the current approval period as defined in the conditions of your approval.	You may be in breach of your 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, or there is insufficient remaining cap to cover the full loan amount for the unit.	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.
Excessive Proportion of Course Fee in Current Period	You have 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]. You 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))] You 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)]. Following approval, you 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, you will need to revise those records and resubmit the correct data in TCSI according to TCSI revisions.
HELP loan amount (E558) cannot be increased	HELP loan amount (E558) cannot be increased if a payment has been made or is being processed by the	Where an increase is required to be reported in such cases, a new unit enrolment should be reported with the same information except:

Error code	Explanation	Provider remediation
	department. A previously paid loan amount may still be decreased.	a) pre-fix 'INCR' to the original Unit of Study Code (E354) followed by as much of the original value up to the 12-character field limit to make it unique, and b) only the amount added to amount charged (E384), amount paid upfront (E381), loan fee (E529) and HELP loan amount (E558).
Incomplete records not all mandatory information fields reported	You did not correctly submit information in one or more fields in TCSI that are required before a unit can be paid.	You must ensure that the following mandatory fields have been submitted for the student in TCSI prior to payment assessment: • A verified TFN (E416) • Loan amount (E558) • Student status (E490) • Residential country (E658) • Term address country (E661) • Citizen resident code (E358) • Amount charged (E384) • Amounts paid upfront (E381) and loan fee (E529) • Residential state (E470) • Residential postcode (E320)
Insufficient student details to complete USI verification	If the USI is not verified in TCSI at the time the pay run data is extracted for the payment period, the unit will not be paid. If there have been changes in TCSI to a previously paid unit, the loan will be reassessed and will also require a verified USI.	You will need to update USI and/or student information in TCSI. The TCSI Analytics 'USI Verification Error' report lists students whose USI details failed verification and the failure reason. This report also includes student identifiers and name details so the student can be easily identified.
Invalidated debt	The TCSI record was updated after payment for the unit, and it is no longer eligible for payment.	Amendments to the record in TCSI, after payment, caused a reassessment of the eligibility of the unit. You should consider whether the unit should still be paid and amend any incorrect data. If the issue relates to the TFN no longer verifying, you may need to contact the VSL Payments team for advice.

Error code	Explanation	Provider remediation
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 in TCSI. The loan program cannot be determined.	You will need to check and update either TCSI or eCAF, depending on where the error exists. If the unit of study record in TCSI is in error, delete it and resubmit with the corrections. If the Student USI, CHESSN or ID on the eCAF is incorrect, you 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. Check the Student Id in TCSI and eCAF to ensure they exactly match as inconsistencies between the two is a regular cause of this non-payment reason. If the student has transitioned to a superseding version of the course an eCAF must be submitted for the new course prior to the first census date in that course. Check the eCAF records.
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	You have 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 your 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 you wish to offer loans in this course in the future, you will need to apply to add the course to your VSL offerings. If you believe the course is included in your VSL conditions, you should contact VETStudentLoans@DEWR.gov.au and

Error code	Explanation	Provider remediation
		ask for the course to be activated in HITS.
Payment reversed due to the census date changing to a future date	The census date in TCSI was adjusted to a date in the future after payment for the unit.	The unit is no longer eligible for payment as the census date has not passed. Therefore, the previous payment has been recovered. Once the amended census date is reached the unit will be reassessed again for payment.
Progression status indicates student is not currently studying	Either the student: - hasn't completed a progression form within the required timeframe; or - 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.	You need 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	You have 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.	You should regularly check your TCSI TFN notifications and TFN Verification Report. Ask students to check the personal details (names, address, date of birth, etc) held at the Australian Taxation Office (ATO) match the personal details they provided to you. Ask students to check the TFN held at the ATO matches the one they entered into eCAF. Request students update their personal details with the ATO or update student details in your records to ensure accurate matching information. Refer to TCSI Support for further TFN verification FAQs.

Error code	Explanation	Provider remediation
VSL eCAF exempt provider with no CAF yet submitted	You are marked as being eCAF exempt for a particular student, and no matching record (VSL) has been found in the eCAF system. Nor have you provided the department with a spreadsheet with a manual CAF that matches this unit of study.	You should upload manual CAF details into HITS in accordance with the process advised by the department when the exemption was approved.
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)]. The 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.