



# Ability for Higher Education Providers to delete submitted eCAFs

## Important Update

### Overview

**This change only applies to Higher Education eCAF types.**

Higher Education Providers (HEPs) will now be able to delete eCAF records in specific circumstances, for example when a student withdraws before the census date or when enrolment data is entered incorrectly and cannot be revised.

Prior to this enhancement, HEPs could not delete submitted eCAFs and had to request assistance from the department, resulting in delays and additional administrative effort. With the introduction of self-service deletion functionality, HEPs can now manage eCAF records directly, streamlining operations and promoting greater efficiency and transparency in student record management.

HEPs can now delete submitted eCAFs for all higher education eCAF types using either the eCAF User Interface (website) or bulk spreadsheet upload. This self-service approach will reduce the need for manual department intervention. Each deletion requires mandatory validation checks and requires a clear reason, which is communicated to the student and recorded in the eCAF audit timeline to ensure transparency. Once deleted, enrolments will be marked as “Deleted” but remain accessible for search and audit purposes.

It's important to note that this deletion functionality is available only for eCAFs in **‘Student Submitted’** status. Individual HEP users with Provider-level access will continue to be able to delete enrolments in the following statuses: Invitation Sent, Enrolment Data Submitted, Expired, Locked, Student Draft.

Further detail on completing an eCAF deletion can be found in the “How to section” at the end of this document.

## Key Features of eCAF deletions via User Interface (UI)

- **Permanent Action** – Deleted eCAFs cannot be reinstated by HEPs.
- **Mandatory Reason** – HEPs must enter a clear reason for the deletion in a free-text field; this reason will appear in the student’s deletion notification email.
- **Student Notification** – Students receive an automated email advising their eCAF has been deleted with the mandatory deletion reason as provided by the HEP.
- **Compliance** – Ensures a student who withdraws their Request for Commonwealth Assistance also has any associated eCAF removed from the eCAF system. Also ensures a student’s eCAF includes accurate information as at census date.
- **Confirmation Steps**: Secondary prompts ensure accuracy before any deletion occurs.
- **Audit Logging** – All deletions logged with username and deletion details for transparency.
- **UI-Only Access** – Deletion can only be performed via the eCAF user interface (individual or bulk upload), not through API.

### Important Rules

An eCAF must never be deleted if the student has requested any form Commonwealth assistance and their census date has passed without withdrawal. This includes situations where the student has incurred a HELP debt, used SLE balance or accessed a CSP in a FEE-FREE Uni ready course. Deletions are strictly prohibited in these situations.

To ensure that eCAF deletions are performed within the allowable scope, HEPs must review and confirm three mandatory questions before proceeding. If there is any uncertainty regarding these questions, or if any answer is ‘No’, the eCAF must not be deleted.

Delete eCAF ✕

**Warning:** A submitted eCAF should only ever be deleted if the below criteria is met. Please do not delete if you are unsure if the eCAF meets the criteria.

The student will be sent an email notifying them that their eCAF has been deleted. You must specify a reason, which will be included in the email sent to the student and will also be recorded in the audit logs.

You must complete fields with a \*

\* The student withdrew, deferred, or cancelled their request for CSP/HELP before the relevant date (e.g. census, payment, or debt incurred date)?  
 Yes  No

\* The student has not received any Commonwealth assistance and/or incurred HELP debt for this course or study period?  
 Yes  No

\* There is no CSP data and/or no loan data reported in TCSI for this course or study period?  
 Yes  No

\* Reason:

## Key Features of eCAF deletions via Bulk Spreadsheet upload

- **Permanent Action** – Deleted eCAFs cannot be reinstated by HEPs.
- **Mandatory Reason** – HEPs must enter a clear reason for the deletion in a Reason column; this appears in the student’s deletion notification email.
- **Compliance** – Ensures a student who withdraws their Request for Commonwealth Assistance also has any associated eCAF removed from the eCAF system. Also ensures a student’s eCAF includes accurate information as at census date.
- **CSV Upload:** Provider Managers can upload a CSV spreadsheet listing multiple eCAF records for deletion (999 rows max at a time).
- **Validation Options:**
  - **Dry Run:** Validate the uploaded file without deleting records to ensure no errors.
  - **Deletion:** Confirm and execute deletions after Dry Run validation is successful.
- **Confirmation Steps:** Secondary prompts ensure accuracy before any deletion occurs.
- **Audit Logging:** All deletions logged with username and deletion details for transparency.
- **Status Updates:** Deleted records are flagged as “Deleted” in the UI.
- **Student Notification:** Students receive an automated email advising their eCAF has been deleted with the mandatory deletion reason as provided by the HEP.

## Who Can Perform Bulk Deletions

Only users with the **Provider Manager** role can perform bulk deletions. This role was introduced in November 2025 to ensure deletion actions are controlled, auditable, and restricted to authorised personnel. The Provider Manager role will be limited to two staff per institution. Access can be requested by completing an access request form, signed by your institutions eCAF primary contact: [www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form](http://www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form).

## Important Rules

An eCAF must never be deleted if the student has requested any form Commonwealth assistance and their census date has passed without withdrawal. This includes situations where the student has incurred a HELP debt, used SLE balance or accessed a CSP in a FEE-FREE Uni ready course. Deletions are strictly prohibited in these situations.

To ensure that eCAF deletions are performed within the allowable scope, HEPs must review and confirm the below mandatory questions before uploading deletion data. If there is any uncertainty regarding these questions, or if any answer is ‘FALSE’, the eCAF must not be deleted.

The following columns in the spreadsheet map to the below meanings:

- **Withdraw:** The student withdrew, deferred, or cancelled their request for CSP/HELP before the relevant date (e.g. census, payment, or debt incurral date)?
- **NoDebt:** The student has not received any Commonwealth assistance and/or incurred HELP debt for this course or study period?
- **NotReported:** There is no CSP data and/or no loan data reported in TCSI for this course or study period?

- The validations before deletion confirm that:
  - the eCAF ID is correct.
  - the eCAF status is ‘Student Submitted’ and therefore eligible to be deleted.
  - a mandatory deletion reason has been provided.
  - The Withdraw, NoDebt and NotReported validations are ‘TRUE’.
- If any mandatory validations fail the deletion process is blocked.

## What HEPs need to do

HEPs must read this fact sheet to fully understand the conditions under which an eCAF can be deleted, and how to perform that deletion. The department recommends that HEPs use the eCAF training environment to test the eCAF delete functionality before performing a deletion in the live system. This approach will enable HEPs to familiarise themselves with the mandatory validations and ensure all requirements are met prior to processing any eCAF deletions.

For bulk deletions, HEPs should verify who holds the Provider Manager role within their institution, or if necessary, request access for up to two staff by completing the access request form available at: [www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form](http://www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form).

## When HEPs need to do it

HEPs can commence testing the eCAF deletion functionality from 24 November 2025, ahead of its rollout to production on 27 November 2025.

## Key Dates and Enhancement

Date	Enhancement	Action/Comments
24 Nov 2025	<b>Government eCAF Training</b> release of HEP ability to delete eCAFs - UI deletions and bulk spreadsheet uploads	HEPs can test the eCAF delete functionality. This new functionality applies to all Higher Education eCAF templates.
27 Nov 2025	<b>Government eCAF Production</b> release of HEP ability to delete eCAFs - UI deletions and bulk spreadsheet uploads	HEPs can now delete eCAFs in the 'live' production environment. This new functionality applies to all Higher Education eCAF templates.
27 Nov 2025	Release of <b>Provider Manager</b> user role.	Bulk deletions can only be performed by users with the Provider Manager role.  Each institution may assign a maximum of two Provider Managers.  Access can be requested by completing an access request form, signed by your institutions eCAF primary contact: <a href="http://www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form">www.dewr.gov.au/vet-student-loans/resources/government-ecaf-system-access-request-form</a> .

## Benefits for Providers

- Faster resolution of incorrect or withdrawn eCAFs.
- Reduced dependency on departmental intervention.
- Improved control and transparency in managing student records.
- Increased eCAF administrative autonomy for HEPs.
- Provider Manager user has the capability to delete multiple eCAFs in a single action via spreadsheet upload.



## Student Experience

- Students receive an automated email notification when their eCAF is deleted.
- Email includes institution name and reason for deletion.
- Students remain informed about their eCAF status.

## Support Materials

- eCAF Website 'Help' menu:
  - FAQs
  - User Guide
  - API references
  - User Guide Release Note (November 2025)

## Contact Us

Email the team at: [HEenquiries@education.gov.au](mailto:HEenquiries@education.gov.au).



## FAQs

### **Q1: What is the new eCAF deletion functionality for HEPs?**

A: HEPs can now delete submitted eCAFs directly in the system under specific conditions. This replaces the previous departmental request process. Deletions require compliance checks, a reason, and student notification.

### **Q2: Under what circumstances can an eCAF be deleted?**

A: Deletion is generally only allowed when:

- Incorrect enrolment details entered that cannot be revised (e.g wrong eCAF type selected).
- The student withdrew before the census date.
- Duplicate submissions occurred.

Incorrect information that can be revised should be handled via the edit/revise function, not by deleting the eCAF.

### **Q3: Is deleting an eCAF permanent?**

A: Deleted eCAFs cannot be reinstated by HEPs.

### **Q4: What information must HEPs provide when deleting an eCAF?**

A: HEPs must enter a clear reason for deletion in a mandatory free-text field. This reason will appear in the student's email notification.

### **Q5: Will students be notified when their eCAF is deleted?**

A: Yes. Students receive an automated email including the HEPs name and the reason for deletion. This ensures transparency and keeps students informed about their eCAF status.

### **Q6: Can HEPs delete eCAFs after the census date?**

A: Yes, but only when the 3 mandatory questions are completed and the eCAF and student are eligible to have their eCAF deleted. See

### **Q7: What happens if mandatory compliance checkboxes are not completed?**

A: If any checkbox is marked "No," a warning message will appear, and deletion will be blocked.

### **Q8: Is this functionality available via API?**

A: No. Deletion can only be performed through the eCAF user interface (UI), either individually or via bulk upload.

### **Q9: What is bulk eCAF deletion and who can perform it?**

A: Bulk deletion allows approved users to remove multiple eCAFs in one action using a CSV upload. Only users with the new **Provider Manager** role can perform bulk deletions. This role ensures that high-risk actions are controlled and auditable.

### **Q10: What compliance obligations apply to deletion?**

A: Providers must comply with record-keeping obligations under the *Archives Act 1983*. A copy of the original eCAF must be retained for seven years.

### **Q11: Who do I contact for support?**

A: Email the team at [HEenquiries@education.gov.au](mailto:HEenquiries@education.gov.au).



# 1. How to perform an eCAF deletion via User Interface (UI)

1. Select 'eCAFs' from the top menu. A list of all eCAFs will be displayed.

2. Search the eCAF to be deleted, click on any field to open the record.

Australian Government

Enrolments eCAFs Progressions Emails Corrections VSL Courses Preferences Help

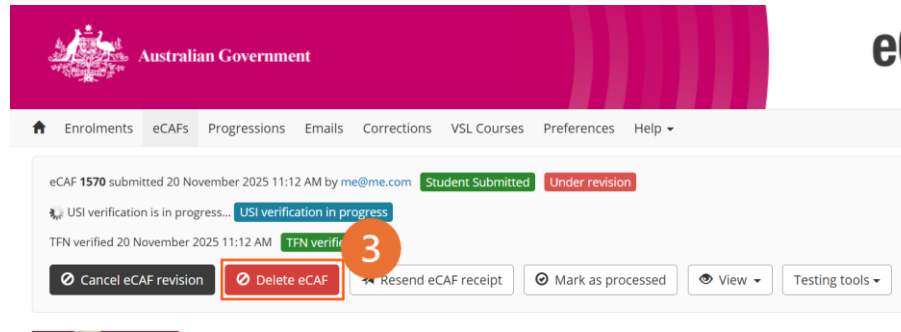
eCAFs ?

Search [v] [x] Mark all as processed [x] Mark all as unprocessed [ ] Processed [x] Not Processed

Showing 1 to 100 of 532 results where the eCAF is not processed. [Clear search](#) | [Export to Excel](#)

ID	Type	Student ID	Course code	Email address	Last name	First names	Middle names
1570	HECS-HELP	168665	84545-13951	me@me.com	Pagac	Guadalupe	
1520	VEI Student	46556	CHC53215	test@test.com	Orn	Tessie	

3. Select 'Delete eCAF'.



4. Answer the mandatory 3 Questions and Reason field and select OK.

Note: the reason field is what is sent to the student in their deletion email.

**Delete eCAF**

**Warning:** A submitted eCAF should only ever be deleted if the below criteria is met. Please do not delete if you are unsure if the eCAF meets the criteria.

4 student will be sent an email notifying them that their eCAF has been deleted. You must specify a reason, which will be included in the email sent to the student and will also be recorded in the audit logs.

You must complete fields with a \*

\* The student withdrew, deferred, or cancelled their request for CSP/HELP before the relevant date (e.g. census, payment, or debt incurrence date)?  
 Yes  No

\* The student has not received any Commonwealth assistance and/or incurred HELP debt for this course or study period?  
 Yes  No

\* There is no CSP data and/or no loan data reported in TCSI for this course or study period?  
 Yes  No

\* Reason:

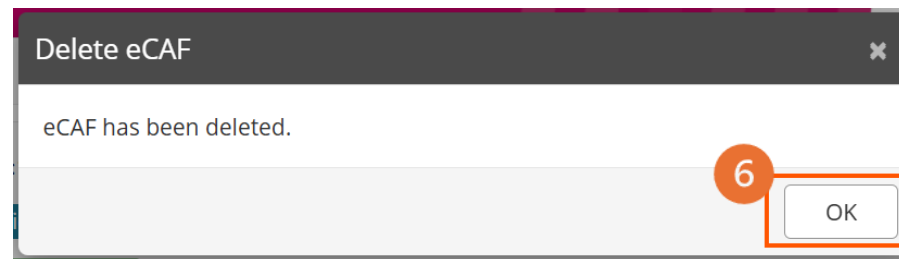
OK Cancel

5. Select 'Yes' to confirm deletion.

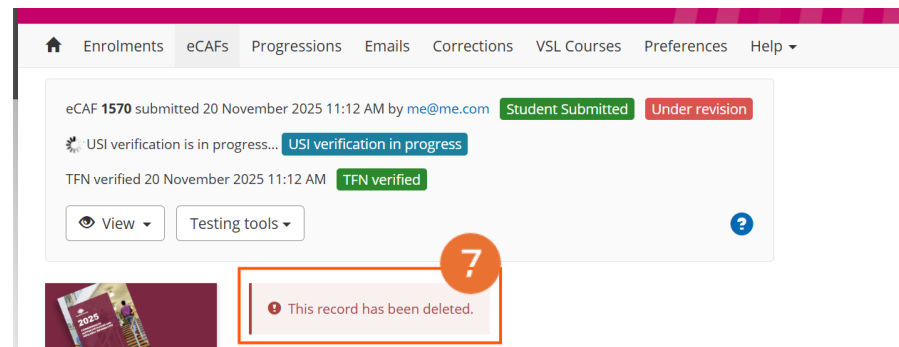
Note: this action cannot be undone.



6. Select 'OK' to acknowledge eCAF has been deleted.

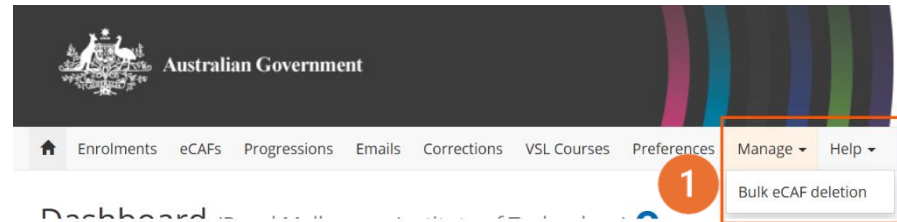


7. Confirmation displayed of eCAF deleted.



## 2. How to perform a Bulk eCAF deletion for Provider Managers

1. When logged in as a **Provider Manager**, select 'Manage' then 'Bulk eCAF deletion' from the top menu.



### Bulk eCAF deletion

This management tool allows multiple eCAFs to be deleted. **Use it with great care.**

The IDs of the eCAFs to be deleted must be supplied in a CSV file, along with the deletion reason. Students will be emailed to notify them of the deletion, and the reason will be included in the email.

The following columns in the spreadsheet map to the below meanings:

- **Withdraw:** The student withdrew, deferred, or cancelled their request for CSP/HELP before the relevant date (e.g. census, payment, or debt incurral date)?
- **NoDebt:** The student has not received any Commonwealth assistance and/or incurred HELP debt for this course or study period?
- **NotReported:** There is no CSP data and/or no loan data reported in TCSI for this course or study period?

2. Download an empty spreadsheet template.
3. Complete the spreadsheet and upload deletion data.

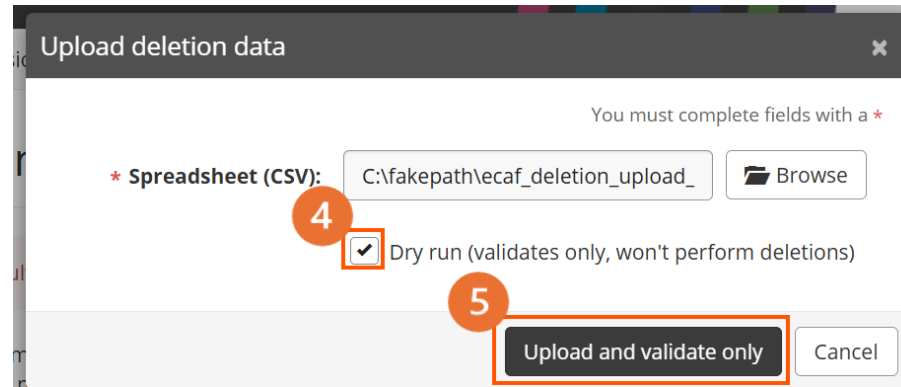
Note: you must answer the 3 mandatory questions in the spreadsheet, noted in 'Important Information' above.

2 [Download an empty spreadsheet template](#)

3 [Upload deletion data](#)

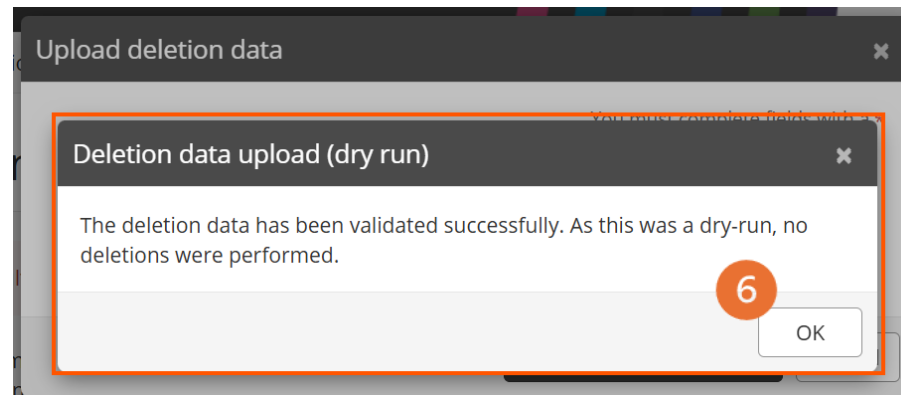
4. Tick the 'Dry run' option to validate and check for any errors.

5. Select 'upload and validate only'.

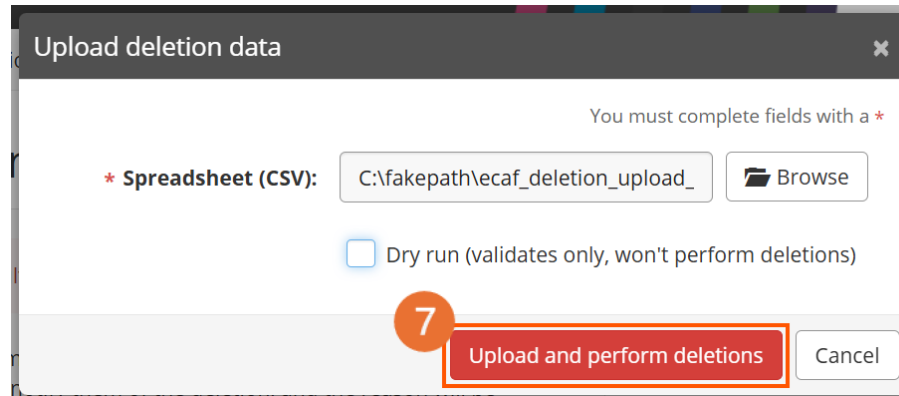


6. The system will perform a check of all data in the spreadsheet and ensure that there are no errors.

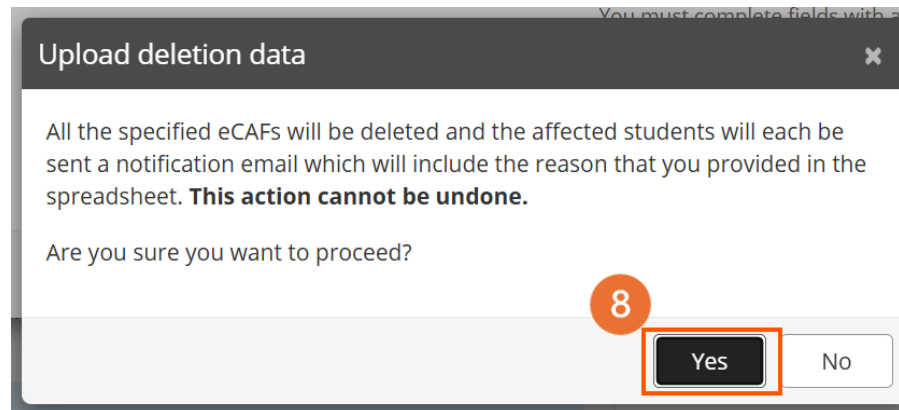
Note: Any errors will be listed, and you will need to go back to the spreadsheet to correct them, re-upload the spreadsheet, and re-run the dry-run validation.



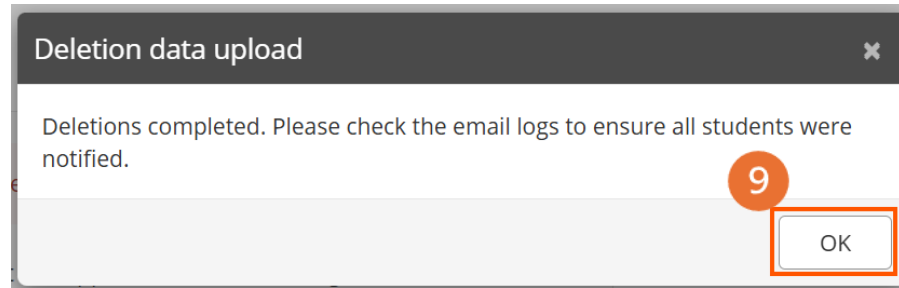
7. Once there are no errors, untick 'Dry run' to select 'upload and perform deletions'.



8. Confirm deletion by selecting 'Yes'.  
Note: this action cannot be undone.



9. Notification received that deletions have been completed.



10. Check email logs to ensure all students were notified.

