



Tertiary Scholarship and Loans Board

"Building a Smarter Fiji"

Online Application Information System

Requirement Specification Catalogue (RSC)

Generic User Requirements

1.0 TERMS AND ABBREVIATIONS

Terms and abbreviations used in this document and attachments have the meaning as shown in the table below:

Term/Abbreviation	Meaning
TSLB	Tertiary Scholarship and Loans Board
FRCS	Fiji Revenue and Customs Authority
NTS	National Toppers Scheme
TELS	Tertiary Education Loans Scheme
TES	Tertiary Education Scheme
TCF	Technical College of Fiji
TOTAA	Term To Term Academic Assessment
BP	Business Process
SOP	Standard Operating Procedure

2.0 Introduction and Background

TSLB is undergoing a series of transformations as we focus on achieving our Vision of being A World Class Scholarship and Loans Fund disbursement institution delivering excellence in customer services, Accounting and HR practices, accountability and transparency in the processes and procedures and adoption of accurate financial aid processing that is in full compliance with state and university regulations.

The Strategic Focus Areas include:

- (1) Partnership
- (2) Legislation & Process
- (3) People
- (4) Technology

The Online Application Information System refers to the system of collecting, recording, classifying, presenting, processing, storing and disseminating various information, required for efficient and effective management the Fijian Government Schemes Administered by TSLB

The implementation of this project will accomplish the requirements to have a robust integrated Online Application, Document Management, Database Management and the Accounting and HR Information System that will acquire, store, analyse, control and process the flow of information and services throughout the TSLB. This system should have the capacity to automate key processes and procedures. The selected system should meet the current needs of the Authority and have the flexibility and capacity to grow and meet future needs for a digital environment.

The new online application system must facilitate the following functions:

- Automate the application, assessment and approval processes;

- Automate the Term to Term Academic Assessment ;
- Automate the Term to Term allowance and tuition fees calculation by students and HEI's
- Generate the required reports for business analytics;
- Eliminate or reduce the amount of non-value adding activities and decrease time in delivering outputs and outcomes;
- Knowledge transfer to TSLB; and
- Benchmarking against best practices.

During this process, relevant business rules should be updated. Existing standard operating procedures and BP/BR documents will be made available.

3.0 Current Status

TSLB currently has an online application portal. However, the same is limited in scope in terms of what functions it can perform as the system is still at development phase. The current system is able to accept online applications for TELS and NTS but the processing of the applications have to be done manually and appropriate check boxes ticked by TSLB staff before the students are able to generate their offer letters, bond forms and conformation letters.

Apart from the aforesaid processes, all other process and procedures at TSLB are performed manually currently using excel based templates. This includes, applications received manually, term to term academic assessment, processing and disbursement of tuition and allowances, updating students accounts/ledger, accounting and HR records, manual filing /hard copies etc.

TSLB is seeking a technical solution that:

- a) supports the effective management of application and payments processes
- b) leverages best practices;
- c) reduces manual transactional work;
- d) enhances reporting capability;
- e) enables multi-channel engagement; and
- f) integrates seamlessly with external systems performing specific functions.

4.0 General Requirements

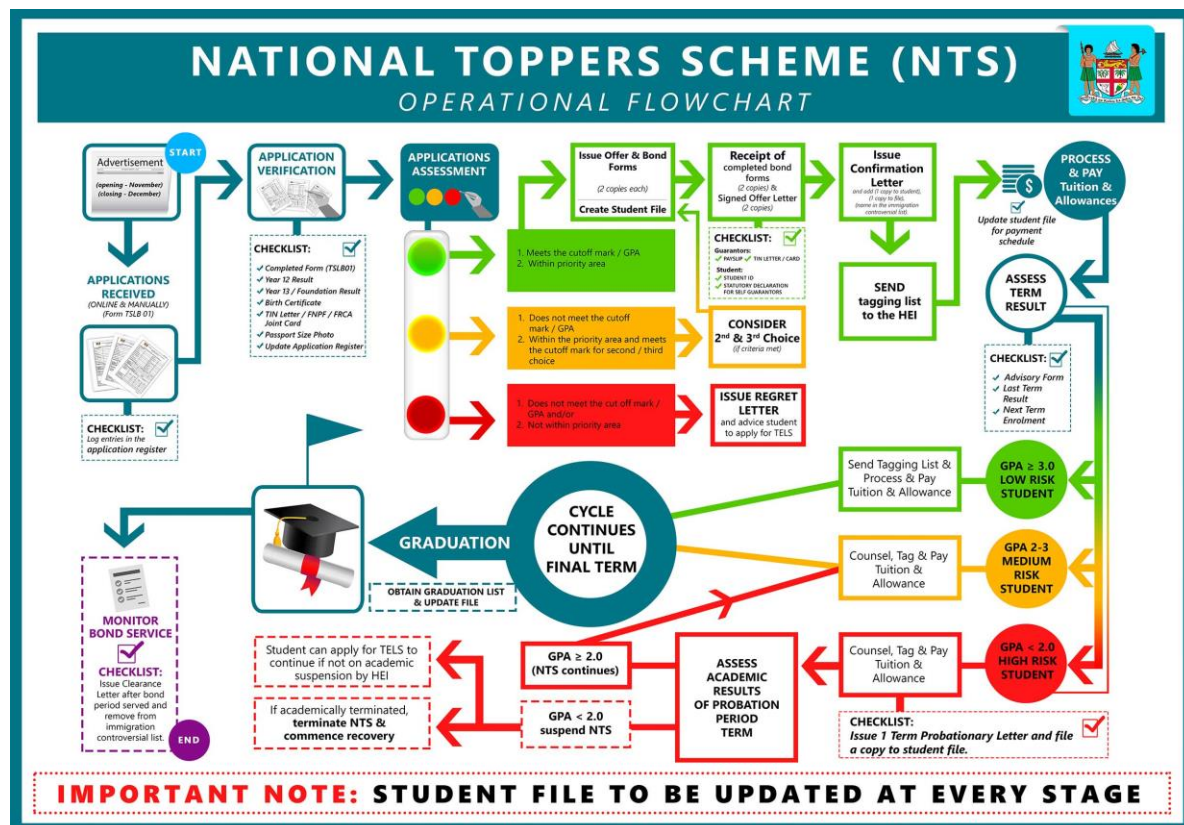
1	The system should incorporate the existing components as far as practicable and provide for better or additional functions benchmarked against international best practices.
2	The system should be customisable.
3	The system must be built on a standard framework of core features and layers for the customization, which as far as possible should be done following a configuration approach rather than one based on individually designed and specifically developed components.
4	The system must provide full history of reference data.
5	The system must provide comprehensive data exchange capability for systematic exchange of relevant data with other systems.
6	The system must provide comprehensive Document Management.
7	The system must provide comprehensive MIS, comprising predefined reports, ad hoc queries and ad hoc report generation.
8	The system must provide support for processing paper based information as well as electronic processing.
9	The system must provide comprehensive documentation, including system administration and maintenance literature and user guides. It is required that online training and all support documentation must be available electronically and that these must be able to be maintained on an ongoing basis in an effective and efficient manner.
10	User manuals must be available as a comprehensive onscreen context sensitive help system.
11	System maintenance and operations related manuals to be provided in electronic form and hard copy.
12	The system must be able to import and export data in various formats with clear data migration plans and a proposed best practise migration model clearly defined.
13	The analysis of current processes and product optimization regarding the specifics of the HR process is required.
14	Mapping of current BP presenting "as is" situation.
15	Proposing relevant modernization and optimization of all business critical processes based on the vendor's own reference model and recognized best practice.
16	Preparing BP model, which includes simulation of automated processes.
17	All user screens, user manuals, and basic technical system support in English language. The basic configuration ensures that there is no need to create new program versions for language versions.
18	The system must ensure secure, authorised and auditable/traceable access to student data, which in principle and by nature is sensitive and should be protected accordingly;
19	Vendors may propose use of recognized products for the purposes of authorization and authentication.
20	The User Administration module of the new system must use the domain and privilege of the system administrator, who in turn may assign a subset of his rights in accordance with security requirements to the so-called advanced users.

5.0 NTS Solutions Functionality

5.1 The National Toppers Scheme is a full time scholarship awarded to high scoring students who have completed Year 13 or equivalent foundation studies in the year preceding the awards.

5.2 The current flow of activities for administering the NTS Scheme is as per Diagram 1.

Diagram 1: NTS Flow of Processes



4.3 The whole life cycle of a NTS student can be broken down into follow phases:

- (i) Application and approval- Before studies.
- (ii) Award and Studies- During studies.
- (iii) Post- Graduation- Post Studies.

4.4 It is expected that the new Online Application System will support the entire application, assessment, disbursement and student account reconciliation functions in TSLB.

4.5 Activities such as application, assessment, approval, confirmations, allowance and tuition computation, etc. should be automated from point of application/entry with strong workflow management to support the processes.

4.6 The summary of what the current processes are and what is expected on a minimum from the new solution is tabulated below.

NTS Application Solution General Requirement

GR	Current	Requirement
Application Mode	Students can either apply online or manually	<ul style="list-style-type: none"> • Students to be able to apply fully online and for those who are applying manually for various reasons (lack of internet services, lack of computer knowledge etc.) TSLB staff to be able creates student account and upload the required information/documents. • Only 100% completed application to be accepted by the system. For incomplete applications, applicants must be advised of what is pending. • Students must get an automatic generated message once the application has been successfully submitted. • For incomplete applications, student should not be able to submit and must get a notification on the incomplete information.
Application Approval	<p>Online applications are assessed by TSLB staff and then approved box ticked for successful applicants before they are able to print offer letters and bond for.</p> <p>For the manual applications the entire process is done manually. No provision on the system for TSLB staff to upload student information and documents.</p>	<p>All applications to be automatically assessed as follows:</p> <ul style="list-style-type: none"> • Top ranked students based on percentage score of Year 13 /Equivalent Foundation Results as per the number of awards to be defined by TSLB to be automatically identified. • TSLB Staff to review the applications based on the automatic list generated and be able to select one of the three choices for the applicant as applied as approved program. • Successful applicants must get a congratulatory message and a note that they can now print their offer letters and bond form. • TSLB Staff to approve the final selected students and as soon as the approved key is activated, students should be able to print personalised fillable offer letter and bond form. • For students whose NTS application is not successful, they must automatically be able to print their personalised offer letter and bond form after TSLB staff has ticked the decline option. • Unsuccessful applicants to get a regret message and a note that they can now print their personalised TELS offer letter and bond form. • Automatic tally of awards confirmed by category and balance to be displayed on the dashboard. No more awards than the defined number of awards are to given out-system to restrict this once the award category becomes zero. • Student to automatically push students with Year 13 marks below 300 and Foundation Studies GRA below 3.5 to TELS application and approval.

NTS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
Award Confirmation	<p>For online application, students able to print the confirmation letter after the confirmed option are ticked by TSLB Staff.</p> <p>For manual application, completed offer letter and bond form assessed manually and hard copy confirmation letter issued.</p>	<ul style="list-style-type: none"> • Students should be able to complete the fillable offer letter and bond form and submit/upload online. • Only 100% completed offer letter and bond to be accepted by the system. For incomplete documents, applicants must be advised of what is pending. • As soon a 100% completed offer letter and bond form is submitted, automated personalised confirmation letter to be generated and sent to the student. A conformation message to be sent to the student and also the confirmed listing to be updated by category, program and HEI. • For offer letter and bond form received manually, TSLB staff to be able to upload and update. • As soon as the offer letter and bond form is uploaded by TSLB staff, personalised confirmation letter to be generated and sent to the student.
Tagging for New Students	Manually prepared in excel and submitted to HEI's	<ul style="list-style-type: none"> • To be automatically prepared post confirmation of the awards.
Allowance calculation and payment for new students	All processing is done manually	<ul style="list-style-type: none"> • Total allowance to be calculated automatically. • Total allowance to be spilt in two batches of 50% automatically. • Final allowance to be automatically calculated after the final enrolment reports are exported/upload by HEI's and balance to be calculated automatically using the formula : Final Disbursement = Total Disbursements – First Batch Disbursements. • This to be linked to the TSLB accounting system.
Term to Term Academic Assessment	All processing is done manually upon receipt of previous term results in excel from the HEI's.	<ul style="list-style-type: none"> • HEI's to be able to upload/export term to term results using the HEI Login Portal. • The system to be able to automatically calculate and generate the following results and reports: • Tagging list based on the GPA limit set by TSLB; • Probation list as per the GPA limit set by TSLB and for students who achieve GPA below the required minimum for the first time. That is below 2.0 • Provisional suspension list for students failing to meet the required GPA during the probation period. For students whose GRA falls below 2.0 for two or more consecutive academic terms. • TSLB staff to be able to review the provisional suspension and make the final decision. • For students who are approved for suspension, automated personalised suspension letter to be issued to students with an automatic notification sent to the students.

NTS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
Term to Term Academic Assessment		<ul style="list-style-type: none"> ○ For students who are approved for termination, automated personalised termination letter to be issued to students with an automatic notification sent to the student. ○ For all students whose GPA is 2.0 or above automatic tagging list to be prepared.
Allowance Processing for continuing students	Manually processed after receipt of previous academic terms results and the new academic term enrolment report from HEI's in excel.	<ul style="list-style-type: none"> ● Automatic processing of allowances for those whose GPA is 2.0 or above on pro-rata based on academic load subsequent to the export/upload of previous terms academic results and new terms enrolment report by HEI's. ● Academic Load factor to be calculated as Net Enrolments / Full academic load per term as per HEI regulation. ● Net Enrolments to be calculated as Total Number of Courses Enrolled for minus any Foundation units minus any repeat unit for 3 or more times. ● Automatic processing of allowances for those whose GPA is below 2.0 for the first time on pro-rata based on academic load subsequent to the export/upload of previous terms academic results and new terms enrolment report by HEI's. ● For students with poor academic performance for consecutive terms, automatic processing only after manually approved by TSLB. ● All allowance processing and payment of tuition after the award duration as captured in the offer letter must be ceased unless manually approved by a TSLB authorised officer. ● This to be linked to the TSLB accounting system.
Term to Term Tuition Fees Payment	Manually processed after receipt of hard copies of the invoices from HEI's.	<ul style="list-style-type: none"> ● Invoices/Bills to be uploaded exported by the HEI's using the online portal. ● System to automatically process payments by removing from the payments any courses which is billed for the third or more times. ● This to be linked to the TSLB accounting system.
Updating Students Academic History an Payments Schedule	Manual updating of student accounts and academic history.	<ul style="list-style-type: none"> ● To be automatically updated under student academic history and student account history. This should be accessible to students upon their login. ● Any units enrolled for more than 2 times must be clearly picked up by the system and differentiate and subtracted from the enrolled courses for the purpose of allowance and tuition disbursement.

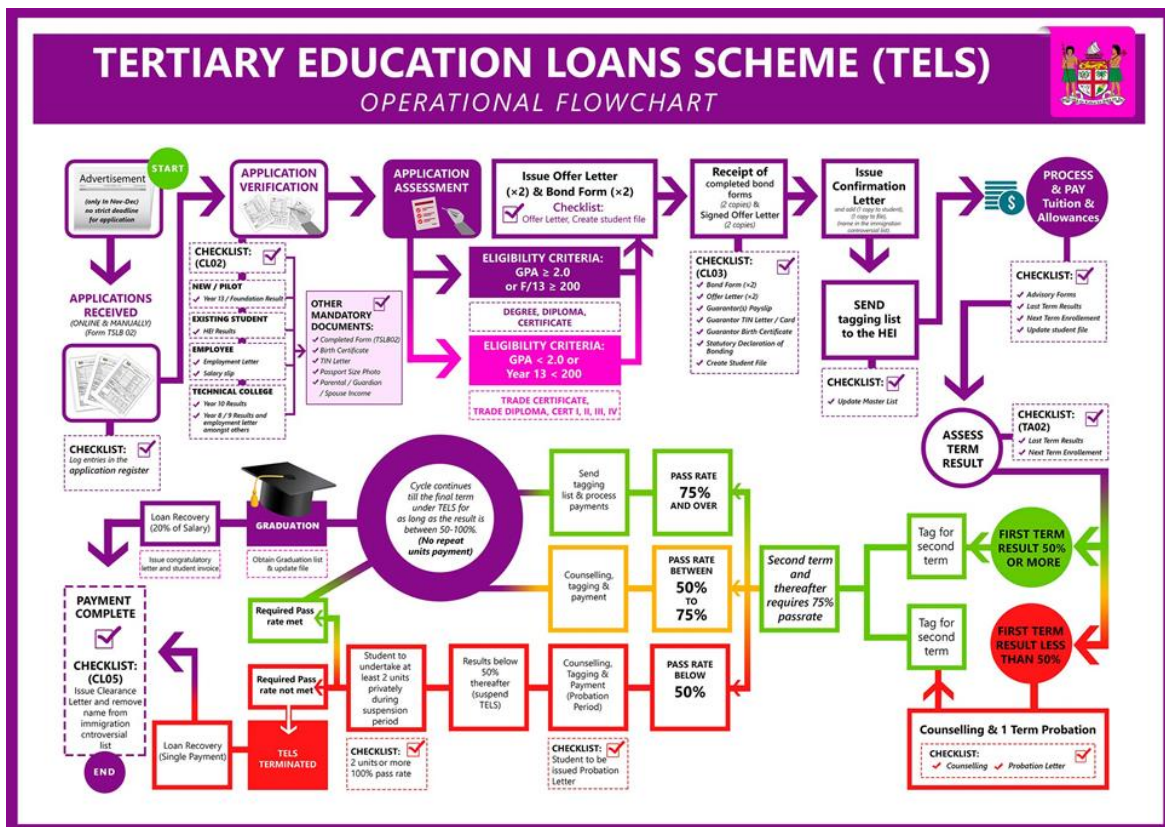
NTS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
Change in Program/Major/Minor/Institution	Manual Application and Monitoring	<ul style="list-style-type: none"> • System should allow students to complete the fillable PDF form online with the provision for online assessment and decision by TSLB Staff.
Bond Service Monitoring	Manual monitoring and issuance of clearance letters.	<ul style="list-style-type: none"> • The system should allow the students to enter their employment details and upload the employment contracts. • TSLB staff should be able to vet the information loaded by the graduates online and tick the service activation button. • The students profile should automatically calculate the total years of service required, years served and balance of years to be served. • Once the service period balance reads as zero, automatic personalised bond clearance letters to be generated and sent to applicants. • System to allow TSLB to generate the bond service reports for submission to FRCS.

6.0 Tertiary Education Loans Scheme (“TELS”) Solution Functionality

- 6.1 Tertiary Education Loans Scheme (“TELS”) is a fund intended to provide financing to Fijian students who have qualified for higher education at approved institutions but are unable to support themselves financially.
- 6.2 The Scheme provides student loans to eligible citizens of Fiji to enable them access to higher education at affordable rates, in line with the Fijian Government’s vision of “Building a Smarter Fiji”.
- 6.3 TELS is divided into different schemes with different eligibility criteria as follows:
- 6.3.1 TELS FOR NEW STUDENTS
 - 6.3.2 TELS FOR EXISTING STUDENTS
 - 6.3.3 TELS – TECHNICAL COLLEGE OF FIJI
 - 6.3.4 TELS – PRIVATE SECTOR EMPLOYEES
 - 6.3.5 TELS – PUBLIC SECTOR EMPLOYEES.
 - 6.3.6 TELS – ACCOMMODATION LOANS SCHEME (ALS)
 - 6.3.7 TELS – PILOT TRAINING
 - 6.3.8 TELS – FNU Engineering Programs after Completion of Year 12 in 2017 or thereafter.

6.4 The current flow of activities for administering the TELS Scheme is as per Diagram 2.

Diagram 2: TELS Processes Flow



TELS Application Solution General Requirement

GR	Current	Requirement
Application Mode	Students can either apply online or manually	<ul style="list-style-type: none"> • Students to be able to apply fully online and for those who are applying manually for various reasons (lack of internet services, lack of computer knowledge etc.) TSLB staff to be able creates student account and upload the required information/documents. • Only 100% completed application to be accepted by the system. For incomplete applications, applicants must be advised on what is pending. • Students must get an automatic generated message once the application has been successfully submitted. • For incomplete applications, student should not be able to submit and must get a notification on the incomplete information.
Application Approval	<p>Online applications are assessed by TSLB staff and then approved box ticked for successful applicants before they are able to print offer letters and bond for.</p> <p>For the manual applications the entire process is done manually. No provision on the system for TSLB staff to upload student information and documents.</p>	<p>All applications to be automatically assessed as follows:</p> <ul style="list-style-type: none"> • Applicants meeting the criteria and having Year 13 Marks above 200 of Foundation Studies GPA above 2.0 to be automatically tagged for Certificate, Diploma, Advanced Diploma or Degree Programs at any approved Higher Education Institution in Fiji for approval by TSLB Staff. • Applicants meeting the criteria and having Year 13 Marks below 200 of Foundation Studies GPA below 2.0 to be automatically tagged for Certificate or Trade Diploma program at any approved Higher Education Institution in Fiji for approval by TSLB Staff • TSLB Staff to review the applications based on the automatic tagging list generated and be able to select one of the three choices for the applicant as applied as approved program and approve the same. • Successful applicants must get a congratulatory message and a note that they can now print their offer letters and bond form. • TSLB Staff to approve the final selected students and as soon as the approved key is activated, students should be able to print personalised fillable offer letter and bond form. • Unsuccessful applicants to get a regret message. • Automatic tally of awards confirmed by category and HEI to be generated.

TELS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
Award Confirmation	<p>For online application, students able to print the confirmation letter after the confirmed option are ticked by TSLB Staff.</p> <p>For manual application, completed offer letter and bond form assessed manually and hard copy confirmation letter issued.</p>	<ul style="list-style-type: none"> • Students should be able to complete the fillable offer letter and bond form and submit/upload online. • Only 100% completed offer letter and bond to be accepted by the system. For incomplete documents, applicants must be advised of what is pending. • As soon a 100% completed offer letter and bond form is submitted, automated personalised confirmation letter to be generated and sent to the student. A conformation message to be sent to the student and also the confirmed listing to be updated by category, program and HEI. • For offer letter and bond form received manually, TSLB staff to be able to upload and update. • As soon as the offer letter and bond form is uploaded by TSLB staff, personalised confirmation letter to be generated and sent to the student.
Tagging for New Students	Manually prepared in excel and submitted to HEI's	<ul style="list-style-type: none"> • To be automatically prepared post confirmation of the awards.
Allowance calculation and payment for new students	All processing is done manually	<ul style="list-style-type: none"> • Total allowance to be calculated automatically. • Total allowance to be spilt in two batches of 50% automatically. • Final allowance to be automatically calculated after the final enrolment reports are exported/upload by HEI's and balance to be calculated automatically using the formula : Final Disbursement = Total Disbursements – First Batch Disbursements. • This to be linked to the TSLB accounting system.
Term to Term Academic Assessment	All processing is done manually upon receipt of previous term results in excel from the HEI's.	<ul style="list-style-type: none"> • HEI's to be able to upload/export term to term results using the HEI Login Portal. • The system to be able to automatically calculate and generate the following results and reports: • Tagging list based on the minimum pass rate limit set by TSLB; • Probation list as per the minimum pass rate set by TSLB and for students who achieve pass rate below the required minimum for the first time. That is below 50%. • Provisional suspension list for students failing to meet the required minimum pass rate during the probation period. That is for students whose minimum pass rate falls below 50% for two or more consecutive academic terms. • TSLB staff to be able to review the provisional suspension list and make the final decision. • For students who are approved for suspension, automated personalised suspension letter to be issued to students with an automatic notification sent to the students.

TELS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
Term to Term Academic Assessment		<ul style="list-style-type: none"> ○ For students who are approved for termination, automated personalised termination letter to be issued to students with an automatic notification sent to the student. ○ For all students whose pass rate is 50% or above automatic tagging list to be generated.
Allowance Processing for continuing students	Manually processed after receipt of previous academic terms results and the new academic term enrolment report from HEI's in excel.	<ul style="list-style-type: none"> ● Automatic processing of allowances for those whose percentage pass rate is 50% or above on pro-rata based on academic load subsequent to the export/upload of previous terms academic results and new terms enrolment report by HEI's. ● Automatic processing of allowances for those whose percentage pass rate is below 50% for the first time on pro-rata based on academic load subsequent to the export/upload of previous terms academic results and new terms enrolment report by HEI's ● Academic Load factor to be calculated as Net Enrolments / Full academic load per term as per HEI regulation. ● Net Enrolments to be calculated as Total Number of Courses Enrolled for minus any Foundation units minus any repeat unit for 3 or more times. ● For students with poor academic performance for consecutive terms, automatic processing only after manually approved by TSLB. ● All allowance processing and payment of tuition after the award duration as captured in the offer letter must be ceased unless manually approved by a TSLB authorised officer. ● This to be linked to the TSLB accounting system.
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TELS Application Solution General Requirement (Cont...)		
GR	Current	Requirement
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Bond Service Monitoring	Manual monitoring and issuance of clearance letters.	<ul style="list-style-type: none"> • The system should allow the students to enter their employment details, upload the employment contracts and salary slip. • TSLB staff should be able to vet the information loaded by the graduates online and tick the service activation button. • The students profile should automatically calculate the total amount owed, amount repaid and balance to be paid. This should be integrated with the Accounting software and automatically updated on the account statement of the student. • Once the loan balance reads zero, automatic personalised bond clearance letters to be generated and sent to applicants. • System to allow TSLB to generate the loan repayment reports for submission to FRCS.

