Australian Government

TCSI TERTIARY COLLECTION
OF STUDENT INFORMATION

TCSI November 2025 Provider Webinar

Wednesday 26 November 2025

Agenda

Tertiary education providers:

- Implementing the 20% loan reduction
- 2026 Ministerial Notice Clarifications
- TCSI bulk data retrieval solution - rollout update
- PRODA update for software vendors
- TCSI and the holiday season

Higher education providers:

- TCSI Support website – 2026 verification dates

Implementing the 20% loan reduction

VET HEP PIR

Implementing the 20% loan reduction

- The Australian Taxation Office (ATO) is implementing the Government's 20% reduction on HELP and other student loans.

- Transmission of new loans, reversals, and other loan transactions to the ATO are paused until 5 December 2025 (providers continue reporting via TCSI).

- Students may see delays in loan transactions on ATO statements; they can monitor via myHELPbalance.

- The Government eCAF and TCSI remain connected for TFN verification.

- See 19 November update: Short pause on loan transfers to the ATO to facilitate 20% student loan reduction

2026 Ministerial Notice Clarifications

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Planned update: Converting International Currency

We have taken provider feedback onboard, and the additional information for the below elements will be changed to remove guidance about when conversion from international currency to Australian dollars should be made.

- o E381: Amount paid upfront
- o E384: Amount charged
- o E423: FTE annual salary current duties

Planned update:
E599 Course Outcome Code

The 5 November 2025 change control was updated with advice on non-award courses.

Course outcome code is not required for:

o Non-award

o Cross-institutional

o STARTUP-HELP

o Microcredentials

o Enabling courses.

Providers can choose to report a course outcome code against these course of study types, however the outcome will not be reflected in completion reports.*

*This information was updated after the webinar to reflect provider feedback received during the webinar.

Planned update:
2026 Course Admission Packet

Planned updates to course admission packet.

E599: Course outcome code	Required if the student is no longer enrolled in the course# or has formally deferred	Within 7 days of a student taking a leave of absence, completing the course or ceasing enrolment in the course

#Course outcome code is not required for non-award, cross-institutional, STARTUP-HELP, microcredentials, enabling courses

E592: Course outcome date	Required if a course of study is completed	Within 7 days of the student completing the course

- "A domestic student enrolled in a FEE-FREE Uni Ready course (i.e. bridging or supplementary programme)"

- FEE-FREE Uni Ready is a type of enabling course

Validation error 10423

Inconsistent combination - Student Status Code (E490)/ Course of Study Type (E310)

Description

Student Status Code (E490) is inconsistent with the Course of Study Type (E310).

Error Logic

If Student Status Code (E490) is '261', then the Course of Study (UID3) linked to the Course (UID5) linked to the Course Admission (UID15) linked to the Unit Enrolment (UID16) must have a Course of Study Type (E310) of '30'.

Error Resolution

Please check the Student Status Code (E490) and the Course of Study Type (E310). A student can only be Commonwealth supported for an enabling course (E490 is '261') if the Course of Study Type is enabling (E310 = '30').

Details

ITSP Error Code:	10423
HEP:	Yes
VET:	No
PIR:	No
TAC:	No
Rule type:	Fatal
Related elements:	E490, UID3, UID5, UID15, UID16, E310
Element Name:	Student Status code

Bulk data retrieval solution – rollout update

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TCSI bulk data retrieval solution

Rollout update

- Provider business case requests for access to the TCSI bulk data retrieval solution continues to be processed.

- Providers who have submitted their business case and had engagement meetings with the department should be advised of their access decision within the coming week.

- The existing TCSI data extract request form will be unavailable for production data on **Monday 1 December 2025**.

- If your organisation requires access to this solution and has not submitted a bulk data retrieval solution business case, please email us at TCSIsupport@education.gov.au.

Update for software vendors

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Update for software vendors

- TCSI developers registered to GovTEAMS have received details of an update in PRODA.

- Software built according to the best practice guide should not be affected.

- The test environment will have the new settings from today **26 November 2025**.

- The production environment will have the new settings from **4 December 2025**.

- TCSI Developers can register to GovTEAMS for future updates at the [Developing TCSI compatible software](#) page.

TCSI and the holiday season

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TCSI and the holiday season

- TCSI systems will continue to operate over the holiday period

- The department will shut down from **23 December 2025 to 2 January 2026**

- Provider reporting and the mailbox will not be monitored during this period

- New dates for webinars and drop-ins will be announced in the coming weeks

2026 verification webpage updates

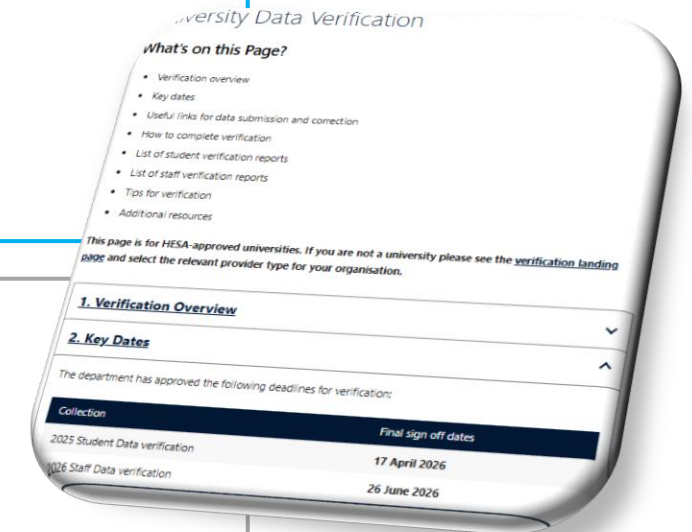VET HEP PIR

2026 verification webpage updates

Universities

- 2025 Student data verification – 17 April 2026
- 2026 Staff data verification - 26 June 2026

HESA approved non-universities

- 2025 Student data verification – 17 April 2026
- 2026 Staff data verification - TBC

TEQSA approved (PIR) providers

- 2025 TEQSA (PIR) Student data verification - TBC
- 2026 TEQSA (PIR) Staff data verification - TBC