TCSI September 2025 Provider Webinar

Wednesday 24 September 2025

Agenda

Tertiary education providers:
- TCSI Tracker and production release notes

VSL and dual providers (only):
- Reduced Reporting
- Changes to the TCSI Data Entry Portal

Higher education providers (only):
- Change Management and TCSI Survey Feedback

Universities (only):
- University Applications and Offers – changes to reporting requirements

TCSI Tracker and production release notes

TCSI Tracker

Status updates for TCSI and associated systems

Environment	Status
StEME - Sending loans to the ATO	Operating
Webservice Alert	Operating
PRODA	Operating
B2G APIs	Operating
TCSI Data Entry	Operating
TCSI Analytics	Operating
Production environment	Operating
Test environment	Operating

Find out more →

Reduced reporting – VSL Providers

VET   HEP   PIR

Reduced reporting – VSL Providers

From 1 October 2025 only students with an approved loan are required to be reported - current reporting requirement is for all students eligible for VSL

The department will draw broader data from NCVER – so this change is made consistent with good administration and Australian Privacy Principle 3 (an agency, may only collect this information where it is reasonably necessary for, or directly related to, the agency's functions or activities)

Providers should adjust systems and processes to meet the new, narrowed reporting requirements

Where a student receives VSL assistance for any unit of study, providers should report all of the units for the course

If a student never uses VSL you are not required to report any data for the student

The requirement for timely and accurate reporting of VSL course and unit data continues

Reduced reporting – VSL Providers

For example:

Where a student accesses VSL late in their studies (i.e. has paid for one or more units of study as a full fee paying student) **and**, as a result the student was not required to be reported to TCSI. In this scenario the provider will need to report the previous units to TCSI as soon as practicable following the reporting timeframe of the first VSL funded unit of study.

Where a VSL provider's student management system (SMS) is unable to 'retrospectively' report the fee paid units following a student beginning to access a VSL, we suggest the VSL provider should continue to report all units from that point onwards, until such time as their SMS or administrative processes can be updated to ensure the fee paid data is not missed.

Any Questions?

On 24 September 2025, from 8am-8pm (AEST) TFN-related changes will be made to the TCSI Data Entry Portal and to B2G APIs.

- There is no outage, but you may encounter errors if using these services during this period.

- Higher Education templates and schemas are not impacted.

- The new 2.1 VET student file 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*

  - *OOOOOOOOO means TCSI is in the process of trying to verify the TFN with the ATO*

  - *XXXXXXXXX means TCSI has a TFN but it has failed verification checking*

VET/Dual providers can email mock data to **TCSIsupport@education.gov.au** to test the new templates.

Please email **VETStudentLoans@dewr.gov.au** with any questions or concerns, or to confirm results.

Change Management and TCSI Survey Feedback

VET | HEP | PIR

TCSI Renewal Project – Change Management Update

Higher Education Provider Survey:

- Open for 2 weeks, 27 August – 10 September 2025.
- Introduced in the TCSI Support monthly provider webinar 27 August 2025.
- Distributed with the TCSI Support Newsletter 29 August 2025.
- Responses to some common questions were discussed during the 10 September 2025 TCSI Support 'Drop-in' webinar.
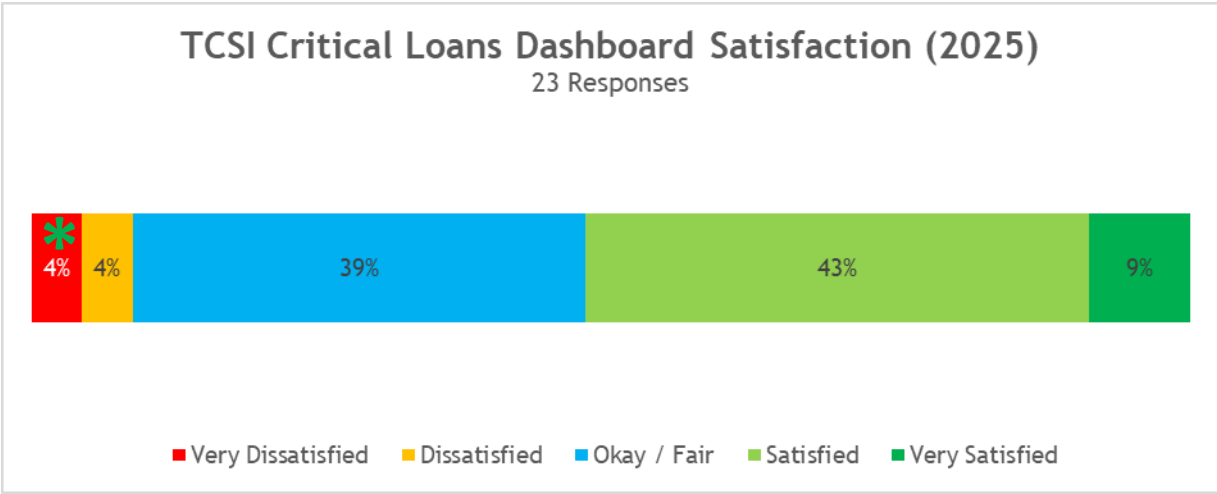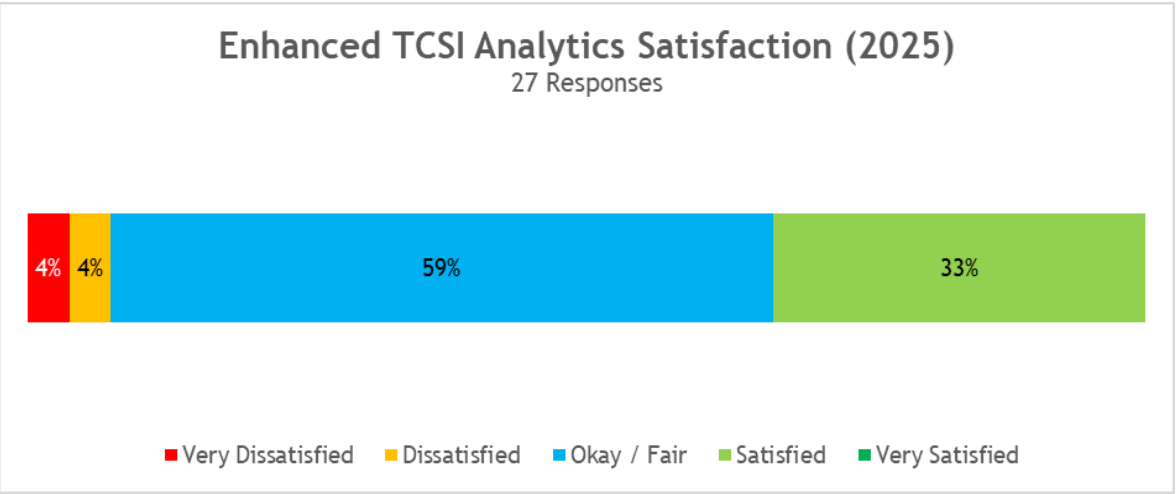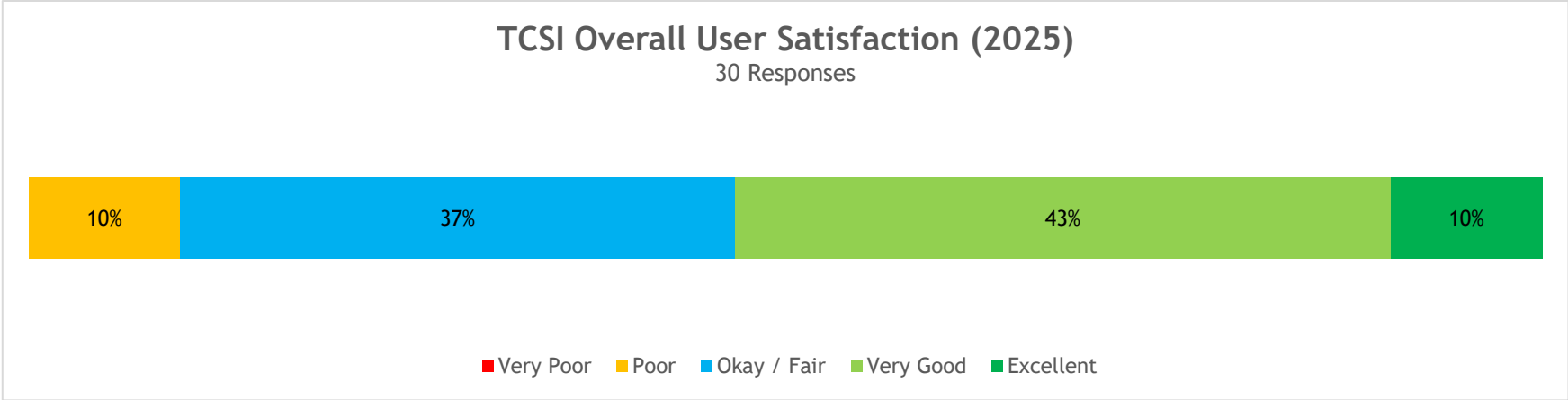
❖ 136 people attended 27 Aug Webinar

❖ 65 people attended the 10 Sept Drop-in Webinar

❖ 38 Survey responses

TCSI Renewal Project – Change Management Update

Survey Results

TCSI Overall User Satisfaction (2025)
30 Responses

Poor	Okay / Fair	Very Good	Excellent
10%	37%	43%	10%

Legend: ■ Very Poor ■ Poor ■ Okay / Fair ■ Very Good ■ Excellent

Enhanced TCSI Analytics Satisfaction (2025)
27 Responses

Very Dissatisfied	Dissatisfied	Okay / Fair	Satisfied
4%	4%	59%	33%

Legend: ■ Very Dissatisfied ■ Dissatisfied ■ Okay / Fair ■ Satisfied ■ Very Satisfied

TCSI Critical Loans Dashboard Satisfaction (2025)
23 Responses

Very Dissatisfied	Dissatisfied	Okay / Fair	Satisfied	Very Satisfied
4%	4%	39%	43%	9%

Legend: ■ Very Dissatisfied ■ Dissatisfied ■ Okay / Fair ■ Satisfied ■ Very Satisfied

University Applications and Offers - changes to reporting requirements

VET **HEP** **PIR**

University Applications and Offers – changes to reporting requirements

Noting that we will finalise dates in the next Ministerial Notice, in 2026 we are planning to only ask Tertiary Admissions Centres to report twice (Preliminary data in February; Final data in May). Universities will only be asked to report once (Final data in May).

We will put a reminder in the next TCSI Newsletter regarding Year 12 status. For example, if an applications or offers record is submitted in relation to commencement in first semester of 2025, then an applicant should only be reported as being Year 12 if they were in Year 12 in 2024. We received some records noted as Year 12 when the applicant was in fact a "gap year" student and had been in Year 12 in an earlier year.

Questions or to request a meeting?

Contact us at:

TCSIsupport@education.gov.au

Or

TCSIRenewalProject@education.gov.au