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|  | CASES21 Student Data Transfer **Frequently Asked Questions** |

The following frequently asked questions and answers have been prepared to assist schools with using the new student data transfer functionality.

**Q1. What student information needs to be transferred?**

**A.** All student information needs to be transferred; this includes information in the new Student Supports Tab and all addition relevant student reports and files.

**Q2. How do I ensure the student information transferred to the receiving school is current?**

**A.** Each school is responsible to ensurethe currency of the information before transferring it to the new school:

* Where teachers and coordinators have access to eCASES, they will be able to directly update student details.
* Where teachers and coordinators do not have access to eCASES the Current Student Details (CSD) form for each student transferring can be downloaded. Teachers/coordinators should check the information on the CSD for each student, and update the form as appropriate for uploading into CASES21.

**Q3. When is a school able to transfer student information to their new school?**

**A.** The student data transfer process can only be run after the student has been accepted by the new school. In the case of Year 6 to Year 7 transfers, this will occur when the letter of acceptance has been sent home to the parent. **Transferring student information prior to acceptance at the new school is a breach of privacy legislation.**

**Q4. Should the transferring school complete a Student Transfer Note when a student transfers to a non-government or interstate school?**

**A.** Yes, for transfers to a Victorian non-government school or an interstate school, use the CASES21 Student Transfer Note (ST21026). For more information on interstate transfers, see: [Interstate Student Transfer Note](http://scseec.edu.au/EC-Reports-and-Publications/EC-ISDTN.aspx)

**Q5. Does the transferring school need to update the Student Enrolment Information Form?**

**A.** No, the receiving school will do this using the Student Enrolment Information Form as part of their enrolment process. This form can be accessed and emailed to parents via CASES21.

**Q6. Can teachers access CASES21?**

**A.** Yes, all teachers can access CASES21 through eCASES. For information regarding the set up and use of eCASES refer to Chapter 18 of the [CASES21 Administration User Guide](https://edugate.eduweb.vic.gov.au/Services/bussys/cases21/Pages/C21-User-Guides.aspx?RootFolder=%2FServices%2Fbussys%2Fcases21%2FUser%20Guides%2FAdministration%20User%20Guide&FolderCTID=0x0120004C9E15E0B526674E861484BC0480850D&View=%7B31E75C2F%2DBBFF%2D4EF3%252).

**Q7. How does the new Student Data Transfer process work for students enrolled in more than one school?**

**A.** An individual student can be transferred to more than one school by adjusting the student’s time fraction for each school they are being transferred to. When transferring the student to the second school you must change the default value in the parameters box for the question ‘Include students already under transfer’ to Y. Refer to Chapter 2 the [CASES21 Administration User Guide](https://edugate.eduweb.vic.gov.au/Services/bussys/cases21/Pages/C21-User-Guides.aspx?RootFolder=%2FServices%2Fbussys%2Fcases21%2FUser%20Guides%2FAdministration%20User%20Guide&FolderCTID=0x0120004C9E15E0B526674E861484BC0480850D&View=%7B31E75C2F%2DBBFF%2D4EF3%252) for more information regarding this process.

**Q8. Am I required to send a copy of each student’s immunisation certificate to the new school?**

**A.** A copy of the immunisation certificate should be sent to the new school, if it is a primary school. You are not required to send an immunisation certificate to a secondary school.

**Q9. Am I required to send a copy of each student’s birth certificate to the new school?**

**A.** The new school must be satisfied of the child’s accurate name and date of birth by sighting the evidence and keeping a copy on the student’s file. The evidence can be official (birth certificate) or unofficial where a birth certificate is not available (doctor’s attestation).

This evidence can be received in the following ways:

* by the former school sending it to the new school via email or the post
* by the parent providing it to the new school.

**Q10. I’m using a third party product that includes similar information to what is in the new Student Supports tab. Do I need to enter this information again?**

**A.** Yes. The information entered onto CASES21 comprises all of the relevant issues that are required to be provided to the student’s new school. This data must be entered and transferred to the new school. It can be supplemented with more detailed information and reports from third party systems if available. These reports can be attached as a file to the student’s CASES21 record. They should also be emailed to the new school when the student transfers.

**Q11. Can I upload the new CASES21 student support and risk information to my third party system?**

**A.** Yes, the new fields have been added to eduHub. eduHub enables schools to share their CASES21 data with authorised applications that have been built by third parties or developed internally by the school. For more information, refer to the [eduHub Overview Guide](https://edugate.eduweb.vic.gov.au/Services/bussys/cases21/edustar-sas-implementation/Shared%20Documents/eduHub%20Preparation/Overview%20guide%20for%20eduHub-%20v0%201.pdf).

**Q12. What is the most secure method for transferring sensitive or confidential documents to another school?**

Electronic files containing student information must be transferred through eduMail. The Mail Express add-on within eduMailExpress, available to principals and business managers, enables the secure transfer of sensitive information by storing attachments on a secure server for up to 14 days, and notifying email recipients that attachments are available for them to pick-up. For more information refer to the [eduMailExpress QuickGuide.](https://edugate.eduweb.vic.gov.au/Services/IT/ITServices/comet/_layouts/15/WopiFrame2.aspx?sourcedoc=/Services/IT/ITServices/comet/Documents/eduMail%20Express%20Quick%20Guide.docx&action=default&DefaultItemOpen=1)

​Please note that the password to the student file should NOT to be given to the recipient principal in the same email. For ease of use and communication, the password can be set as a number/code related to the student e.g. student ID.

**Q13. What is the difference between the Foreseeable Risk field on the Student Supports tab and the Student at Risk field on the Restriction/Risk tab?**

**A.** The **Foreseeable Risk** Y/N field and associated link on *the Student Supports tab* is for risk information provided by the school (e.g. teacher, welfare coordinator). This information is only published in the Current Student Details (School) report and is designed for school-to-school communications.

The **Student at risk** Y/N field and associated text box on the *Restriction/Risk tab* is for risk information provided by the parent/carer to the receiving secondary school by the Student Enrolment Information Form. This information is published in the Student Enrolment Information Form.

**Q14. If I export students before the end of the year will they stay on CASES21 as active students until they actually leave the school?**

**A**. Although the student’s record will be flagged as Leaving instead of Active when the export occurs, the student will remain current on CASES21 until the end of the year.

**Q15. How will I know if the new school has imported all of the students I have transferred?**

**A.** When a school finalises the import of the student, the status in the STD21001 report changes from TRANSFER to COMPLETE. It is recommended that the new school inform the former school by email if any students were not imported and why.

For CASES21 support queries please call the Service Desk on 1800 641 943 or for regional CASES21 training contact details see, [CASES21 Portal](https://edugate.eduweb.vic.gov.au/Services/bussys/cases21/Pages/Home.aspx)