



Australian Government

TCSI TERTIARY COLLECTION
OF STUDENT INFORMATION

TCSI August 2025 Provider Webinar

Wednesday 27 August 2025

Agenda

Tertiary education providers:

- TCSI Production outage
- myHELPbalance outage
- Data privacy reminders
- Changes to bulk data extracts
- Staying connected for TCSI updates

Higher education providers (only):

- Change Management and TCSI - Engage to Connect

VSL providers (only):

- TFN obfuscation in TCSI Data Entry Portal

TCSI Production outage

VET

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TCSI Production outage

- Providers were notified on 13 August 2025 that the TCSI system will be unavailable due to scheduled maintenance in the production environment:

Start: 9:00 PM [AEST], Tuesday 2 September 2025

End: 6:00 PM [AEST], Friday 5 September 2025.

- Impacted systems:
 - TCSI Data Entry portal
 - TCSI APIs
 - TCSI Analytics portal
 - myHELPbalance
- Providers will be notified when the TCSI system is restored and or if there are any delays post 6:00pm 5 September.



TCSI Update - 13 August
2025

Post date:
Wednesday, August
13, 2025 - 12:29



TCSI Production outage

Please be advised that the TCSI system will be unavailable due to scheduled maintenance in the production environment during the following period:

Start: 6:00 PM [AEST], Tuesday 2 September 2025

End: 6:00 PM [AEST], Friday 5 September 2025

During this time, the following services will be unavailable in production:

- TCSI Data Entry portal
- TCSI APIs (for providers using compatible student management software)
- TCSI Analytics portal
- myHELPbalance

We recommend planning ahead to avoid disruption to your activities.

myHELPbalance outage

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myHELPbalance outage



myHELPbalance
Keep tabs on your HELP balance

- myHELPbalance will not be available for students and providers to check available HELP balance information during the outage period.
- We recommend that providers communicate this outage to their students, especially those with census dates that fall within this outage to ensure they check their available HELP balance before their census date.
- If a student does not have sufficient available HELP balance by their census date, they must pay the remaining tuition fees upfront to their provider by the census date to remain eligible for the Commonwealth assistance they are requesting.

Data privacy reminders

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Data privacy reminder

TCSI Support would like to remind providers to consider their own privacy obligations and consider the 13 Australian Privacy Principles outlined under the [Privacy Act 1988](#) when sending data via email to TCSI support.

When emailing TCSI Support

If student information needs to be shared with the department, please send:

- [E313: Student identification code](#) (or UID8) and [E306: Provider code](#)

TCSI support will request more information if needed and provide a secure channel.

Giving providers more staff controls in TCSI Analytics

TCSI Renewal team is designing a new PRODA attributes structure to split:

- VET and higher education data at dual providers
- student and staff data at higher education providers.

You may start to see new attributes in PRODA. They will not give access to any new or different functionality until after we have shared more information at the monthly webinars, newsletter and in the PRODA guide.

When using the TCSI test environment

Actual live or production data should **not** be used in the test environment. More information at [Testing for providers](#).





Changes to bulk data extracts

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Bulk data extracts

Test environment

- The test environment extracts are very limited and should be requested for specific information types (e.g. students or course admissions)
- The test environment has an 800-row limit for extracts

Production

- Extracts will be unavailable during the outage
- After the outage, you can use the same extract request available on the [Request a data extract](#) page
- Bulk extracts will be available on the FTP site as a zip file and will need to be unzipped by the provider
- The initial zip version will be missing TFN and USI verification status on student extracts

Staying connected for TCSI updates

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TCSI updates and provider contacts

<https://www.tcsisupport.gov.au/news>

Stay connected:

- Subscribe to our newsletter
- Ensure you keep your organisations TCSI contacts up-to-date



News Centre

The News Centre is the central location for all TCSI Support news and updates. You can subscribe to our newsletter and receive updates about this website by checking your [subscription preferences](#).

To ensure TCSI has the correct contact for your organisation, all providers are advised to complete the [TCSI Provider Contact](#) form, if there is a change to your previous nomination.



Change Management and TCSI - Engage to Connect

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Change Management and TCSI

Exploring data, dashboards and how you use the system

Change Management and the TCSI Change Approach



People-centric



Collaborative



Feedback driven



Targeted



Active participation

Invitation to Engage to Connect

- [Pulse-check survey](#)
- 10 minutes to complete
- Opportunity to assess the value of recent additions & modification
- Shaping TCSI through user perspective



Contact details

TCSIRenewalProject@education.gov.au

Attention: Kim Harvie

*Survey
QR
Code*



TCSI Survey Haiku

*Dashboards tell a tale
Data flows through change and thought
Your voice guides the way*



TFN obfuscation in TCSI Data Entry Portal

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TFN obfuscation in TCSI Data Entry Portal

On 24 September 2025, the TCSI Data Entry Portal will remove redundant TFN reporting functions for VET providers.

- Higher Education templates and schemas are not impacted.
- A new student file upload template will no longer include a TFN field (E416).
- Functionality to edit TFNs on student VET records will be removed.
- There is no change to TFN obfuscation in the “Records” screen. Providers will still be able to determine whether a TFN exists and has been verified by the ATO:
 - *an empty space means TCSI does not have a TFN for the student*
 - *##### means TCSI has a TFN and it is verified*
 - *OOOOOOOOOO means TCSI is in the process of trying to verify the TFN with the ATO*
 - *XXXXXXXXXX means TCSI has a TFN but it has failed verification checking*

This change was initiated by VSL Branch in DEWR and largely concludes work to cease use and disclosure of TFNs by providers that started earlier this year.

TFN obfuscation in TCSI Data Entry Portal

Obfuscate TFN in the Data Entry Portal

- Where a student has previously provided a Tax File Number (E416), this will remain obfuscated.

Student Details

Delete Student

Edit Student Details

Personal Details	Current Address	Demographic
<div><div>E313 - Student Identification Code</div><div>HEP86328</div></div> <div><div>E314 - Date of birth</div><div>2001-01-01</div></div> <div><div>E403 - Student given name first</div><div>AutoHEP86328</div></div> <div><div>E404 - Student given name others</div><div>AutoOthername</div></div> <div><div>E402 - Student family name</div><div>AutoHEP86328</div></div> <div><div>E315 - Gender code</div><div>M - Male/Man</div></div>	<div><div>E410 - Residential address street</div><div>987 Auto Street</div></div> <div><div>E469 - Residential address suburb</div><div>Adelaide</div></div> <div><div>E470 - Residential address state</div><div>SA - South Australia</div></div> <div><div>E658 - Residential address country code</div><div>1101 - Australia</div></div> <div><div>E320 - Residential address postcode</div><div>5000</div></div> <div><div>E319 - Term address postcode</div><div></div></div> <div><div>E661 - Term address country code</div><div></div></div>	<div><div>E347 - Year of arrival in Australia</div><div></div></div> <div><div>E348 - Language spoken at home code</div><div>0001 - English</div></div> <div><div>E316 - Aboriginal and Torres Strait Islander code</div><div>2 - Non indigenous</div></div> <div><div>E346 - Country of birth code</div><div>1101 - Australia</div></div> <div><div>E572 - Year left school</div><div>2021</div></div> <div><div>E612 - Level left school</div><div>12 - Year 12</div></div>

Unique Identifiers

E584 - Unique Student Identifier

E488 - CHESSN

E416 - Tax File Number

XXXXXXXXXX

TFN obfuscation in TCSI Data Entry Portal

Remove the ability to provide a TFN in the Data Entry Portal

- When editing a current student's details, or adding a new student, there is no longer a TFN field (E416), under the Unique Identifiers heading.

Unique Identifiers

[E584](#) Unique Student Identifier:

[E488](#) CHESN:

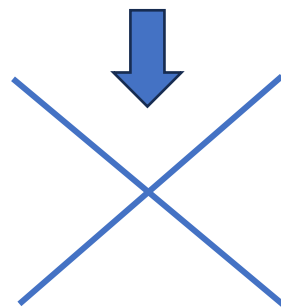
Demographic

TFN obfuscation in TCSI Data Entry Portal

Remove TFN (E416) from the VET file upload template

- The current VET file upload template includes the Tax File Number field (E416), which will be removed

L	M	N
E416 Tax File Number	E488 CHESSN	E584 Unique Student Identifier



L	M
E488 CHESSN	E584 Unique Student Identifier

Implications for provider's student management systems

- As uploads of older templates will not be accepted, SMSs may need to change how student packet content is generated to include in the new template.
- Providers can now test whether their new templates will work by emailing TCSIsupport@education.gov.au

Warnings for API users

Remove the ability to provide a TFN in the B2G channel

- Where vendors attempt to upload Tax File Numbers in the B2G channel, they will encounter a validation preventing them from doing so.

ITSP Error Code	Error / Description
10938	<u>Validation error 10938</u> Attempt to report, amend or remove a Tax File Number (E416) Related to element(s): E416, UID8

Implications for provider's student management systems

- This error will only cause the upload of TFNs to fail. Other data items will be uploaded successfully, even if the TFN error is triggered.
- If a provider's SMS is still uploading TFNs through the B2G channel, this will need to end to avoid triggering the error.

Questions or to
request a meeting? *Contact us at:* TCSIsupport@education.gov.au

