



FREQUENTLY ASKED QUESTIONS For SINGLE DATA RETURN (SDR) & Indicative Data Collection (IND)

for Tertiary Education Organisations

Version 1.2

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Indicative Data Collection (IND)

1 What information is needed for the IND?

The information required for the IND is based on data obtained from TEOs student management systems. This information is provided to the Ministry of Education (the Ministry) once a year to represent student data as at 01 March.

All enrolments whether they have started or not by the specified date (this could include current and future enrolments) made in a TEOs student management system are required to be reported, regardless of the level of study or the funding source.

SINGLE DATA RETURN (SDR)

2 What students and enrolments are required to be reported in SDR?

What information is needed for the SDR?

The information required for the SDR is based on unit-record data obtained from TEOs student management systems. This information is provided to the Ministry three times a year to represent student data as at:

- 15 April, and
- 7 August, and
- 31 December

Course and Qualification completions are also returned three times a year in line with the SDR dates.

All students for which a valid enrolment has been made in a TEOs student management system are required to be reported, regardless of the level of study or the funding source.

Information is required on student characteristics, course enrolment details, course and qualification completions, course details, and actual EFTS on a monthly basis. Further information on EFTS forecasts is required as part of the validation process.

Further information on the SDR reporting requirements can be found on the TEC website and in the SDR manual.

3 Should I report students who are enrolling in non NZQA approved courses?

Yes. Refer to the answer to question 1.

4 When should I use ASSIST = 00 for the student enrolment?

ASSIST = 00 should be used for:

- New Zealand Citizen
- New Zealand resident, New Zealand Permanent resident, and Australian Citizen or Australian Permanent Resident residing in New Zealand during the time studying this qualification.

5 How do I submit Course change request?

You can submit course change request in 2 ways:

(1) Via STEO CREG submission for bulk changes

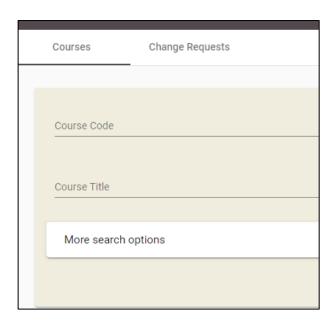
You are required to include all new courses and course changes in the CREG file and submit CREG on its own.

Login to STEO, select SDR – SDR Validation - Validate new SDR:



Via TEC STEO for changes to a single course

Login Go to Courses and Search course to Edit -



6 What data should I include in the SDR files if I am doing a Full SDR?

You would need to include 5 SDR files: STUD, COUR, CREG, COMP and QUAL. Both COMP and QUAL file may contain no records. Please refer to the section - File Specifications in SDR Manual for more details.

7 What is a current enrolment?

It is easy to explain current enrolment by the illustration below.

Current enrolments for 2014: Enrolments no. 2 to no. 6 (Coloured in **Green**). These enrolments must be reported in April, August and December 2014.

			Previous Year	Current Year	Future Year
Enrolment	Start Date	End Date	2013	2014	2015
1	2013-07-01	2013-11-30			2
2	2013-10-01	2014-06-30			8
3	2014-02-01	2014-06-30			
4	2014-02-01	2014-11-30			
5	2014-07-01	2014-11-30	98		0
6	2014-10-01	2015-03-30			#
7	2015-02-01	2015-11-30			

Figure 2 Current year enrolments

You should not include the following enrolment (Coloured in Red) in your 2014 SDR:

- ☐ enrolment no. 1 from previous year
- □ enrolment no. 7 in the future.

8 Can I include previous or future enrolments in the COUR file?

No. If you do, these enrolments would not be counted towards any EPI report for the current year.

9 When I am doing the April 2022 return, I found out that I have not reported some 2021 enrolments in 2021 SDR. What should I do?

The first thing you must do is contact TEC, customerservice@tec.govt.nz or 0800 601 301 to request resubmission

If you have not successfully submitted the April return:

Include the missed students and enrolments into your *last successfully submitted* December 2021 SDR files. Re-submit a December 2021 Full SDR after get resubmission approval from TEC

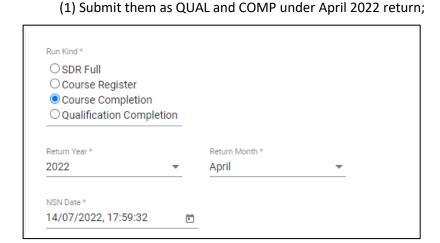
Then do your April 2022 submission.

If you have already successfully submitted the April return:

This involves more work – 3 steps:

- 1. Produce a very simple April SDR using a *current* enrolment for 2022. For example, 1 enrolment, 1 student, 1 course. COMP and QUAL should have no records.
 - Submit April return submission using these simple SDR files.
- 2. Include the missed students and enrolments into your *latest successfully submitted* December 2013 SDR files.
 - Re-submit a December 2021 Full SDR.
- 3. Re-submit the April return using your original SDR files for April return.

If you have additional Qualification and Course Completions for the year 2021, then you can:



Or

Either

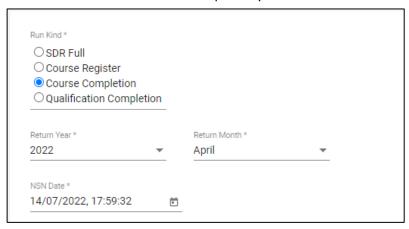
(2) Submit these completions as part of your full April 2022 SDR.

10 How do I resubmit a historical SDRs?

Re-submitting historical SDR uses the same SDR submission process. However, you need to make sure that you are including *only* the enrolments for the year. For example, in March 2022, you would like to re-submit 2021 SDR, you would need to include all 2021 data in your 2021 SDR files.

The first thing you must do is contact TEC, <u>customerservice@tec.govt.nz</u> or 0800 601 301 to request the resubmission.

Note that QUAL and COMP will be ignored for all historical SDRs. To re-submit these completions, you would have to submit them separately:



Also refer to both sections:

- 6 What data should I include in the SDR files if I am doing a Full SDR?
- 9 When I am doing the April 2022 return, I found out that I have not reported some 2021 enrolments in 2013 SDR. What should I do?
- 11 I have uploaded the SDR Files, but they are sitting in the queue not being processed for more than 30 minutes.



This is probably caused by one of the stalled SDR system job. Please contact TEC Customer Contact Group customerservice@tec.govt.nz or 0800 601 301 at once.

12 I submitted the December 2021 SDR on 22 December 2021. It was error free. TEC contacted me in February 2014 that I have not submitted December 2021 SDR. What happened?

It is most likely that you might have only successfully processed the SDR files on 22 December, but not submitted. See below.



You would still be required to process the SDR files again and submit when the December 2021 round starts officially on 1 January 2022.

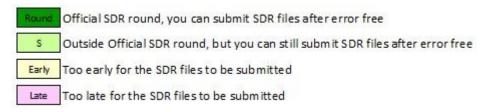
April, August and December returns start at the following dates officially: 16 April, 8 August and 1 January. Any SDR can be processed and validated any time. However, the SDR can ONLY be submitted after the official round starts.

The example below illustrates when the SDR can be submitted.

	Jan 14		Feb 14		Mar 14		Apr 14		May14		Jun 14		Jul 14		Aug 14		Sep 14		Oct 14		Nov 14		Dec 14		Jan 15		Feb 15	
December 13 Return	Round	Round	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
April 14 Return	Early	Early	Early	Early	Early	Early	Early	Early	Round	S	S	S	S	S	S	S	Late	Late	Late	Late								
August 14 Return	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Round	S	S	S	S	S	S	S	Late	Late	Late	Late
December 14 Return	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Early	Round	Round	S	S

Figure 4 Illustration of when SDR can be submitted

Legend:

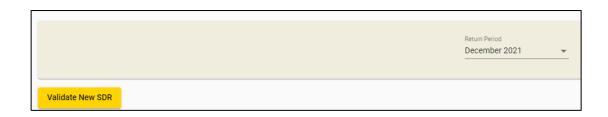


13 Today is 10 October 2022. I wanted to process my December 2022 SDR. But there is no December 2022 SDR in the drop-down list. What should I do?

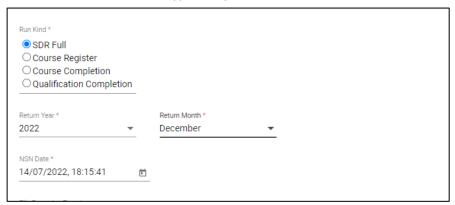


What you need to do is:

1. Click on the Validate New SDR.



2. Select File Type and you will then see December 2022.



14 Today is 10 April 2021. I wanted to submit August 2021 SDR. But there is no Submit link.

You cannot submit August 2022 SDR anymore once December 2022 has started. Please refer to question 11 and Figure 4 Illustration of when SDR can be submitted.

You can process the SDR but you cannot submit as there is no Submit link. See below.



In this example, if you want to fix up some of the enrolments in 2021, then you can only do it under December 2021 SDR. Please refer to the answer to question *9 When I am doing the April 2022 return, I found out that I have not reported some 2021 enrolments in 2021SDR.* What should I do?

15 Today is 2 July 2022. I wanted to submit August 2022 SDR. But there is no Submit link.

You cannot submit August 2022 SDR before August 2022 SDR round officially starts on 8 August 2022. Please refer to *Figure 4 Illustration of when SDR can be submitted*. You can process the SDR but you cannot submit as there is no Submit link and there is a message advising you it is too early.

You need to process and submit the SDR after August 2022 SDR round officially starts.

Please refer to the section "Timetable and Extract Dates" in the SDR Manual.

16 What should I do with course differences?

After you have successfully processed your SDR files, you noticed that there are course differences.

Click on the Course Diff Submit (2) link, and you will see the course differences.

Check the course details displayed on the screen.

If the course differences are caused by a mistake in your submission, then you need to fix up your SDR files and re-do your SDR.

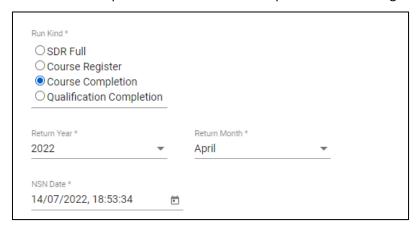
If the course differences are what you would like TEC to approve, then tick the Submit checkbox and click Submit Selected.

Once TEC has approved the requested course changes, you will be able to proceed to Submit SDR Full.

17 I have submitted SDR FULL successfully. However, I missed some Course Completion records. What should I do?

If you have successfully submitted a SDR Full, then you can submit *additional* Course Completion records by themselves.

You would be required to select Course Completion after clicking 'Validate new SDR'.



Example: You have successfully submitted December 2021 and April 2022. You can submit *additional* Course Completion for 2021 and 2022in a COMP file under April 2022.

18 I have submitted SDR FULL successfully. However, I missed some Qualification Completion records. What should I do?

If you have successfully submitted a SDR Full, then you can submit additional Qualification Completion records.

Select Qualification Completion after clicking 'Validate new SDR'.

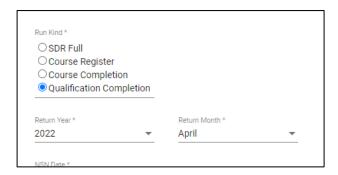


Figure 10 Submitting Qualification Completion Only

Example: You have successfully submitted December 2021 and April 2022. You can submit additional Qualification Completion for 2021 and 2022 in a QUAL file under April 2022.

19 I am unable to submit Course and Qualification Completion files.

You must successfully submit a SDR Full first for that round before you are able to submit additional COMP or QUAL files.

For example: Full SDR for August 2022 has not been successfully submitted yet. When you try to submit a Course Completion file under August 2022 return, you will not see that August 2022.

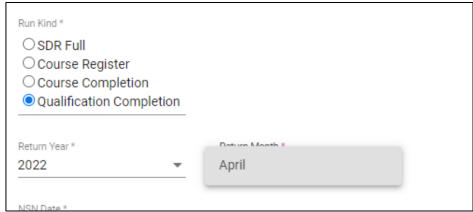


Figure 11 Return month unavailable for submission

20 I have submitted an incorrect Qualification Completion by mistakes. What should I do?

Incorrect Qualification Completion usually refers to

- reporting the Qualification Completion with an incorrect 'year_requirement_met'; or
- 2. reporting the Qualification Completions which should not have been reported

For example, the student who completed the Qualification in 2013 but it was reported in QUAL as 2014.

Example below illustrates why the incorrect qualification completion will not be removed or replaced by re-submission.

Submission	9	6				
1						
	File	Qual Code	Student	Yr_Req_Met		2.
	QUAL	NC1011	123	2013		
		NC1022	456	2014	Wrong year	
	Qual Com	pletions stor	ed in the D	atabase		0
	Rec No.	Qual Code	Student	Yr_Req_Met	Latest	
	1	NC1011	123	2013	Υ	
	2	NC1022	456	2014	Υ	3
Submission		2 (\$
2						
	File	Qual Code	Student	Yr_Req_Met		
	QUAL	NC1011	123	2013		28
		NC1022	456	2013	Correct Year	
		NC1033	789	2013		- O
9	Qual Com	pletions stor	ed in the D	atabase		0
	Rec No.	Qual Code	Student	Yr Req Met	Latest	68
	1	NC1011	123	2013	N 👆	Replaced by submisison 2
	2	NC1022	456	2014	Υ	Still regarded as Latest
	3	NC1011	123	2013	Υ •——	Created after submission 2
	4	NC1022	456	2013	Υ	Created after submission 2
	5	NC1033	789	2013	Υ	Created after submission 2

To fix the incorrect qualification completions:

1. Generate a list of incorrect qualification completion to be removed as a CSV file in the following format:

ProviderCode	StudentID	NSN	QualCode	YearReqMet
xxxx	xxxxx	xxxxxx	xxxxxx	xxxx

- 2. Send your request to MoE Contact Centre, with the CSV file attached, to have the incorrect qualification completions be removed.
- 3. MoE Contact Centre will inform you when these records have been removed.

21 I have submitted an incorrect Course Completion by mistakes. What should I do?

Example below illustrates why the incorrect course completion will not be removed or replaced by resubmission.

Submission	0						
1							
	File	Student	Course	Start Date	End Date	Complete	5
	COUR	123	MATH101	1/03/2014	30/06/2014		
	COMP	123	MATH101	1/03/2014	30/06/2014	2	
	Course Co	ompletions store	ed in the Da	tabase		y	
	Rec No.	Course Code	Student	Start Date	End Date		
	1	MATH101	123	1/03/2014	30/06/2014	,	
Submission	2				3	8	
2	ĵ	Î	i i		i i		
	File	Student	Course	Start Date	End Date	Complete	
	COUR	MATH101	123	1/04/2014	30/10/2014		
	COMP	MATH101	123	1/04/2014	30/10/2014	2	4
	Course Co	ompletions store	ed in the Da	tabase			
	Rec No.	Course Code	Student	Start Date	End Date	Complete	
	1	MATH101	123	1/03/2014	30/06/2014	2	Incorrect completion still present
	2	MATH101	123	1/04/2014	30/10/2014	2	Corrected completion

To fix the incorrect course completions:

1. Generate a list of incorrect course completion to be removed as a CSV file in the following format:

ProviderCode	StudentID	NSN	CourseCode	CourseStartDate
xxxx	xxxxx	XXXXXX	xxxxxx	YYYYMMDD

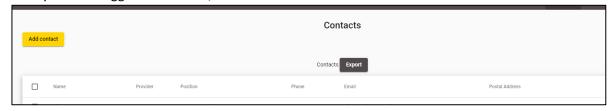
- 2. Send your request to MoE Service Desk, with the CSV file, to have the incorrect course completions be removed.
- 3. MoE Service Desk will inform you when these records have been removed.

22 Do I need to provide a forecast for non-SAC funded enrolments?

No, you are not required to provide forecast for any non-SAC funded enrolments like Youth Guarantee, SAC Level 1 & 2, Trades Academy, etc.

23 How do I add or modify the Contact details on STEO?

Once you have logged on to STEO, click on the tab 'Contacts'.



To modify the contact details - Click on the Contact link.

To add a new Contact - Click Add.

To delete an existing Contact – Tick the checkbox next to the Contact and Click Delete.

Instructions on updating the Contacts can be found at http://steo.govt.nz/sdr/sdr-other-user-guidesand-forms/.

Note: If you found that you could update the contacts at all, it means that you don't have 'Provider

Contact Update' access in your user id. Please contact Please contact TEC Customer Contact Group customerservice@tec.govt.nz or 0800 601 301

24 What values should I use to report Trade Academy enrolments?

Suggested values to be used when you are reporting Trade Academy enrolment:

Funding	24 – Trade Academies
Assist	00 Domestic Student
Attend	1 Intramural and residing in NZ
Prior_A	01 Secondary school student
First_Year	Current year
S_School	Last secondary school attended
Y_School	Last year at secondary school
Sec_Qual	Highest Secondary School Qualification

25 What do I do when I get Unknown error?

Unknown error usually happens when you have supplied invalid data attributes in your SDR files. For example, you have supplied a text value for a numeric field by mistake. Finding the cause of the unknown error is time consuming. Unfortunately, you would be required to inspect you SDR files carefully. If you are really stuck, please contact TEC Customer Contact Group customerservice@tec.govt.nz or 0800 601 301. TEC Customer Contact Group will help you in narrowing down the scope of the problems.

26 Common validation errors

141 CRS_SITE is not in classification

Causes of Error 141	Action required to fix the error
You have used an invalid Course Delivery Site code.	Use a valid Course Delivery Site code. If the Course Delivery Site code is a new site, then you are required to obtain prior approval from NZQA and TEC. Refer to section 'CRS_SITE' in SDR Manual for more details.

310 Record not in correct format

Causes of Error 310	Action required to fix the error
All SDR files must be submitted in the format specified in the SDR Manual. It is most likely that you have accidentally removed or inserted a column in your SDR files.	Go to the detailed error report for error 310. The error report would tell you which record and which file has the incorrect format. Fix up these format errors and re-submit your SDR.

337 COURSE is not on TEC course register

Causes of Error 337			Action required to fix the error			
This usually happens when the course incl	uded in COMP:		Cause No. 1 and 2:			
 It is a new course is waiting for a It is a course you have previously The course is in Course Register E course dates in the Course Regist 	closed by mistake		If it is a new course, then you will have to wait for TEC's approval before you can submit your SDR. You could go onto the TEC STEO website to check out the status of the course. You may have to submit a course change request or as a new course. Cause No. 3:			
Course Register Course Instance start_month end_month COMP 337 rules 2	2011	2012	2013	You need to first decide where the mistake is: Course Register or the dates in your COMP file.		
2 2012-08-01 2013-03-01 No COMP 337 Error 3 2010-05-01 2010-11-30 Generate COMP 337 Error		_		If the mistake is in Course Register: you need to raise a Course Change Request by		

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doing a Course Register submission.
If the mistake is in your COMP file: amend the dates in your COMP file, re do your SDR.

383 COMPLETE is 0, 1, 2, 3, 4 or 8, CRS_END date is 2004 or greater and no corresponding enrolment is found [COMP]

Causes of Error 383	Action required to fix the error	
You have included a Course Completion which does not have a matching enrolment. This usually happens when:	Cause No. 1: Simply include the matching enrolment and completion in both COUR and COMP.	
You have not included the matching enrolment in the COUR file for the completion in COMP; or	Cause No. 2:	
You have an enrolment in COUR which has CRS_SRT date different from the dates in the COMP; or	If you think that you made a mistake in the COMP, then make sure you have matching CRS_SRT and CRS_END dates of enrolments in COUR and completions in COMP files. Then re-submit it as SDR Full or Course Completion only.	
3. You have a completion in COMP which has CRS_SRT date different from the enrolment	Cause No. 3:	
which you have submitted in the previous year's SDR.	If you think you made a mistake on the enrolment dates in the previous year's SDR, please refer to the Example B under Action required to fix error 541 .	

388 COMPLETE is 1 and course end date has passed

Causes of Error 388	Action required to fix the error
You have reported a CRS_END has passed the today's date and the COMPLETE is 1 – Still to complete.	You need to determine if the student has completed the course. Then report the correct completion status except the value 1. For example, report it as 4 if the student did not complete course. Refer to section 'COMPLETE' in the SDR Manual for a list of Course Completion Codes.

391 COMPLETE is **0** for more than three consecutive SDR periods

Causes of Error 391	Action required to fix the error
Causes of Error 391	Action required to fix the error

SDR keeps tracks of the number of SDRs which you have not included a matching Completion against your enrolments. When Completion records with COMPLETE = 0 have been reported more than 3 times, error 391 is generated.

You would have received Warnings 390 and 543 in the previous SDRs.

390 - Complete has been reported as 0 for two consecutive returns

543 - Complete has been reported as 0 for three consecutive returns

Codes.

Pay attention to Warnings 390 and 543 in your SDR error reports to avoid getting error 391 later on.

Include the matching Completion records with a valid Complete code other than 0, in your submission.

Refer to section 'COMPLETE' in the SDR Manual for a list of Course Completion Codes.

541 Completion record end date does not match enrolment record end date

Causes of Error 541	Action required to fix the error
 You have included a Course Completion which does not have a matching enrolment. This usually happens when: You have an enrolment in COUR which has CRS_SRT date different from the dates in the COMP; or You have a completion in COMP which has CRS_SRT date different from the enrolment which you have submitted in the previous year's SDR. 	To fix error 541, you need to first determine the cause: Cause No. 1: Simply include the matching enrolment and completion in both COUR and COMP. Refer to Example A on the following page.

Causes of Error 541					Action required to fix the error	
Example A: Same year					To fix error 541 in Example A	
In April 2014 SDR: You submitted a student enrolment started in CRS_SRT (01/02/2014) and ended CRS_END (30/06/2014) in COUR. In August 2014 SDR: You submitted a COMP for this student. You have entered a different CRS_END (30/08/2014) in your COMP. SDR will not be able to find the matching enrolment for this student's COMP. Hence error 541.			P for this student. You	have entered a different	If you think that you made a mistake in the COUR of your April 2014 SDR, then make sure you have correct CRS_SRT and CRS_END dates of enrolments in COUR and completions in COMP files. Then re-submit them under August 2014 as SDR Full. If you think that you made a mistake in the COMP of your August 2014 SDR, then make sure you have correct CRS_SRT and CRS_END dates of enrolments in COUR and completions in COMP files. Then re-submit August 2014 as a SDR Full.	
Return	File	CRS_SRT	CRS_END			
2014 04	COUR	1/02/2014	30/06/2014			
2014 08	COMP	1/02/2014	30/08/2014			

Example B: Different Years

In December 2013 SDR: You submitted a student enrolment started in CRS_SRT (01/07/2013) and ended CRS_END (30/10/2013) in COUR.

In April 2014 SDR: You submitted a COMP for this student. You have entered a different CRS_END (30/10/2014) in your COMP.

SDR will not be able to find the matching enrolment for this student's COMP. Hence error 541.

Return	File	CRS_SRT	CRS_END
2013 12	COUR	1/07/2013	30/10/2013
2014 04	COMP	1/07/2013	30/10/2014

To fix error 541 in Example B

If you think that you made a mistake in the COMP of your April 2014 SDR, then make sure you have correct CRS_SRT and CRS_END dates of enrolments in COUR and completions in COMP files. Then re-submit April 2014 as a SDR Full. – *Similar to Example A above*.

If you think that you made a mistake in your December 2013 SDR, then you will need to re-submit **both** December 2013 and April 2014 to fix this.

To fix this, it involves a 3-steps process:

1. Produce a very simple April SDR using a *current* enrolment for 2014. For example, 1 enrolment, 1 student, 1 course. COMP and QUAL should be left blank.

Submit April return submission using these simple SDR files.

2. Include the missed students and enrolments into your *latest successfully submitted* December 2013 SDR files.

Re-submit a December 2013 Full SDR.

3. Re-submit the April return using your original SDR files for April return.

27 Validation codes 394 and 544

Errors 394 and 544 have been changed to **warnings** for the April and August rounds but will be retained as **errors** for the December rounds.

Validation Code	Validation Description	Notes	
394	COMPLETE is 2, 3 or 8 and course has not started	This validation wil April and August r	l be set as a warning for the ounds
		This validation will December rounds	I be set as an error for the
544	COMPLETE is 0 when course end has not been reached	This validation will be set as a warning April and August rounds	
		This validation will December rounds	l be set as an error for the