SIRS error messages and how to fix them

# Failed verification messages

1. Error occurred on record 1 (Student: 34961833: Smith, Sally Date Of Birth 26/01/2011).   
   - Arrival Date not specified.

**Issue**: This student has a visa subclass entered, but no arrival date.

**Solution**: Use a dummy date until you have the correct information, i.e. 1/1/2018.

1. Error occurred on record 4 (Student: 23885090: Brown, Elizabeth Jane Date Of Birth 06/01/2000).   
   - We are unable to process this record as the last date for demographic changes (17/11/2018) to year 12 for 2018 has passed. Contact School Curriculum and Standards Authority if you still need to make changes to your student’s data.

**Issue**: SIRS is locked for changes to Year 12 data in November (check the [*2019 Activities Schedule*](https://www.scsa.wa.edu.au/publications/activities-schedule) for date) to ensure processing of results is not interfered with.

**Solution**: Send an email to [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) and advise what requires changing. Otherwise, remove all Year 12 data from the upload file.

1. Error occurred on record 45 (Student: 27847016: Green, Rita Date Of Birth 09/12/2004).   
   - Another student (Name: Green, Rita Date Of Birth: 29/12/2004) already exists in the system with the specified student number: 27847016.

Error occurred on record 84 (Student: 25841753: Tramble, Jack Robert Date Of Birth 29/08/2001).  
- Another student (Name: Tramble, Jack Robert Date Of Birth: 28/08/2001) already exists in the system with the specified student number: 25841753.

**Issue**: The date of birth for this student is different from the one the Authority has on record.

**Solution**: Check the date of birth. If it is incorrect in your system, correct the data. If it is incorrect in our system, email [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) and request we correct the date of birth for this student to match your record.

1. Error occurred on record 6 (Student: 26150927: Summer, Susan Date Of Birth 03/09/2002).   
   - Postal Suburb Beagle Bay Community was not a valid Australia suburb with postcode 6725 in WA. Please check that the suburb is valid under 'Administration -> Suburb Postcode Search'.

**Issue**: The suburb information for this student is incorrect – it should be Beagle Bay, not Beagle Bay Community.

**Solution**: Look in SIRS under Administration – Suburb Postcode Search to find the correct spelling/code/details etc. (Quinns Rock should be Quinns Rocks; Canningvale should be Canning Vale.)

1. Error occurred on record 134 (Student: 26092894: Win, Wen Yung Date Of Birth 11/08/2001).   
   - Home Suburb was not specified.  
   - Postal Suburb was not specified.

**Issue**: There is no suburb information in the upload file for this student.

**Solution**: This error may occur because the student has an overseas address. As long as the Home Country is included in the upload file, the system will accept that either no suburb information was entered or the information is not relative to Western Australia (see example below).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **HomeAddressLine1** | **HomeAddressLine2** | **HomeSuburb** | **HomeState** | **HomePostcode** | **HomeCountry** |
| No. 56, Jalan EJ 2/3 | TAMAN EHSAN JAYA |  | JOHOR BAHRU | 81100 | MALAYSIA |

1. Error occurred on record 243 (Student: 28317235: Willis, Zac Nicholas Date Of Birth 19/05/2005). - This student (Student No 28317235) has previously been identified as the same student with number 28496261. School Curriculum and Standards Authority staff merged this student on the 23/10/2017 and assigned the student the correct number (28496261). Your school would have been contacted to update its records on or soon after this date. As the record is yet to be updated at the school level, this record has failed the verification process.

**Issue**: Duplicate numbers can occur when a student enrols at a new school under a different name, i.e. Zachary, Zac or Zach. Duplication of numbers can also occur if the Authority does not pick up the original student details when asked to search for a number or when a student has enrolled at two schools and is only attending one. Note: the Authority aims to advise schools when student records are merged.

**Solution**: Change the student’s number in your database to the one indicated.

1. Error occurred on record 1 (Student: 31977521: Alvey, John Robert Date Of Birth 14/07/2007).   
   - ABLE WA project student N,, must be either Y or N.

**Issue**: There is an extra comma in a field causing the system to read an extra column.

**Solution**: Remove the extra comma.

1. Error occurred on record 1.   
   The following errors were found in the record:  
   - Record type must be: SRGDG.

**Issue**: This error could be caused by the file not being saved as a .CSV file (i.e. has been uploaded as an .XLSspreadsheet), or the first row still contains the header information.

**Solution**: Ensure the file is saved as a.CSV file and/or check the first row contains student data not header information.

1. Error occurred on record 87 (Student: 36838252: Thomas, Ryan Simon Date Of Birth 22/02/2013).   
   - The specified email address: mel..lou79@hotmail.com is invalid.

**Issue**: The email address given for this student is incorrect as it has two full stops.

**Solution**: Remove the extra full stop, regenerate the file and then upload it again.

1. Error occurred on record 25 (Student: 23071116: Al-Ugaily, Mohammed Date Of Birth 11/02/2000).   
   - Status not specified.

**Issue**: This student does not have their status information included in the upload file (i.e. 1 = current, 2 = deceased, 3 = left secondary education, 4 = left provider, 5 = left Western Australia).

**Solution**: The field cannot be blank. Enter necessary data.

1. Error occurred on record 329 (Student: Hall, Caroline Date Of Birth 10/09/2002).   
   - Student number not specified.

**Issue**: This student does not have their student number included in the upload file.

**Solution**:The field cannot be blank. Enter necessary data. If the student has left your school and did not have a number before uploading the file, enter ‘exclude from SCSA reporting’.

1. Error occurred on record 1 (Student: 28662999: Adams, Deborahi Kaveesha Date Of Birth 29/06/2005).   
   - Invalid Highest School Level Completed 06

**Issue**: Information has been entered into the field pertaining to highest school year previously completed, but it does not fit with the other student data (student may be repeating the year).

**Solution**: This error is only relevant to senior secondary students and can be fixed by removing the data from the student’s record.

1. Error occurred on record 28 (Student: 35060617: Keith, Julie Date Of Birth 20/11/2011).   
   - Home Suburb WESTMINISTER was not a valid Australia suburb with postcode 6061 in WA. Please check that the suburb is valid under 'Administration -> Suburb Postcode Search'.

- Home Suburb WESTMINISTER was not a valid Australia suburb with postcode 6061 in WA. Please check that the suburb is valid under 'Administration -> Suburb Postcode Search'.

- Postal Suburb WESTMINISTER was not a valid Australia suburb with postcode 6061 in WA. Please check that the suburb is valid under 'Administration -> Suburb Postcode Search'.

**Issue**: The suburb name is spelt wrong (WESTMINISTER instead of WESTMINSTER).

**Solution**: Correct the spelling of the suburb name.

1. Error occurred on record 377 (Student: 23456567: Degeneres, Ellen Date Of Birth 06/08/2013).  
   - Student number not specified.  
   - Class Identification was not specified.

**Issue**: This student has two missing fields – the student number (compulsory) and the class identification.

**Solution**: Enter the correct student number and/or class identification, as necessary.   
Note: if the student has left and does not have a number, enter ‘exclude from SCSA reporting’ or put the class identification as N/A, as appropriate.

1. Error occurred on record 85 (Student: 32567111: Galbraith, Brandon Lee Date Of Birth 25/07/2008).   
   - Invalid Parent 1 Language Spoken at Home 1  
   - Invalid Parent 2 Language Spoken at Home 1

**Issue**: Language spoken at home cannot be 1.

**Solution**: If language spoken at home is unknown, use 0.

1. Error occurred on record 30.

- Record type not specified.

- Record type must be SRGDG.

- Calendar year not specified.

- Provider Code not specified.

- Student number not specified.

- Surname was not specified.

- Academic year not specified.

- DOB not specified.

- Gender not specified.

- Status not specified.

- Community Service Completed was not specified.

- Australian Permanent Resident was not specified.

- Full Fee Paying Student was not specified.

- Exemption From School was not specified.

- Australian Aboriginal or Torres Strait Islander was not specified.

- Date Of Status not specified.

- Home Address Line 1 was not specified.

- Home Suburb was not specified.

- Home Postcode was not specified.

- Postal Address Line 1 was not specified.

- Postal Suburb was not specified.

- Postal Postcode was not specified.

**Issue**: This list of errors usually occurs when information has been removed from a file, but the comma delimitations have remained (unseen).

**Solution**: Try deleting the bottom few rows where no data is showing.

1. Error occurred on record 15 (Student: 36405983: Matthews David Jon Date Of Birth 23/11/2012).   
   - Class Identification was not specified

**Issue**: The student’s class identification was not included in the upload file.

**Solution**: Enter the student’s class identification number and upload the file again. If the class identification is unknown, enter N/A.

1. Error occurred on record 200 (Student: 26417134: Little, Sarah Date Of Birth 15/07/2001).   
   - Phone Number must not exceed 20 characters.

**Issue**: The student’s phone number exceeds 20 characters.

**Solution**: Only a phone number should be in this field and it should not exceed 20 characters. Check the information is correct and do not enter any text, e.g. 9456 7892 (Mum work number).

1. Error occurred on record 215 (Student: 29254022: Narkle, Lucy Date Of Birth 12/06/2006).   
   - Postal State was not a valid Australia State.  
   - Postal Postcode was not specified.

**Issue**: This could be an overseas address that requires a country to be entered, or missing the state and postcode information.

**Solution**: Check the address details for the student and correct as needed.

1. Error occurred on record 101 (Student: 31432180: Trigg, John Robert Date Of Birth 10/10/2007).   
   - Full Fee Paying Student was not specified.  
   - Invalid Language Spoken at Home English

**Issue**:The student is missing information regarding whether they are a fee paying student. Incorrect information has been entered for Language Spoken at Home.

**Solution**: If the student is full fee paying overseas student a Y should be entered in this field. It is not related to private school tuition fees.

All language information should be entered as a numeric code – not English, French, Swahili etc. Refer to <http://www.voced.edu.au/content/ngv20199> for the full list of language codes.

1. Error occurred on record 1.   
   The following errors were found in the record:   
   - The number of columns for this file must not be less than 10. Please make sure the uploaded file is a valid file in either .SCSV, .CSV or Fixed Length format and matches with the selected type of VET qualification file.

**Issue**: The file being uploaded is not in the correct format and does not have the correct number of columns.

**Solution**: Refer to the [*Data Procedures Manual* *2019*](https://www.scsa.wa.edu.au/publications/data-procedures-manual)or the file you are uploading to check you have information in all the correct columns.

1. Warning occurred on record: 2 (Student: 23785932: Black, Ella).   
   - This record has been ignored as student 23774832 has not achieved the minimum number of units of competency required to complete the qualification BSB20115.

**Issue**: This message will appear if you have not allowed the RSVET file to upload successfully prior to uploading the RSQUAL file, or the number of competencies in the current year are not correct for the qualification.

**Solution**: Reload the RSVET file and then the RSQUAL file. If the error persists, check the number of competencies in the current year are correct for the qualification. If the issue does not resolve, contact dataservices@scsa.wa.edu.au for assistance.

1. The Student Registration and Demographic (SRGDG): SRGDG1255all2019.csv has failed verification due to the following errors: Failed to upload the file \\\\ccfilesvr01\Websites\_file\_repository\SIRS\FileRepository\StudentRegistrationDemographic\StudentRegistrationDemographic\_201025\_20190327102246.csv. Got the following error instead: Failed to load entity, the entity of type COSProviderEntity with id 0 was not found.

**Issue**: There are a number of reasons why this error may appear.

**Solution**: Please contact [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) to investigate this error.

# Failed processing messages

1. Error occurred on record 359 (Student: 33928410: May Indie Elly Date Of Birth 30/09/2009).   
   - Another student (Name: Whiter, Kay Date Of Birth: 29/06/2009) already exists in the system with the specified student number: 33817410.

**Issue**: An incorrect student number has been allocated to the student.

**Solution**: Contact [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) to either fix the student information, or request a new number.

1. Error occurred on record 367 (Student: 30942548: Miller, Jacob Date Of Birth 23/08/2006).   
   Invalid Mobile No

**Issue**: The student’s mobile number is incorrect. It may include additional information, e.g. Mum’s work, or is not a valid mobile number.

**Solution**: Check and correct the number as needed.

1. Error occurred on record 278 (Student: 34679690: Naman, Jayme Kaur Date Of Birth 17/11/2010).   
   The value specified will cause an overflow error in the database. Value length: 28. Column max. length: 10  
   Parameter name: VisaSubClass  
   Bridging Visa E Subclass 050

**Issue**: Incorrect or additional information has been entered in the visa subclass field. Only the visa subclass number should be entered, i.e. 457.

**Solution**:Check the information entered and correct the number.

1. Error occurred on record 538 (Student: 25336500: Mabbott, Robin David Date Of Birth 2/08/2001).   
   An exception was caught during the execution of an action query: Transaction (Process ID 89) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Re-run the transaction.   
   Check InnerException, QueryExecuted and Parameters of this exception to examine the cause of this exception.

**Issue**: There may be a number of reasons for this error occurring and it will need to be investigated.

**Solution**: Contact [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) to investigate this error.

# Processed with warning messages – do not ignore

1. Warning occurred on record: 82 (Student: 28803096: Burford, Siän Marie Date Of Birth 15/11/04).   
   - The record of the Student with Student Number 28803096 has the student name different from the current student name, therefore your registration details for this student are ignored. Contact the School Curriculum and Standards Authority to get this changed.

**Issue**: This student has an accent on her name. Occasionally accents upload into a different format and may be removed to avoid error messages.

**Solution**: Contact [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) for further information.

1. Warning occurred on record: 28 (Student: 28897565: Bathurst, Gary Barry Date Of Birth 27/06/2005).   
   - This record has been ignored as the academic year of student with student number 28897565 does not match with the current record. Please contact the School Curriculum and Standards Authority for further assistance.

**Issue**: This student is in a different academic year in the SIRS database to the one listed in the file you are uploading. This could be due to the fact that they have been to a Care School, where all students are registered in a specific year regardless of age.

**Solution**: Confirm which year the student is registered in and correct.

1. Warning occurred on record: 400 (Student: 27433522: Kelly Sharnee Kate Date Of Birth 25/06/2004).  
   - This record has been ignored as you are not defined in SIRS as the Main Provider of the Student. Only the Main Provider can update Student Registration details. If you are the Main Provider of the Student, you will need to contact School Curriculum and Standards Authority to get this changed.

**Issue**: In most instances, a school can upload a student who is currently registered at another school, as long as all the demographic details are correct and the Department of Education is not listed as their Main Provider.

**Solution**: If the student’s Main Provider is the Department of Education (9000), then you will need to contact [dataservices@scsa.wa.edu.au](mailto:dataservices@scsa.wa.edu.au) to have the student transferred to you. They will be assigned to 9000 if they have been on a NoA or listed as missing.

1. Warning occurred on record: 106 (Student: 33681164: Michael, Max Date Of Birth 23-08-09).   
   - The record of the Student with Student Number 33681164 has the student name different from the current student name, therefore your registration details for this student are ignored. Contact the School Curriculum and Standards Authority to get this changed.

**Issue**: The student’s previous name field is the same as their current name.

**Solution**: Remove previous name information and upload the file again.