



Australian Government

TCSI TERTIARY COLLECTION
OF STUDENT INFORMATION

TCSI July 2026 Provider Webinar

Wednesday 29 July 2026

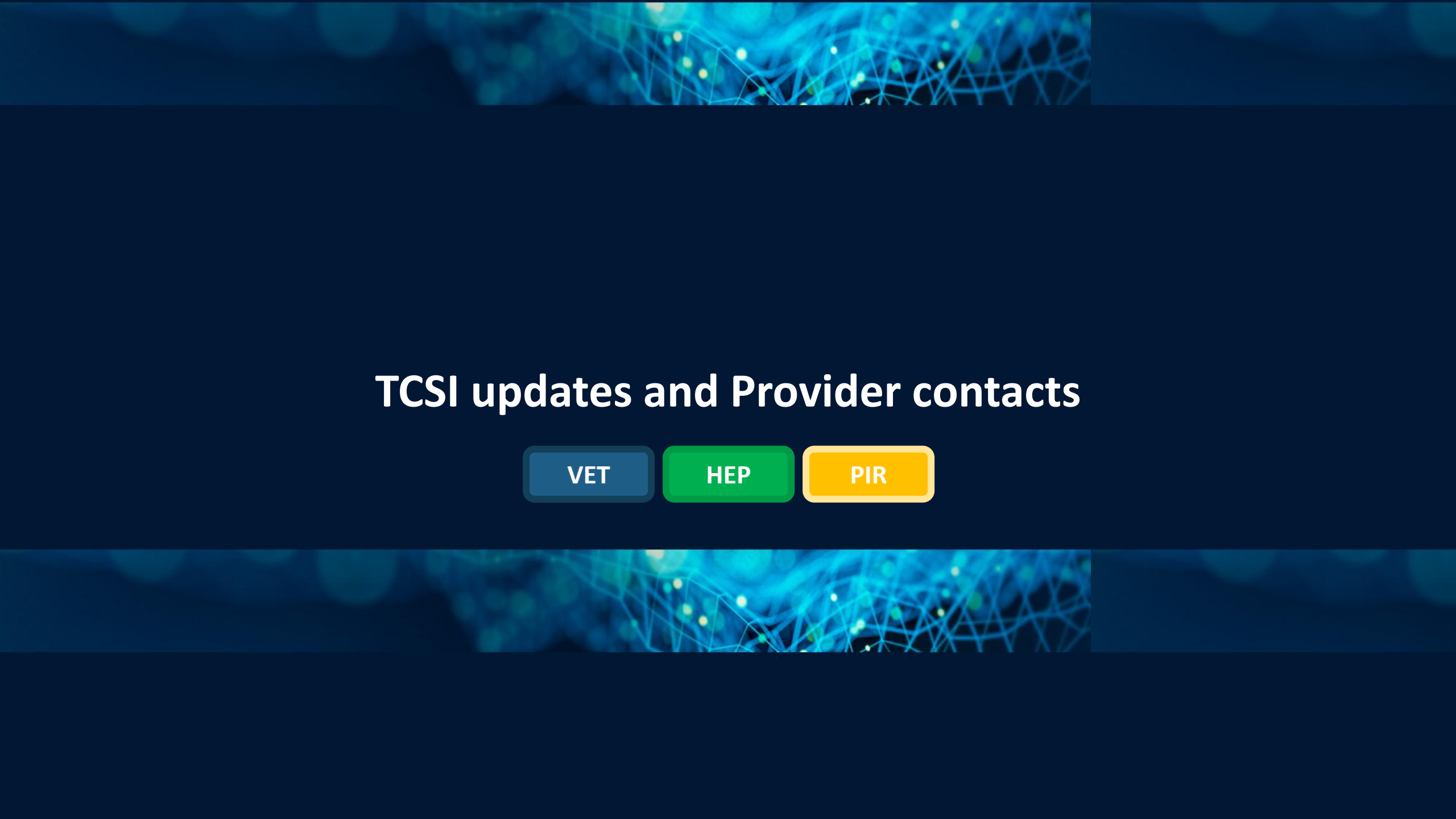
Agenda

Tertiary Education providers:

- TCSI updates and Provider contacts
- Unintended loan reversals
- Address reporting in TCSI

Higher education providers (only):

- TCSI Analytics - planned production release
- 2025 HEP Student data collection
- 2026 HEP Staff data collection (universities only)



TCSI updates and Provider contacts

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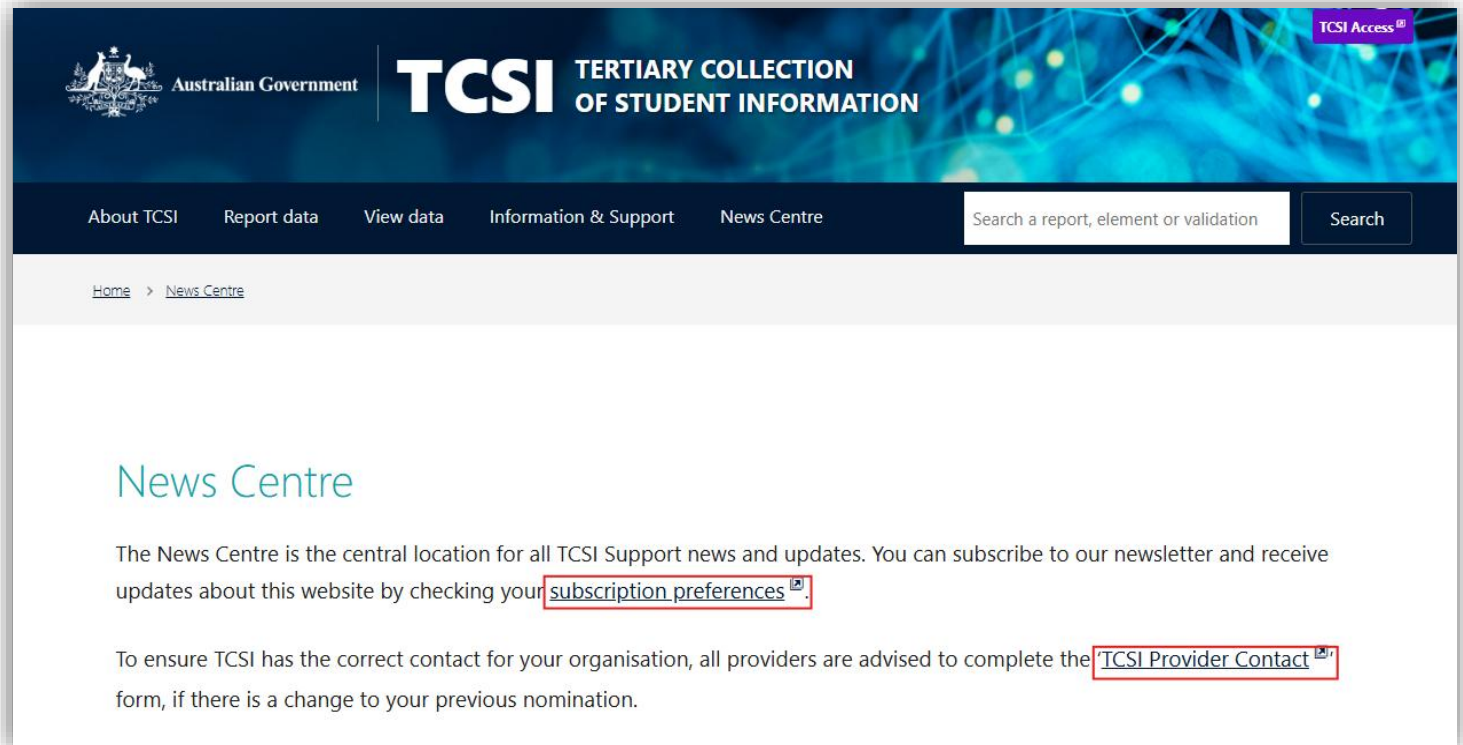
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TCSI updates and Provider contacts

Stay connected:

- Subscribe to our newsletter
- Ensure you keep your organisation's TCSI contacts up-to-date

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



Unintended loan reversals

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Unintended loan reversals

Impacts:

- Disadvantages students
 - Incorrect student HELP debts and balance calculations – in some cases students are credited HELP loans
 - Causes confusion for the student – e.g. extra transactions appear on ATO statement
- Inaccurate student loan information in myHELPbalance

Review processes:

- Reconcile SMS data against TCSI submissions – within 14 days of a census
- Use change-management and approval processes
- Monitor TCSI Analytics reports and notifications
- TCSI RTV warnings will trigger where loan records are older than two years

What to do if this occurs?

- Consider contacting affected students
- Engage TCSI Support Team right away
- If TCSI discover the issue, we will contact you
 - Important that you ensure your provider contacts are up-to-date

Address reporting in TCSI

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Address reporting in TCSI

TCSI address validation updates

- Real time validation (RTVs) and schedule validation (SVs) have been updated with the latest version of GNAF.
 - RTVs: 10188, 10250, 10251
 - SVs: SV00129, SV00130
- All student records with an outstanding scheduled validation SV00129 and/or SV00130 will be re-triggered by the department in the coming week.
- Once the trigger has been completed, providers can access the Provider Notifications report in TCSI Analytics to identify student addresses that do not match the latest G-NAF file.

Non-standard Addresses

- Our team is continuing to investigate non-standard addresses such as lot numbers, station addresses, community addresses, and street names that include a direction (i.e. 'West').
- [Outstanding Issues in Production](#) (issue #864475)

Scenarios not covered above

- Providers that continue to trigger these validation errors should contact TCSIsupport@education.gov.au and include a list of impacted E313: Student Identification codes.

Reporting non-fixed residential address

Proposed reporting requirement

Current Address

E410 - Residential address street

Unknown

E469 - Residential address suburb

Unknown

E470 - Residential address state

NSW - New South Wales

E658 - Residential address country code

1101 - Australia

E320 - Residential address postcode

0000

E319 - Term address postcode

0000

E661 - Term address country code

1101 - Australia



Seeking your feedback

- How do you report students with no fixed address?
- How are they stored in your systems?
- How long would it take to implement this change?
- Do you have any concerns?

Planned

- For advice in the 2027 Ministerial Notice

TCSI Analytics – planned production release

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TCSI Analytics - planned production release

- TCSI Analytics will experience a partial outage for approximately 2 hours next week.
- Exact future date and time to be advised on the TCSI Tracker
<https://www.tcsisupport.gov.au/support/tcsitracker>
- The release to include:
 - Adding a census date slice to the EFTSL summary report (live, verification, and verified versions)
 - Improving performance and load times on the EFTSL summary report.

2025 HEP Student data collection

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2026 HEP Staff data collection (universities only)

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Questions or to
request a meeting?

Contact us at:

TCSIsupport@education.gov.au

