PFS – FEE–HELP User Guide

A guide on how to use the estimates system to record FEE–HELP estimates

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Introduction

Purpose
Higher education providers who receive FEE–HELP funding are required to use HEIMS Online to submit estimates for advance funding for this program.

This document provides instructions on how to use the estimates system to record FEE-HELP estimates.

The Program Funding application web pages allow providers to record and submit FEE-HELP estimates online.

Timing of Estimates
With the introduction of the online system, there is no change to submission periods.

The estimates are due on 1 April and 1 October each year.

The web pages will be accessible to enter estimates in early March and early September each year.

You will be advised via email when the web pages are open to enter estimates and the date the submission period will close.

Access to make changes to estimates data will only be available during this period.

History Reports
The online system will make available reports from previous submission periods.

History reports of the final submitted data from previous reporting periods will be available where recorded in the system.

The application will start with a history report of the estimates submitted in Estimates Period 1 (April 2017 submission).
FEE–HELP Process Flow

**OPEN SUBMISSION PERIOD**
Administrator

- Set up and open new estimate submission period

**RECORD ESTIMATES**
Program Officer

- DRAFT
  - Edit and save FEE-HELP estimates
  - IN PROGRESS

- Are all edits entered?
  - NO

**CONFIRM DATA ENTRY**
Program Officer

- YES
  - Confirm FEE-HELP estimates

- NO
  - Are the numbers correct?

**SIGN-OFF SUBMISSION**
Approver

- YES
  - Confirm VC/CFO approval and sign off estimates
  - SIGNED-OFF
    - Is the data correct?
      - NO
    - Is the data approved by VC/CFO?
      - NO
      - Send request to: FEP@education.gov.au
    - YES
  - NO

**CLOSE SUBMISSION PERIOD**
Administrator

- YES
  - Unlock submission (process emailed request)
  - Finalise data and close submission period

**ESTIMATES PERIOD STATUS**

- OPEN
  - Emails sent to provider contacts

- CLOSED
  - History reports for period available

- YES
  - Is the request after the end date for submissions?

- NO
  - Is the data correct?

- YES
  - Do you want to alter the signed-off data?

- NO
  - Is the data approved by VC/CFO?
**FEE–HELP Estimates Processing**

For *Estimates Period 1 (April)*, provide the following FEE–HELP estimates for the *current* year:

- Undergraduate EFTSL
- Postgraduate EFTSL
- Undergraduate liabilities
- Postgraduate liabilities

For *Estimates Period 2 (October)*, provide the following FEE–HELP estimates for both the *current* year and the *following* year:

- Undergraduate EFTSL
- Postgraduate EFTSL
- Undergraduate liabilities
- Postgraduate liabilities

**Signing–off Estimates**

When adjustments to the FEE–HELP estimates are complete, confirm and sign–off the estimates.

**Before Starting**

The *Program Funding* application is located within HEIMS Online. HEIMS Online is accessed through the [Education Portal](mailto:).

To apply for access to FEE–HELP estimates, select the appropriate role for FEE–HELP for the user in the *Program Funding* application in the [Access to HEIMS applications form](mailto:) and send the completed form to [HEIMS.datacollections@education.gov.au](mailto:) for processing.

If you already have access to HEIMS Online, you will still need to submit a form with the *Amend User Access* checked. The additional role(s) selected for the *Program Funding* application will be added to your profile.
The access roles for FEE–HELP are:

- **Program Officer** – update, save and confirm FEE–HELP estimates data
- **Approver** – indicate Vice–Chancellor, Chief Executive Officer and/or Chief Financial Officer approval and sign–off FEE–HELP estimates data
- **Review (Read Only)** – view FEE–HELP estimates data only

All three roles have access to view history reports and current data reports.

A user can be assigned one or more access roles (i.e., to enter and approve estimates data).

Separate roles have been set up to support a quality assurance process and it is recommended that different users are assigned as the Program Officer and Approver.

**Logging into HEIMS Online**

*Program Funding* is accessed from HEIMS Online through the [Education Portal](#).

**Technical Issues/Support**

Problems in using the system or technical issues should be raised with the following:

- [HEIMS.datacollections@education.gov.au](mailto:HEIMS.datacollections@education.gov.au) – for issues relating to system access
- [FEP@education.gov.au](mailto:FEP@education.gov.au) – for issues relating to estimates processing
Access to FEE–HELP

If you have been given access to any program in the Program Funding application, the Program Funding button will display in the HEIMS Online navigation bar.

There are several programs that can be accessed by selecting Program Funding from the HEIMS Online navigation bar.

Individual users will only see the programs in the Program Funding navigation bar where they have been given access.

The FEE–HELP home page is accessed by selecting FEE–HELP when the Program Funding application menu has been expanded. Select FEE–HELP:
To update FEE–HELP, select **FEE–HELP Estimates**: 

Then select **Loan Estimates**: 
Web Page Features

Login Id and Time

User login id and time are always displayed on the top right of the screen.

When entering data, it is recommended that changes be saved at regular intervals.

The system times–out when there has not been any activity in a 20 minute period. Any data that have not been saved will be lost.
The time displayed on the web page is the last time the web page was refreshed.

**Navigation Bar**

The navigation bar can be found on the left hand side of the screen. In the *Program Funding* application, there are three levels of web pages:

- **Program Funding Home Page**
  - Select this option to list all funding programs that are available for the user’s access level.
- **Program Home Page**
  - Select this option to list all program sections available for the selected program.
  - From time to time, information specific to the submission period will be published in the *News* section on the program home page.
- **Program Section**
  - Lists all the web pages available for the program.
  - Select the program section to display the web page where data can be entered or view.
- **Details Web Pages**
  - Individual web pages for data entry or to view data.

Options displayed in the navigation bar will depend on the access level of the person logged on. Users will only be able to see the screen(s) they have access to view/edit.

**Note:** As web pages are selected in the navigation bar, they will be highlighted. Select the *FEE–HELP* option to return to list all the *FEE–HELP* program sections.

**Breadcrumbs**

Breadcrumbs identify the path that has been taken to get to the current web page.

Previous pages in the path are displayed as a hyperlink which can be used to return directly to that page.

The current page is displayed as the final element in the breadcrumbs.

Breadcrumbs provide a quick method of returning to any previous web pages without using the navigation bar.

**Header Details**

Header details are always displayed at the top of every web page. The header details provide information specific to the web page that you are on.
Download Report Link

Click Download Report to export the data displayed on the web page to Excel.

Only data that has been saved will be available in the report.

Year Tabs

Year tabs are provided to indicate the number of years that data is required to be provided:

<table>
<thead>
<tr>
<th>Loan Estimates</th>
<th>Estimates Period 1</th>
<th>Estimates Period 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Current year ONLY</td>
<td>Current year and the following next year, e.g., 2017 to 2018</td>
</tr>
</tbody>
</table>

Footnotes

Footnotes are provided to explain how data is processed and calculated.

Edit Fields

The fields for data entry are highlighted and display fields are not highlighted. For example:

Fields that have been changed are highlighted in blue with fields that contain errors highlighted in red. For example:

Messages

Error Messages

When errors are detected in the data provided, an error message is displayed. For example:

The error message is displayed immediately below the breadcrumbs.
The field that triggered the error is highlighted in red. For example:

![Highlighted fields]

When an error message is displayed, changes that have been made on the web page will not be saved until the error is resolved.

**Warning Messages**

Warning messages can also be displayed on the page.

A warning allows the user to decide whether to continue to the changes or stay on the current web page to resolve the situation.

Warning messages are displayed in the form of a pop-up over the page. For example:

![Warning message]

The text in the pop-up message identifies the potential data problem.

Select one of two actions:

- Click **OK** – the data is saved.
- Click **Cancel** – you will be returned to the unsaved page to resolve the situation.

**Information Messages**

When no error situations or potential problems are detected and the data has been successfully saved, an information message is displayed. For example:

![Information message]

The information message is displayed immediately below the breadcrumbs.
Printing

Details on any web page can be printed.

To print, use the browser print function as shown above.

Web Page Functions

Edit Fields

To edit any field:

• Click in the required field and adjust the data as required.
• To save the changes, click Save.

Edit EFTSL Value

When adjusting an EFTSL value, the following rules apply:

• The field cannot be left blank.
• Only numeric characters can be entered.
• Only one decimal point is allowed.
• The value entered must be in the range 0 to 999,999.999999999.
• When an EFTSL value has been entered with greater than 9 decimal places, the value will be truncated (cut off) to 9 decimal places when the data is saved.

Edit Liabilities Value

When adjusting FEE–HELP liability value, the following rules apply:

• The field cannot be left blank.
• Only numeric characters can be entered.
• Only one decimal point is allowed.
• The value entered must be in the range 0 to 99,999,999.99.
• There is no need to key the dollar ($) sign.
• When a FEE–HELP liability value has been entered with greater than 2 decimal places, the value will be truncated (cut off) to 2 decimal places when the data is saved.
Save Changes
Changes can be made in different panels on the same web page before saving the data.

When an error has been detected on the screen, a message is displayed and none of the changes made will be saved. The error must be corrected before the changes can be saved.

When the changes have been saved, the web page is refreshed containing the recalculation based on the data provided on the screen.

All changes must be saved before navigating to another year tab or another web page.

Changes need to be saved at regular intervals. The system will log out when there has not been any activity in a 20 minute period. Any data that have not been saved will be lost.

Cancel Changes
Changes that have been made can be cancelled before the data is saved.

To cancel the changes, click Cancel

The following pop-up message is displayed:

- Click OK – unsaved data are discarded and the page is refreshed with the latest saved details.
- Click Cancel – the unsaved page is redisplayed.
Adjusting FEE–HELP Estimates

Overview
The *FEE–HELP Estimates* home page is accessed by selecting *FEE–HELP Estimates* when the FEE–HELP menu has been expanded:

The following message is displayed when the submission period is not open:

```
PFS2003 - Your estimates cannot be adjusted and signed-off at this time. You will be advised when the estimates window is open for you to adjust your estimates.
```

When the submission period is open, expand *FEE–HELP Estimates* to display the web pages that can be selected from the navigation bar:

<table>
<thead>
<tr>
<th>FEE–HELP Estimates Option</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Estimates</td>
<td>Adjust FEE–HELP loan estimates.</td>
</tr>
</tbody>
</table>
Loan Estimates

The Loan Estimates page is accessed by selecting the option in the navigation bar when the FEE–HELP Estimates menu has been expanded:

Current Year

EFTSL Estimates

<table>
<thead>
<tr>
<th></th>
<th>Current EFTSL</th>
<th>Adjusted EFTSL</th>
<th>EFTSL Difference</th>
<th>EFTSL % Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>1,270,000,000</td>
<td>1,270,000,000</td>
<td>0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Postgraduate</td>
<td>1,625,000,000</td>
<td>1,625,000,000</td>
<td>0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total EFTSL</td>
<td>2,895,000,000</td>
<td>2,895,000,000</td>
<td>0.00</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

- When EFTSL values have been entered with greater than 9 decimal places, the values will be truncated to 9 decimal places when the data is saved.
- The calculated EFTSL % variance is rounded and displayed to 2 decimal places.

Liabilities Estimates

<table>
<thead>
<tr>
<th></th>
<th>Current Liabilities</th>
<th>Adjusted Liabilities</th>
<th>Liabilities Difference</th>
<th>Liabilities % Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>$6,535,040.99</td>
<td>$6,535,040.99</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Postgraduate</td>
<td>$10,578,707.59</td>
<td>$10,578,707.59</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>$17,114,348</td>
<td>$17,114,348</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

- When Liabilities values have been entered with greater than 2 decimal places, the values will be truncated to 2 decimal places when the data is saved.
- The calculated Liabilities % variance for each loan type is calculated using the truncated liabilities values and then rounded and displayed to 2 decimal places.
- The Total Liabilities is calculated using the truncated liabilities values and is then rounded down to the nearest dollar.
- The Total Liabilities Difference and the Total Liabilities % variance are calculated using the rounded down dollar values.
- The calculated % variance is rounded and displayed to 2 decimal places.

Average Loan per EFTSL

<table>
<thead>
<tr>
<th></th>
<th>Current Average Loan</th>
<th>Adjusted Average Loan</th>
<th>Average Loan Difference</th>
<th>Average Loan % Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>$5,140</td>
<td>$5,140</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Postgraduate</td>
<td>$6,590</td>
<td>$6,590</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total Average Loan</td>
<td>$5,911</td>
<td>$5,911</td>
<td>$0.00</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

- The average loan is calculated by dividing the Liabilities value with the EFTSL value. The calculated average loan is then rounded down to the nearest dollar.
- All values are then calculated using the rounded down average loan dollar value.
- The calculated % variance is rounded and displayed to 2 decimal places.
The details shown on the Loan Estimates page above apply to:

- ‘Current Year’ in Estimates Period 1; and
- ‘Current Year’ in Estimates Period 2.

Adjust one or more of the following FEE–HELP values for the ‘Current Year’ on the Loan Estimates page:

- Undergraduate EFTSL;
- Postgraduate EFTSL;
- Undergraduate liabilities;
- Postgraduate liabilities.

If Adjusted EFTSL for a FEE–HELP category is ‘0’, the associated Adjusted Liabilities must also be ‘0’.

The Loan Estimates page provides a comparison between the adjusted data and the current data.
Next Year

The details shown on the Loan Estimates page above apply only to ‘Next Year’ in Estimates Period 2.

Adjust one or more of the following initial FEE–HELP values for the ‘Next Year’ on the Loan Estimates page:

- Undergraduate EFTSL;
- Postgraduate EFTSL;
- Undergraduate liabilities;
- Postgraduate liabilities.

If Initial EFTSL for a FEE–HELP category is ‘0’, the associated Initial Liabilities must also be ‘0’.

In Estimates Period 2, the department collects estimates for an additional year.
To save the changes, click **Save**.

Changes need to be saved at regular intervals. The system will log out when there has not been any activity in a 20 minute period. Any data that have not been saved will be lost.

**Confirm and sign–off Estimates**

**Overview**

To confirm and sign–off estimates, go back to the FEE–HELP menu by selecting **Program Funding**.

Select **FEE–HELP**.

The **Sign–off Estimates** home page is accessed by selecting **Sign–off Estimates** when the FEE–HELP menu has been expanded:

The following message is displayed when the submission period is not open:

> PFS2000 - Your estimates cannot be adjusted and signed-off at this time. You will be advised when the estimates window is open for you to adjust your estimates.
When the submission period is open, expand **Sign-off Estimates** to display the web pages that can be selected from the navigation bar:

<table>
<thead>
<tr>
<th>Sign-off Estimates Option</th>
<th>Function</th>
</tr>
</thead>
</table>

**Confirm Estimates Details**

**Note:** Only users who have been given access as a Program Officer in FEE–HELP will see the following screens.

**Estimates Period 1**
Estimates Period 2

To confirm the FEE–HELP estimates, click **Confirm**.

The *Liabilities Difference* and the *Liabilities % Variance* is the difference between the adjusted FEE–HELP liabilities and the current FEE–HELP liabilities.

The *Provider Estimates Status* is updated to **Confirmed** when the estimates have been confirmed.
Sign–off Estimates

Note: Only users who have been given Approver access in FEE–HELP will see the following screens.

To sign–off the FEE–HELP estimates:

- Key the reason for the variation in the *Reason for Variation* field, if required;
- Select (tick) the *Certified by the Vice–Chancellor, Chief Executive Officer and/or Chief Financial Officer* checkbox; and
- Click *Sign–off Estimates*.

The reason for the variation must be supplied when both the *Liabilities Difference* and *Liabilities % Variance* for the ‘Current Year’ have exceeded the specified variation thresholds.

Note: The specified variation thresholds are outlined in the footnote on the FEE–HELP Estimates page (see screenshot above).

The *Provider Estimates Status* is updated to *Signed–off* when the estimates have been signed–off.

Amending Signed–off Estimates

When the status of the estimates is signed–off the data can no longer be updated by providers but can still be viewed on the screen.

If there is a data error, and the reporting period is still open, it may be possible for the program officers in the department to re–open the submission allowing you to edit and re–submit your changes.

Note that when the due date for submissions has passed data cannot be changed.
History Reports

Overview

The History Reports home page is accessed by selecting History Reports when the FEE-HELP menu has been expanded:

When final submitted data from previous reporting periods are available, expand FEE-HELP History Reports to display the web pages that can be selected from the navigation bar:

<table>
<thead>
<tr>
<th>History Reports Option</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEE-HELP History Reports</td>
<td>View details of previously submitted FEE-HELP estimates.</td>
</tr>
</tbody>
</table>

To adjust the estimates after the estimates have been signed-off, contact FEP@education.gov.au.
Display History Reports

The *Program Funding Year/Period* drop-down list displays a list of all previous submission periods.

To display a FEE–HELP history report:

- Select a previous submission period, if required; and
- Click on the history report name (this is a hyperlink) to display the selected report in a separate window; OR
- Click the Excel icon displayed next to the history report name to download the selected report directly to Excel.