**FREQUENTLY ASKED QUESTIONS**

**INSTRUCTIONS**

Use your mouse to move the cursor to the particular question number (e.g. Q1) that you are interested in and click on it to go to the answer.

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**Curriculum day on census day**

**Q1** We’re having a curriculum day or sports day on census day. What should I do about the census?

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**Census Processing of Errors and Warnings**

**Q2** What is the difference between errors and warnings on the validation report?

**Q3** I have a student with warnings but their details are all correct. How do I tell the system that the details are correct?

**Q4** Why did I get a message saying that I wish to exclude a student when I thought I was acknowledging the warning?

**Q5** Warnings that I had previously acknowledged appear again after each time I load new student data in the CASES21 Census Application. Why is this occurring?

**Q6** What CASES21 version and tasks should I use?

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**Student Details**

**Q7** Do I have to get my Youth allowance data correct for census?

**Q8** I have accidentally exited the wrong student. How do I undo the exit so the student can be included in census counts?

**Q9** Some census reports are showing students who never attended the school. How do I get rid of these student details?

**Q10** How can I change details for ex-students?

**Q11** I have received an Error 27 – (Details are incomplete for Adult B in the student’s primary family) but the student has no Adult B in the primary family. What should I do?

**Q12** A student shows on CASES21 as a Temporary Resident, has no visa subclass but has a visa expiry date. What should I do?

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**Q16** A student who I believe is not a Fee Paying Overseas Student is showing as N-OFP. What should I do?

**Q17** I have an exchange student whose visa code indicates the student is full fee paying. What should I do?
Getting it right

Q18  What attendance criteria apply to the February census?
Q19  How do I decide whether to set someone to Inactive or Non-SGB Funded? How does this affect census counts and reports?
Q20  What checks should I do before signing off my electronic returns?
Q21  How can I check that appropriate processes have been followed in preparing my census return?
ANSWERS TO FREQUENTLY ASKED QUESTIONS

**Curriculum day on census day**

Q1: We're having a curriculum day or sports day on census day. What should I do about the census?

A: If no one can submit the census return on census day, please prepare and submit the return on the latest possible date before census day. If subsequent student attendance requires a revision of census counts, resubmit a revised return immediately after census day.

You can submit accurate census counts regardless of the date on which the census programs are run. This is because census programs count students as at census day based on student enrolment and transfer dates.

Record the enrolment date as the date the student first attends classes at your school.

Record the transfer date as the date the student last attends classes at your school.

To assist with your planning of curriculum days, the Mid Year census day is the first Friday in August and the February census day is the last school day in February.

Schools who have a curriculum day (or other day where an above average absence rate may be expected) on census day run the risk that a student who would have attended on census day (had it not been a curriculum day) transfers without returning to the school after census day. Such students become ineligible to be included in your census counts because they last attended your school prior to census day.
Census Processing of Errors and Warnings

Q2: What is the difference between errors and warnings on the validation report?

A: **Errors** require action to amend details before census processing can proceed. **Warnings** are given when data **may** be incorrect - either amend student details if there is a data problem or acknowledge the warning in the Warning/Error window of the CASES21 Census Application.

You can produce draft census reports providing no errors exist in your student data. However, you will not be able to run the Lodge Census Return process until all errors have been corrected and all warnings resolved or acknowledged. If you choose to overwrite your student data Load Census Data

Q3: I have a student with warnings but their details are all correct. How do I tell the system that the details are correct?

A: You only have to acknowledge the warning in the Warning/Error window of the CASES21 Census Application. Ensure that the cursor is on the correct student record in the Student data window. Go to the Warning/Error window and click on box under the Acknowledge column. Acknowledged warnings may be reset to unacknowledged if the student data is reloaded by running the Load Census Data function again. However, acknowledged warnings remain acknowledged if the student data is refreshed through the Refresh Student Data function.

Student and class data are refreshed and revalidated when the Lodge Census Return process is started. This may identify new errors or warnings as new updated student details are loaded into the Student data. The Lodge Census Return process will not proceed any further until any new error or warning has been resolved.

Q4: Why did I get a message saying that I wish to exclude a student when I thought I was acknowledging the warning?

A: To acknowledge a warning, you must be in the Warning/Error window just below the Student data window. The message asking you to confirm that you wish to exclude a student from the census count can only be displayed if you clicked in the box under the “Exd” column. You should respond by clicking on the Cancel button to cancel the exclude operation. Also, be sure that the cursor is not positioned near the box under the “Exd” column as you are scrolling.

Q5: Warnings that I had previously acknowledged appear again after each time I load new student data in the CASES21 Census Application. Why is this occurring?

A: Each time you run the Load Census Data function, all student data is brought in and revalidated from the beginning. Any warnings previously acknowledged are reset and reappear. Use the Refresh student Data function to update the student details as it does not reset any acknowledged warnings or manual exclusions.
Q6: What CASES21 version and tasks should I use?

A: You should use CASES21 Version 45. Go to Students | Census | Processes and run the Enrolment Census task which will invoke the CASES21 Census Application. Refer to the CASES21 Enrolment Census Process Guide for detailed instructions on how to produce a school census return.

### Student Details

#### Youth Allowance Status

Q7: Do I have to get my Youth allowance data correct for census?

A: Youth Allowance data is no longer relevant to the school census process due to the introduction of the Student Resource Package (SRP). The Youth Allowance Report no longer appears in the list of draft reports available through the CASES21 Census Application.

#### Amending Student Enrolment Status

Q8: I have accidentally exited the wrong student. How do I undo the exit so the student can be included in census counts?

A: If a student is exited they are given the status of “Left”. To undo this you need to re-activate the student through the Clearance Screen of format ST11020 (Exit a Student from the School). Change the status from “Left” to “Active” and save the record. This will remove all the exit details and make the student active again.

Be sure to refresh the student data in the CASES21 Census Application to update the student information as this should change the student from being excluded to included in the census count.

#### Past Students

Q9: Some census reports are showing students who never attended the school. How do I get rid of these student details?

A: To delete a current (or active) student from CASES21, you need to:

- Set the student’s enrolment date to a future date using format ST11001 or ST11001T (Enter or Modify Student Enrolment Details).
- Run format ST11099 (Flag Individual Student for Deletion) under Future Students to set their status to Delete
- Run report format ST21068 (Students Marked as Deleted) under Individual Enrol to get a list of students about to be deleted. Check list to ensure it lists only students to be deleted
- Run task ‘Delete any Students with DEL Status’ to physically remove these records. This task is located under the Start of Year module (Student and Expired Group Deletion).

To delete a past student from CASES21, you need to:
February School Census

- Firstly, ensure that there is no current student record by using format **ST11001** or **ST11001T** (Enter or Modify Student Enrolment Details).
- Search the Past Student detail using format **ST11097**.
- Run format **ST11020** (Exit a Student from the School) and change the status from "Left" to "Active".
- Run format **ST11001** or **ST11001T** to go to the Details screen to change the enrolment date to a date in the future. This will change the status from "Active" to "Future".
- Run format **ST11099** (Flag Individual Student for Deletion) under Future Students to set their status to Delete.
- Run report format **ST21068** (Students Marked as Deleted) under Individual Enrol to get a list of students about to be deleted. Check list to ensure it lists only students to be deleted.
- Run task ‘Delete any Students with DEL Status’ to physically remove these records. This task is located under the Start of Year module (Student and Expired Group Deletion).

**Such past students will usually be listed on the Excluded from Census Counts page of the Student Audit List.**

Q10: How can I change details for past students?

A: Details for Past students who have only enrolled once at your school are modified using format **ST11097** (Display and Update of Past Students) under Past Students.

Details on students who have left and re-enrolled again at the same school may have to be modified using format **STRE11001** (Re-enrolled Student Information) under Individual Enrol. This program is to be used in situations where the student’s previous enrolment details have been selected for inclusion in the Census return and need to be modified.

If the student has a transfer date (i.e. an exit date in CASES21) on the validate report then use format **ST11097** to first check that the date is the same. If it is the same then modify details through format **ST11097** as required. If the exit date is different you will need to use format **STRE11001** to confirm which of the past enrolment periods has the relevant exit date.

Whenever current or past student details are changed, you must refresh the student data in the CASES21 Census Application.

Incomplete parent details

Q11: I have received an Error 27 – (Details are incomplete for Adult B in the student's primary family) but the student has no Adult B in the primary family. What should I do?

A: There are some details recorded against Adult B in the primary family on CASES21. This usually is a result of a bug in CASES21 that would remove most but not all of the details of Adult B when they were deleted from the primary family. This bug no longer exists but some data may still be affected. In this situation you simply need to delete any remaining values that appear against Adult B in the primary family and save the record. Use CASES21 format ST11001 to get to the Family tab screen and click on the Primary...
family daisy chain. This will take you to the screen that displays Adult A and B details for the primary family. Remember to refresh the student data in the CASES21 Census Application after you have made changes to details in CASES21.

If the student lives alone you must record the first “Relationship to student” field on the Family tab screen in format ST11001 or ST11001T Enter of Modify Student Enrolment Details as “Self” for Adult A. You will then have to click on the primary family daisy chain and enter the student’s own details for Adult A in the Primary Family.

**Visa details**

**Q12:** A student shows on CASES21 as a Temporary Resident, has no visa subclass but has a visa expiry date. What should I do?

**A:** This problem is not very common but had been previously detected in a few schools that migrated to CASES21. Such students often show on census validation reports with Error 6B.

Sometimes the CASES visa subclass number has been migrated to CASES21 but because the visa number was not on the CASES21 visa table, it does not show on the Demographics tab screen of ST11001 or ST11001T.

Strange as it may seem, a solution is to change the “Resident status” field on this screen to “Permanent” then change it back to “Temporary”. This brings up the “Visa subclass” field in which you should enter the correct visa number and, if required, the “Visa statistical code” and/or the “Visa expiry date” fields.

If the visa subclass is not in the CASES21 visa table, you will have to enter it into the table. The CASES21 visa table will be updated in a future CASES21 release.

**Q13:** I can't find a visa code on the system. What should I do?

**A:** You may not have the most up to date visa code table. Continue to add the visa details on CASES21 as the system will allow you to enter the new codes in the student data entry screens if you follow the instructions below. Contact the International Students Program Unit on (03) 9651 3700 to confirm the SRP funding status of students with these new codes.

When you enter a visa subclass code that is not present, CASES21 displays the list of available visa codes. Select the Add button to record the visa subclass code to allow you to continue. Confirm the SRP funding status and set the “Eligible for SRP funding” field through the Finance tab screen in format ST11001 or ST11001T. If the “Eligible for SRP funding” field is set to [Y]es, a warning will be appear on the screen. You will also receive a Warning 08 in this instance when in the CASES21 Census Application. You then need to simply acknowledge the warning.

**Disability ID students**

**Q14:** Why is the Students with Disability ID report not available anymore?

**A:** The Students with Disability Identification Numbers report is no longer required since the implementation of the PSDMS application. Contact your
Regional Student Wellbeing Officer for information regarding Disability Identification numbers.

Disability ID’s can no longer be updated in CASES21. The PSDMS application is the system of record for students with Disability ID’s.

**Funded status**

**Q15:** I noticed that a student appears as N-OFP on my Student Audit List. What does this mean?

**A:** Previously, the funding status of overseas fee paying students was classified as either N-FFP or N-FPO depending on their visa subclass. The status code of N-OFP is now meant to identify all overseas fee-paying students regardless of the visa subclass.

**Q16:** A student who I believe is not a Fee Paying Overseas Student is showing as N-OFP. What should I do?

**A:** Check that residency and visa details have been entered correctly in format ST11001 or ST11001T. If details are correct, contact International Students Program Unit (ISU) (03) 9651 3700 to confirm eligibility for SRP funding. If the student is eligible, use format ST11001 or ST11001T Demographics tab screen to ensure residency and visa details are entered correctly as advised by ISU and set the “Eligible for SRP funding” field in the Finance tab screen to “Y”.

Non-SRP funded students are not included in the per capita funding calculations for the SRP. Non-SRP funded students are either Full Fee Paying Overseas Students or students who do not meet criteria for SRP funding such as adult students.

To find which students are non-SRP funded, look down the Student Audit List SRP Fund column. Non-funded students have a code which isn’t blank (N-***). Remember to refresh the student data in the CASES21 Census Application after amending any student details in CASES21.

**Q17:** I have an exchange student whose visa code indicates the student is full fee paying. What should I do?

**A:** Contact International Students Program Unit (03) 9651 3700 to confirm whether the student can be SRP Funded. Amend details as outlined in Q16.

**Getting it right**

**Attendance**

**Q18:** What attendance criteria apply to the February census?

**A:** Attendance criteria are outlined in the census guidelines and require the student to have 80% regular attendance in order to be included in census counts. Approved absences count as regular attendance. Regular attendance after census day will be considered as evidence of continuing enrolment and will be taken into account in any review of decisions regarding the counting of students.
**Should I change SRP Funding Status or enrolment status?**

**Q19:** How do I decide whether to set someone to Inactive or Non-SRP Funded? How does this affect census counts and reports?

**A:** If the student is attending at census time they should be set to ACTIVE on CASES21 and be included in census counts regardless of whether they are eligible for SRP funding.

Set a student who is ineligible for SRP funding to Non-SRP funded. Non-SRP funded students are to be included in most census counts providing they meet census regular attendance criteria as outlined in the census guidelines.

Students not meeting census regular attendance criteria should NOT be counted. Use format ST11001 or ST11001T to change their enrolment status to INACTIVE or exclude them from census counts by clicking on the box under the “Exd” column in the CASES21 Census Application. Refer to the CASEs21 Enrolment Census Process Guide (Section 9) for more detail.

All ACTIVE students meeting attendance criteria should be counted in the Total FTE at the school at their appropriate time fraction.

For ACTIVE students, the census then considers the SRP Funded field (as entered on the Finance tab screen in format ST11001 or ST11001T). Only those with “Eligible for SRP funding” set to Y (yes) are included in counts, which assist in determining SRP funding.

The Student Audit List can be used to identify which students are counted in census returns and which students are counted as SRP funded (or non-SRP funded). Refer to the SRP Fund column.

**Q20:** What checks should I do before signing off my electronic returns?

**A:** It is essential that the school principal looks at all printed reports to ensure that the reports are correct. In particular, schools should check that the total FTE Enrolment Summary Data report is accurate. Ensure time fractions for students at your school are correct. Where necessary, contact other schools also attended by your part time students to ensure the time fraction for individual students is agreed by both schools and does not add up to more than 1.0.

**Q21:** How can I check that appropriate processes have been followed in preparing my census return?

**A:** Try using the Census Process Checklist (available for download from this website) to ensure appropriate processes have been followed.

Regularly check updated Frequently Asked Questions on this website or email the census hotline on census@edumail.vic.gov.au or call the Census Hot Line on (03) 9637 3225 for further advice.