

GRAD Collection Procedures Guide: Errors and Warnings

The purpose of this guide is to assist schools in reviewing and managing some common errors and warnings that appear in EDX Graduation reports once [data submission](#) processing is complete. If other error types begin to generate frequent inquiries, this guide will be updated.

Managing Errors

Errors mean that the affected data did not load. In many cases, this can prevent course information from appearing on a student's transcript. Schools should review the error description carefully to determine the impact.

Reviewing Warnings

Warnings let schools know about something that might need attention, but they do not block the data from loading. After reviewing the description, schools can decide whether any action is needed. In many cases, warnings are simply informational and do not need to be "fixed."

Resolving Errors or Warnings

Errors and warnings can be resolved by making the appropriate corrections in the school's student information system (SIS) and then resubmitting the data via [EDX Graduation](#).

Common High-Impact Errors (Fix Now)

High-impact errors are ones that schools should correct as soon as possible, as they can affect student transcripts.

Important: this list is not exhaustive. Other high-impact errors may occur and should be reviewed and resolved with equal priority.

File	Error Details	Example	How to fix												
DEM	<p>First, Middle, Surname, Date of Birth Mismatch</p> <p>Student's legal first, middle or surname, or birthdate, in the DEM file do not match the information on record in the PEN Registry.</p> <p>When this happens, all data for that student is blocked from</p>	<table border="1"> <thead> <tr> <th>Error/Warning Type</th> <th>Error Context</th> <th>Error Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>DEM ⓘ</td> <td>-</td> <td>First Name</td> <td>FIRST NAME mismatch. School submitted: Joey and the Ministry PEN system has: Joe If the submitted FIRST NAME is correct, request a PEN update through EDX Secure Messaging</td> </tr> <tr> <td>CRS ⓘ</td> <td>SJ12 - 2026/06</td> <td>First Name</td> <td>An error in the DEM file for this student is preventing the processing of their course data.</td> </tr> </tbody> </table>	Error/Warning Type	Error Context	Error Field	Description	DEM ⓘ	-	First Name	FIRST NAME mismatch. School submitted: Joey and the Ministry PEN system has: Joe If the submitted FIRST NAME is correct, request a PEN update through EDX Secure Messaging	CRS ⓘ	SJ12 - 2026/06	First Name	An error in the DEM file for this student is preventing the processing of their course data.	<p>Compare the information in your SIS to the information in the PEN system error message.</p> <p>If the PEN system is correct, update the information in your SIS and resubmit your graduation files.</p> <p>If the PEN Registry is incorrect, use the link provided in the error message to open EDX Secure Messaging and</p>
Error/Warning Type	Error Context	Error Field	Description												
DEM ⓘ	-	First Name	FIRST NAME mismatch. School submitted: Joey and the Ministry PEN system has: Joe If the submitted FIRST NAME is correct, request a PEN update through EDX Secure Messaging												
CRS ⓘ	SJ12 - 2026/06	First Name	An error in the DEM file for this student is preventing the processing of their course data.												

	<p>loading until the issue is resolved. Users will see cascading errors against all courses and assessment registrations submitted for the student.</p>		<p>request a correction. Corrections can take up to two weeks, depending on volume and urgency of requests.</p> <p>Once you receive confirmation that the correction is complete, resubmit your graduation files.</p>
<p>DEM CRS XAM</p>	<p>Student PEN Mismatch across DEM/CRS/XAM files</p> <p>If there is a student mismatch across files, or if the student is in the CRS file but not the DEM, schools will see an error.</p> <p>DEM files contain the key information for every student in your graduation data submission, including the CRS (Course) and XAM (Assessment Registrations) files.</p>	<p>CRS ⓘ ENST12 - 2026/06 PEN</p> <p>The student's course data cannot be processed because they are either missing from the DEM file or their Surname or Local ID in the CRS file does not match the DEM file.</p>	<p>Confirm the student is included in your DEM file, not just the CRS or XAM file.</p> <p>Check that the PEN, Local ID and surnames are the same for the student across all files. For example, in some cases, CRS files may be including the 'common' or 'usual' surname for a student instead of the legal name.</p> <p>Graduation files should contain legal names only. If you are unsure how to perform these checks, please consult your SIS support team.</p>
<p>CRS</p>	<p>Final mark but course session date is in the future</p> <p>The course session date (e.g., 2026/06) indicates when a student completed or will complete a course. A final mark for a course with a session date still in the future cannot be accepted.</p>	<p>CRS ⓘ UXSA12 - 2026/06 Final Percentage</p> <p>Final mark submitted but course session date is in the future. Change the course session date or remove the final mark. This course cannot be updated.</p>	<p>Change the session date in your SIS to reflect the actual date the student completed the course, then resubmit your files.</p>

<p>CRS</p>	<p>Course Code Alignment</p> <p>The Graduation Data Transfer Specifications set out character positions and layouts for each file. If the course code or course level fields do not match these requirements, the system will interpret the fields incorrectly.</p>	<table border="0"> <tr> <td data-bbox="684 212 779 233">CRS ⓘ</td> <td data-bbox="779 212 926 253">PHB 12A - 2026/06</td> <td data-bbox="926 212 1073 233">Course Code</td> <td data-bbox="1073 212 1377 293">The submitted course code, PHB 1, and course level, 2A, does not exist in the ministry course registry. This course cannot be updated.</td> </tr> </table>	CRS ⓘ	PHB 12A - 2026/06	Course Code	The submitted course code, PHB 1, and course level, 2A, does not exist in the ministry course registry. This course cannot be updated.	<p>Alignment issues must be resolved by having your SIS provider ensure that the CRS course record structure complies with section 6.5 of the GRAD Data Transfer Specifications.</p>
CRS ⓘ	PHB 12A - 2026/06	Course Code	The submitted course code, PHB 1, and course level, 2A, does not exist in the ministry course registry. This course cannot be updated.				

Common Low-Impact Errors (Fix only if needed)

Low-impact errors are issues that can stop data from uploading but the data is not used for student transcripts (e.g., incomplete, or failed courses). Even though these errors have low impact on students, it can be helpful to fix them (especially if there are a lot of them) because they can make it harder to spot high-impact errors.

File	Error Details	Example	How to fix				
<p>DEM</p>	<p>Student Status 'T' - Withdrawals</p> <p>When a school withdraws or transfers a student in their SIS after the start of the year, the DEM file will include a new student status of "T."</p> <p>The "T" instructs the GRAD system to remove the student from that school's graduation summary reports.</p> <p>If a new school submits data for the student, that school</p>	<table border="0"> <tr> <td data-bbox="684 872 779 893">DEM ⓘ</td> <td data-bbox="779 872 926 893">-</td> <td data-bbox="926 872 1073 893">Student Status</td> <td data-bbox="1073 872 1377 969">Student is assigned to another School of Record in GRAD, so the submitted "T" status (withdrawal) is ignored. No action needed unless your school is the current SOR.</td> </tr> </table>	DEM ⓘ	-	Student Status	Student is assigned to another School of Record in GRAD, so the submitted "T" status (withdrawal) is ignored. No action needed unless your school is the current SOR.	<p>This message simply indicates that the system has another BC school as the student's school of record (SOR).</p> <p>In this situation, the GRAD system will not apply your submitted "T" (withdrawn) status. This is expected and correct, as the student now has a different SOR.</p> <p>If you are the SOR, work with your SIS support team to ensure the student is active at your school and resubmit to 'claim' the student.</p> <p>If you are no longer the SOR, there is nothing to do. However, to clear the error</p>
DEM ⓘ	-	Student Status	Student is assigned to another School of Record in GRAD, so the submitted "T" status (withdrawal) is ignored. No action needed unless your school is the current SOR.				

	<p>automatically becomes the student's new school of record in the GRAD System. If your DEM files continue to include the same student, users will see an error message because the GRAD system no longer expects that student to appear in your submissions.</p>		<p>message, work with your SIS support team to ensure a proper workflow when withdrawing or transferring students, including how to:</p> <ul style="list-style-type: none"> • Report any necessary course updates before withdrawing. • Withdraw the student in your SIS and submit that withdrawal (i.e. DEM file contains a 'T'). Note: If you know the student has already enrolled at another BC school, this step can be skipped. • Confirm that the student will no longer be included in future DEM extract submissions.
<p>CRS</p>	<p>IE with '0' credit value Courses with an IE letter grade must have a credit value (i.e. cannot be '0' or blank).</p>	<p>Number of Credits</p> <p>The number of credits reported for the course is not an allowable credit value in the Course Registry. This course cannot be updated.</p> <p>ⓘ DNC 12 2026/01 A - - - IE 0</p>	<p>To correct this error, add the non-zero credit value for the course code in your SIS so that the CRS extract includes it when you resubmit your files.</p> <p>An IE is not the same as an F. The GRAD system treats an in-progress course with IE like other active registrations and:</p> <ul style="list-style-type: none"> • may use the course toward projected graduation, and • display the course registration (without the IE) on XML transcripts. <p>Correction urgency depends on whether the course is still active and whether the student is expecting the in-progress registration to appear in their XML transcript.</p>

<p>CRS</p>	<p>NM and '0' credit value NM is not a valid letter grade. Even if it is reported with a correct credit value, any courses with a final mark of NM will fail to upload.</p>	<p>Number of Credits</p>	<p>The number of credits reported for the course is not an allowable credit value in the Course Registry. This course cannot be updated.</p>	<p>The error will not impact the transcript (although the record may be removed from the GRAD system). To resolve the error, schools can: Remove the NM and add a final mark of 'W' (withdrawal) or Remove the NM, assign an appropriate credit value. This will still result in a warning, but the course will still upload.</p>
<p>CRS</p>	<p>F without a percentage Since 1994, all letter grades (A through F) require a percentage value. Values are defined under the Provincial Letter Grades Order (M192/94).</p>	<p>Final Percentage</p>	<p>A final percent is required for the submitted final letter grade. This course cannot be updated.</p>	<p>The error will not impact the transcript (although the record may be removed from the GRAD system). To resolve the error, assign an appropriate percentage value (F = 0 -49) in your SIS and resubmit the data. TRAX used to automatically assign a '0' percentage to these submissions.</p>

Can schools correct historical course errors?





When a student transfers to a new school, that school becomes the School of Record (SOR) and is responsible for the accuracy of the full record, including historical data recorded by previous schools.

MyEducation BC allows schools to update or correct historical course data when necessary. Schools should follow any district or school-based policies when making changes and consult administration- if unsure. For technical support, staff should contact their SIS support team (Level 1 for MyEducation BC schools).










Warnings (Information only. Review and address if needed)

Warnings often do not require action. This section explains why common warnings occur and offers guidance on how to prevent or address them when needed.

File	Error Details	Example	How to fix
DEM	<p>Unexpected Grade Levels</p> <p>Only students in grades 10-12, AD (Adult Diploma – expected to graduate), AN (Adult Diploma program – not yet expected to graduate), or GA (Graduated Adult) are ‘expected’ in the DEM, CRS, and XAM submissions.</p> <p>Students in Grade 9 or below are not expected, even if they are enrolled in grade 10-12 level courses. The ministry recommends waiting until the student enters Grade 10 before submitting their data; however, schools are not prevented from uploading them.</p>	<p>DEM ⚠ - Grade</p> <p>The submitted value 09 is not an expected grade level.</p>	<p>This warning is informational and does not need to be corrected. It simply indicates to the school that the student is outside the grade levels typically expected for graduation data collection.</p> <p>The student will still be adopted into the ministry GRAD system. If any grade 10-12 course activity has also been submitted for the student, it will be uploaded. Where no course activity is reported, a second warning will appear (see below).</p> <p>To address, work with your SIS team to ensure students in lower grades are excluded from your files.</p>
DEM	<p>Student in DEM File but not in CRS</p> <p>This warning indicates that a student submitted in the DEM file does not appear in the CRS file.</p>	<p>DEM ⚠ - PEN</p> <p>Student in DEM file but not in CRS file (i.e., course data has not been submitted for this student).</p>	<p>No immediate action is needed unless the school needs to update courses for the student.</p> <p>In that case, the school should work with SIS support to determine why the course data is not being included in the CRS file.</p>

			Otherwise, schools may wish to work with their SIS support team to ensure that only the appropriate students are included in their extracts. This helps reduce unnecessary warnings and keeps error reports easier to review.
DEM	<p>Graduation Requirement Year Blank</p> <p>The DEM file did not include a graduation program code for a not-yet graduated student, so the GRAD system has assigned them the current code for the B.C. Certificate of Graduation.</p> <p>or</p> <p>The DEM file did not include a graduation program code (or included an incorrect one) for a student who has already graduated. The GRAD system is keeping what is on file.</p>	<p>DEM  - Grad Requirement Year The Graduation Program Year was blank. The GRAD System has the 2023-EN program for this student.</p> <p>DEM  - Grad Requirement Year The Graduation Program Year was blank. The GRAD System has the 1996 program for this student.</p>	<p>No action is required unless a not-yet graduated student is on the wrong program.</p> <p>Resolve these warnings by ensuring that the student is assigned the correct program code in your SIS before resubmitting the data.</p> <p>Note: Students cannot graduate on closed programs (e.g., 2004 or 2018). If you identify a student who has not yet graduated and is still being assigned a closed program code, update their record in your SIS to the current program (2023) to ensure they are eligible for graduation.</p>
CRS	<p>Duplicate course and session date</p> <p>The same session date, course code and course level was reported more than once for the same student.</p> <p>Students should not be enrolled in the same course at</p>	<p>CRS  SC10 - 2025/06 PEN Duplicate course and session date reported for the same student.</p> <p>CRS  SC10 - 2025/06 PEN Duplicate course and session date reported for the same student.</p>	<p>Both courses will be uploaded, and the graduation algorithm will continue to select the best results. Students cannot receive credit for the same course more than once.</p> <p>To remove the warning (optional), verify in your SIS which course entry and session date are correct, then delete any</p>

<p>the same time during the funded school year.</p> <p>Note: course code, level, and session date together form the unique identifier for a student's course enrolment, duplicate entries can also cause downstream issues with future updates.</p>		<p>duplicates before resubmitting the data to EDX.</p> <p>If the student is actually enrolled in two different courses, ensure that each uses a different, correct course code from the Course Registry.</p> <p>Most codes correspond to a unique set of learning standards and curricular content. As a result, a student may not receive credit for completing two different versions of the same course (for example, two iterations of Workplace Mathematics 10—WPM 10–M).</p> <p>The exceptions are for courses, like board/authority authorized and locally developed courses, that offer multiple-lettered codes to represent different courses within a single category of learning (e.g., the Leisure and Recreational Activities category includes YLRA 12A, YLRA 12B, YLRA 12C).</p> <p>Students may take more than one course at the same grade level within these code categories, but each course must use a unique letter suffix to distinguish its unique content from courses in that same category. For example, Sailing 12 might be represented with the code YLRA 12A, while Yoga 12 might use YLRA 12B.</p>
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<p>CRS</p>	<p>Related course code and level missing for IDS</p> <p>Independent Directed Studies courses are student-initiated courses based on the learning outcomes of ministry-developed or board/authority authorized courses in grades 10, 11, and 12. Each IDS course must identify its related ministry course code.</p>	<table border="0"> <tr> <td data-bbox="701 215 764 237">CRS </td> <td data-bbox="814 215 884 253">IDS10A - 2022/01</td> <td data-bbox="951 215 1041 237">Related Level</td> <td data-bbox="1087 215 1339 269">Related course code and level missing for Independent Directed Studies course.</td> </tr> <tr> <td data-bbox="701 285 764 306">CRS </td> <td data-bbox="814 285 884 323">IDS10A - 2022/01</td> <td data-bbox="951 285 1052 306">Related Course</td> <td data-bbox="1087 285 1339 339">Related course code and level missing for Independent Directed Studies course.</td> </tr> </table>	CRS 	IDS10A - 2022/01	Related Level	Related course code and level missing for Independent Directed Studies course.	CRS 	IDS10A - 2022/01	Related Course	Related course code and level missing for Independent Directed Studies course.	<p>The IDS course will still upload. However, the transcript will display a generic course title, such as “Independent Directed Studies 10A”.</p> <p>To update transcript descriptions that reflect the student’s area of study, work with your SIS support team to ensure that the CRS extract includes the related course code information for all IDS courses.</p> <p>Requirements for reporting IDS related course codes in the CRS file are detailed in sections 6.5 and 6.6 of the GRAD Data Transfer Specifications.</p>
CRS 	IDS10A - 2022/01	Related Level	Related course code and level missing for Independent Directed Studies course.								
CRS 	IDS10A - 2022/01	Related Course	Related course code and level missing for Independent Directed Studies course.								
<p>CRS</p>	<p>Course session has passed with no final mark</p> <p>The course session date (e.g., 2026/01) indicates when a student completed or will complete the course. Once this date passes, the system reminds schools that a final mark is expected.</p>	<table border="0"> <tr> <td data-bbox="701 740 764 761">CRS </td> <td data-bbox="814 740 884 777">FOOD11 - 2026/01</td> <td data-bbox="951 740 1083 761">Final Percentage</td> <td data-bbox="1108 740 1360 794">Course session has passed with no final mark. Report final mark or change the course session date.</td> </tr> </table>	CRS 	FOOD11 - 2026/01	Final Percentage	Course session has passed with no final mark. Report final mark or change the course session date.	<p>If the student has earned a final mark, confirm that the mark is entered correctly in your SIS and that it is included in the CRS extract for the next upload.</p> <p>If the student is still actively working on the course and has not yet earned a final mark, update the session date in your SIS to a future date that reflects a revised completion timeline.</p> <p>If the student is no longer active in the course, either ignore the error or add a “Withdrawal” indicator in your SIS and resubmit the data.</p>				
CRS 	FOOD11 - 2026/01	Final Percentage	Course session has passed with no final mark. Report final mark or change the course session date.								