



Australian Government

TCSI TERTIARY COLLECTION
OF STUDENT INFORMATION

TCSI August 2026 Provider Webinar

Wednesday 26 August 2026

Agenda

Tertiary education providers:

- TCSI timeout update
- TCSI bulk data retrieval - access renewal update
- Reporting non-fixed residential address – consultation update

Higher education providers (only):

- TCSI Renewal Project Provider responses – pre and post project survey analysis



TCSI timeout update

Outstanding Issues in Production: 886671

VET

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TCSI timeout update

- Additional monitoring and tracing are now in place
- The majority of timeouts affect bulk unit enrolment API calls with 80 or more records
- TCSI developers in the [GovTEAMS community](#) were consulted on the plan to extend the call duration from 60 seconds to 120 seconds
- Currently in the test environment. Expected in production Friday 28 August 2026 and will be updated on the tracker
- If there are issues or improvements, please let us know at TCSIsupport@education.gov.au



TCSI bulk data retrieval – access renewal update

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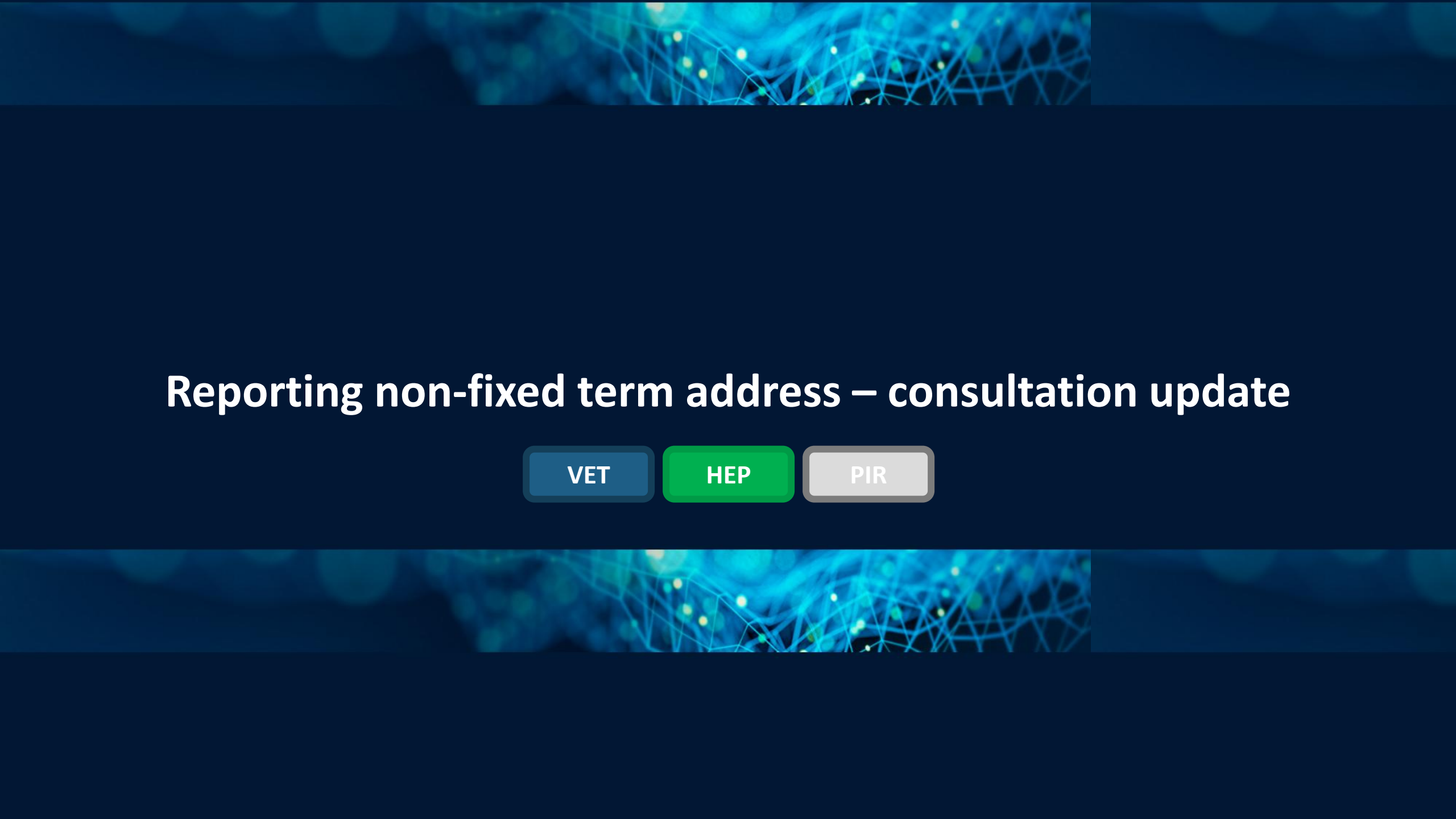
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TCSI bulk data retrieval (BDR)

Access renewal update

- Email sent to nominated submission officers on 14 August 2026.
- Business cases due by **28 August 2026** for providers seeking to retain access and avoid loss of access during the assessment process.
- Providers who require renewal of their access but didn't receive the email should contact us at TCSIsupport@education.gov.au.





Reporting non-fixed term address – consultation update

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Reporting non-fixed residential address - consultation update

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

Feedback to date:

- Support for clearer reporting rules and recommend using specific category – e.g. ‘No Fixed address or ‘No usual address’
- Potential benefits for equity, policy and student support
- Suggestion to collaborate across Government
- Affected cohorts small and hard to identify
- May rely on manual updates and require a transition period
- Seeking feedback by 4 September 2026

TCSI Renewal Project Provider responses

A Pre and Post project survey analysis

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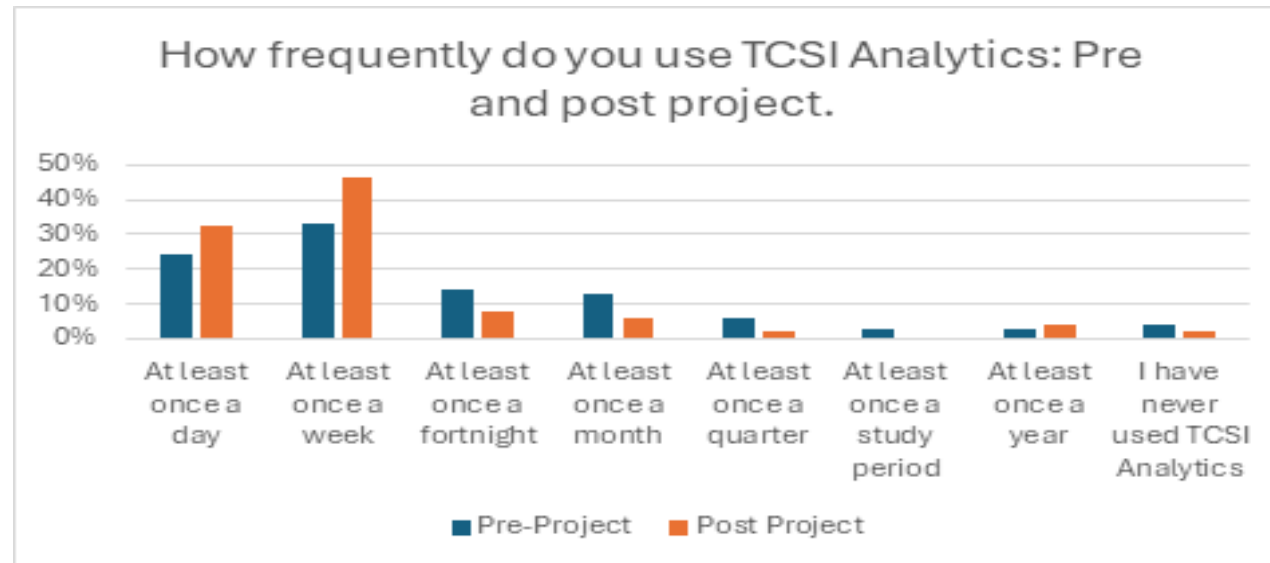
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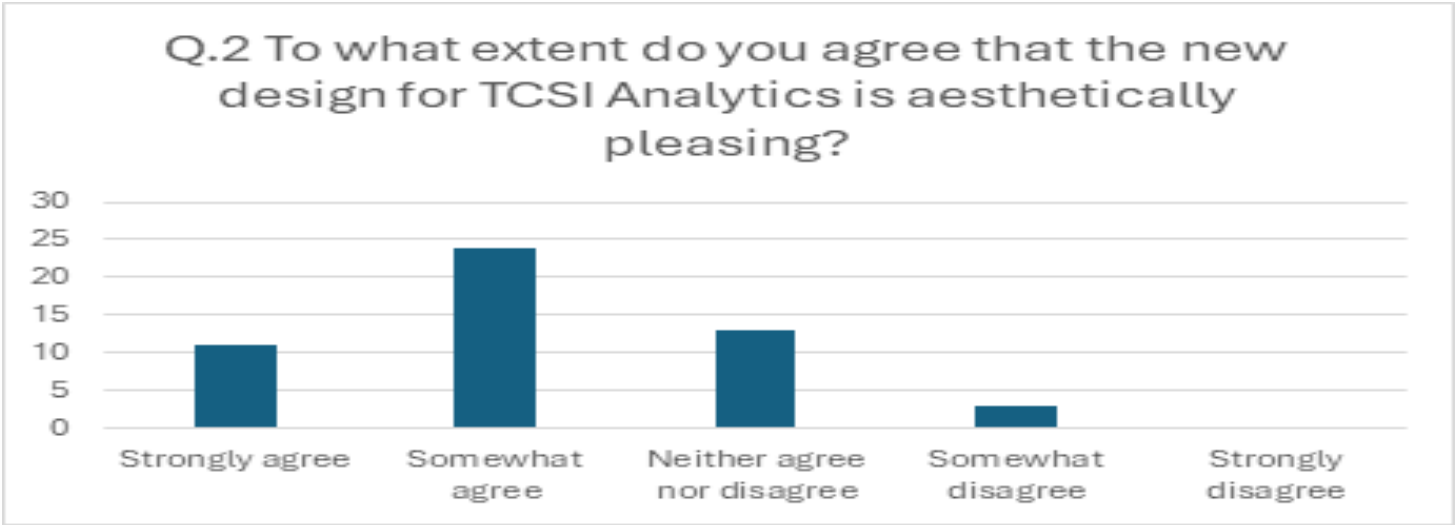
Q.1 How frequently do you use TCSI Analytics?

Q.1 How frequently do you use TCSI Analytics?	Count	Post Project	Pre Project
At least once a day	17	33%	24%
At least once a week	24	46%	33%
At least once a fortnight	4	8%	14%
At least once a month	3	6%	13%
At least once a quarter	1	2%	6%
At least once a study period	0	0%	3%
At least once a year	2	4%	3%
I have never used TCSI Analytics	1	2%	4%



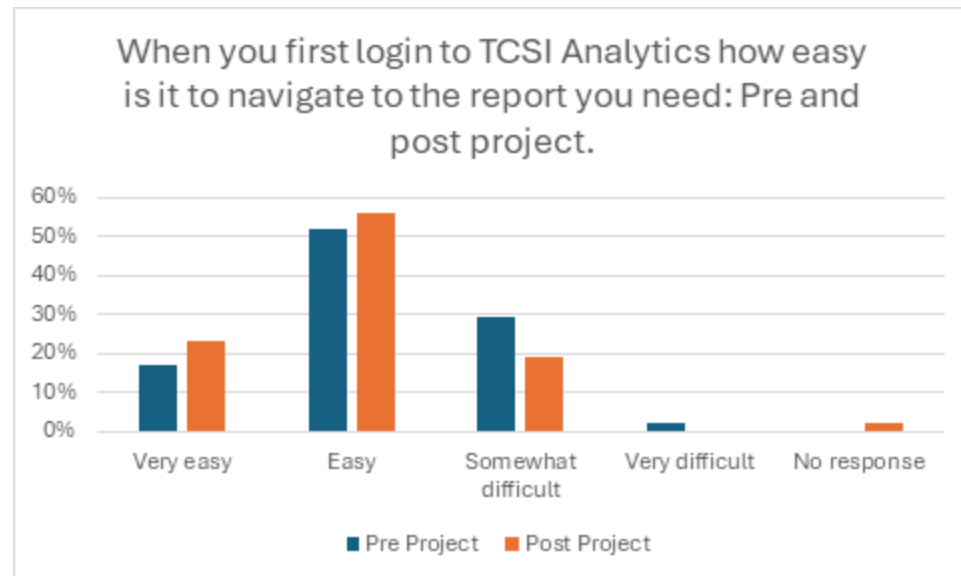
Q.2 To what extent do you agree that the new design for TCSI Analytics is aesthetically pleasing?

To what extent do you agree that the new design for TCSI Analytics is aesthetically pleasing?	Count	Percent
Strongly agree	11	21%
Somewhat agree	24	46%
Neither agree nor disagree	13	25%
Somewhat disagree	3	6%
Strongly disagree	0	0%
No Response	1	2%



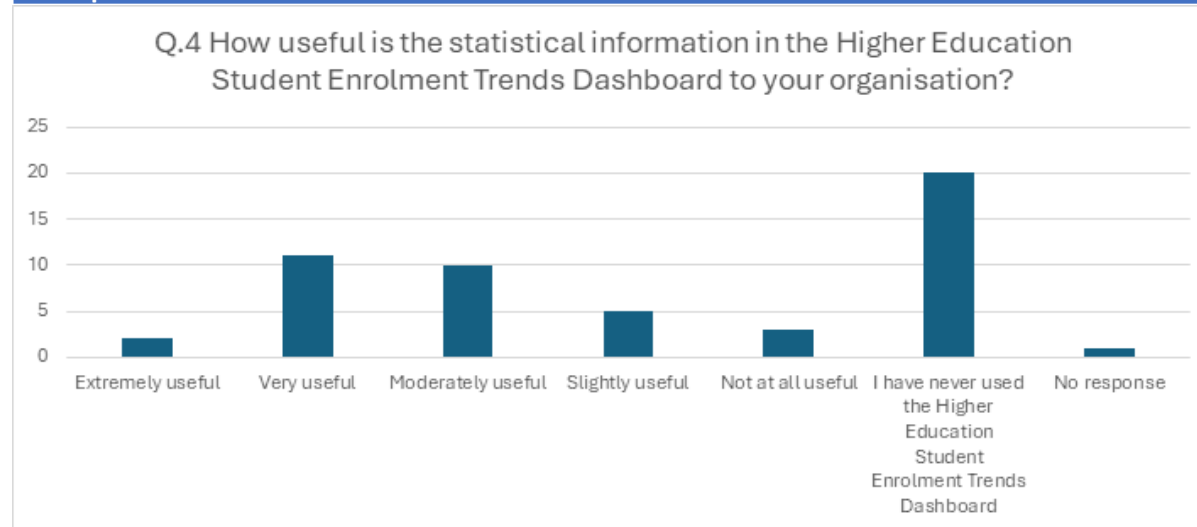
Q.3 When you first login to TCSI Analytics how easy is it to navigate to the report you need?

When you first login to TCSI Analytics how easy is it to navigate to the report you need?	Count	Post Project	Pre Project
Very easy	12	23%	17%
Easy	29	56%	52%
Somewhat difficult	10	19%	29%
Very difficult	0	0%	2%
No response	1	2%	



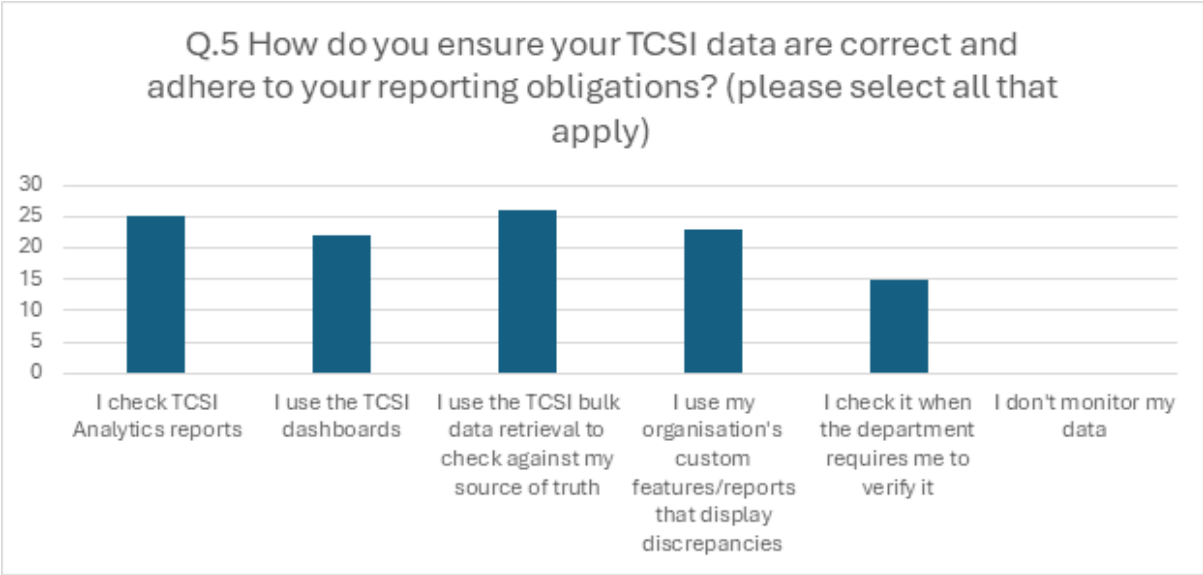
Q.4 How useful is the statistical information in the Higher Education Student Enrolment Trends Dashboard to your organisation?

How useful is the statistical information in the Higher Education Student Enrolment Trends Dashboard to your organisation?	Count	Percent
Extremely useful	2	4%
Very useful	11	21%
Moderately useful	10	19%
Slightly useful	5	10%
Not at all useful	3	6%
I have never used the Higher Education Student Enrolment Trends Dashboard	20	38%
No response	1	2%



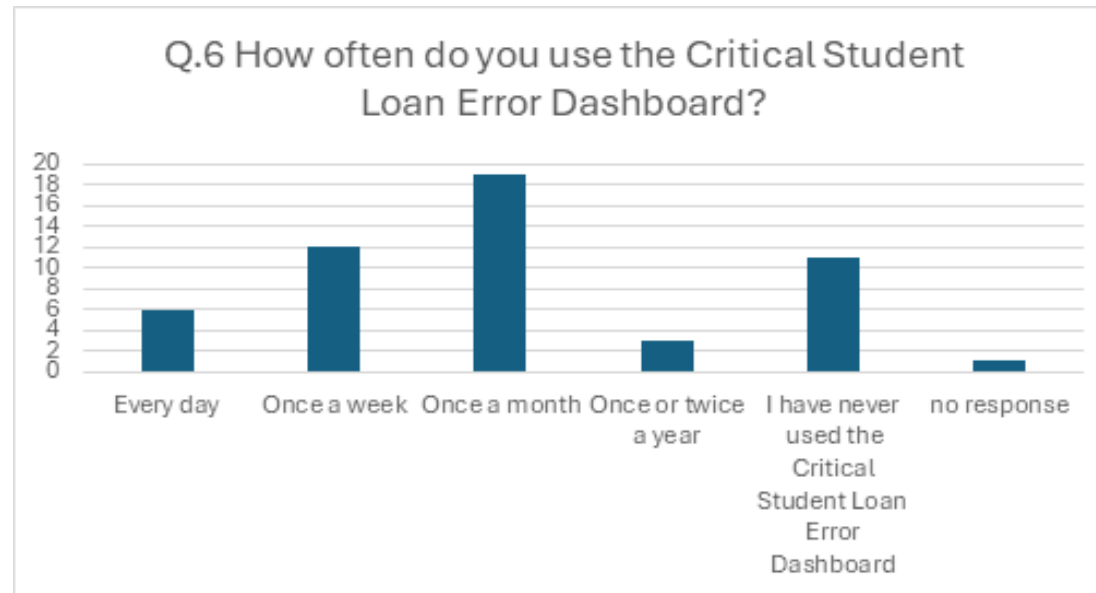
Q.5 How do you ensure your TCSI data are correct and adhere to your reporting obligations? (please select all that apply)

Q.5 How do you ensure your TCSI data are correct and adhere to your reporting obligations? (please select all that apply)	Count	Percent
I check TCSI Analytics reports	25	48%
I use the TCSI dashboards	22	42%
I use the TCSI bulk data retrieval to check against my source of truth	26	50%
I use my organisation's custom features/reports that display discrepancies	23	44%
I check it when the department requires me to verify it	15	29%
I don't monitor my data	0	0%
Another way	0	0%
no response	21	40%



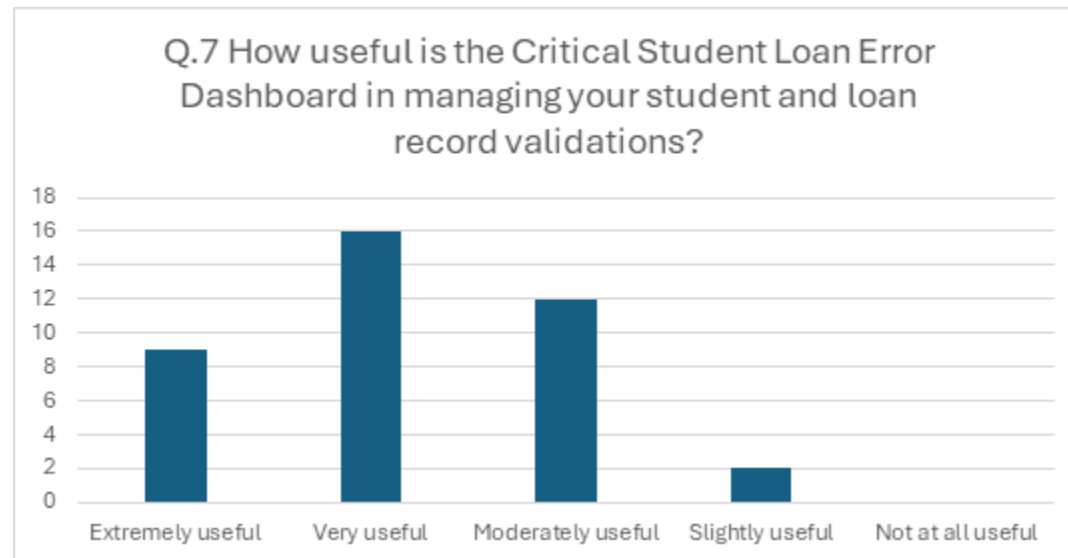
Q.6 How often do you use the Critical Student Loan Error Dashboard?

How often do you use the Critical Student Loan Error Dashboard?	Count	Percent
Every day	6	12%
Once a week	12	23%
Once a month	19	37%
Once or twice a year	3	6%
I have never used the Critical Student Loan Error Dashboard	11	21%
no response	1	2%



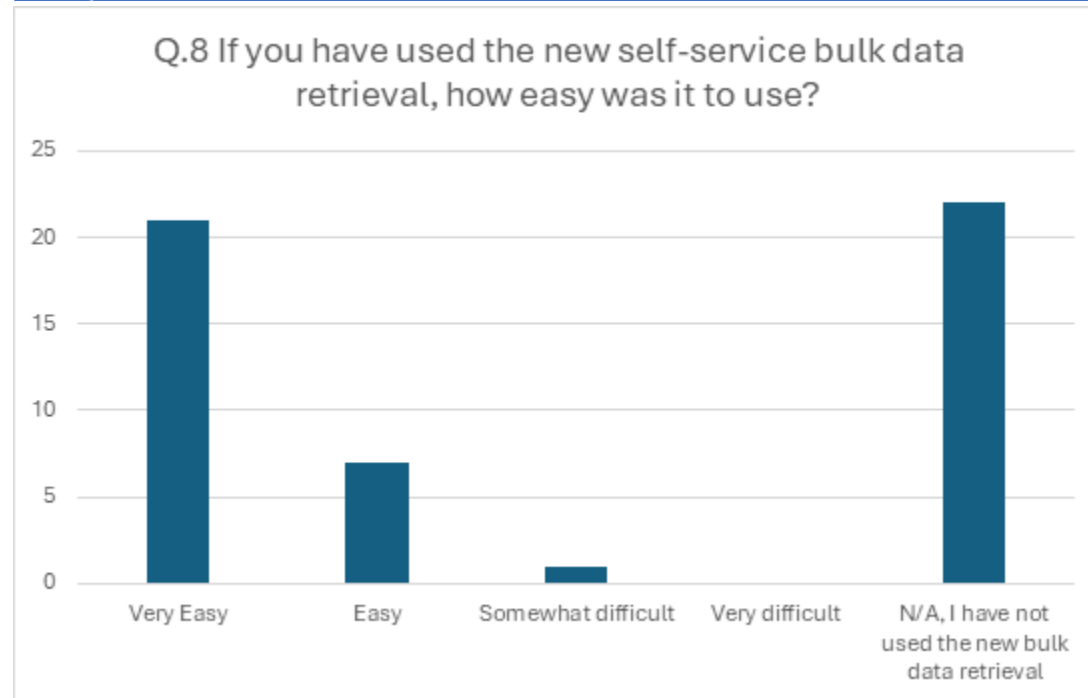
Q.7 How useful is the Critical Student Loan Error Dashboard in managing your student and loan record validations?

How useful is the Critical Student Loan Error Dashboard in managing your student and loan record validations?	Count	Percent
Extremely useful	9	17%
Very useful	16	31%
Moderately useful	12	23%
Slightly useful	2	4%
Not at all useful	0	0%
no response	13	25%



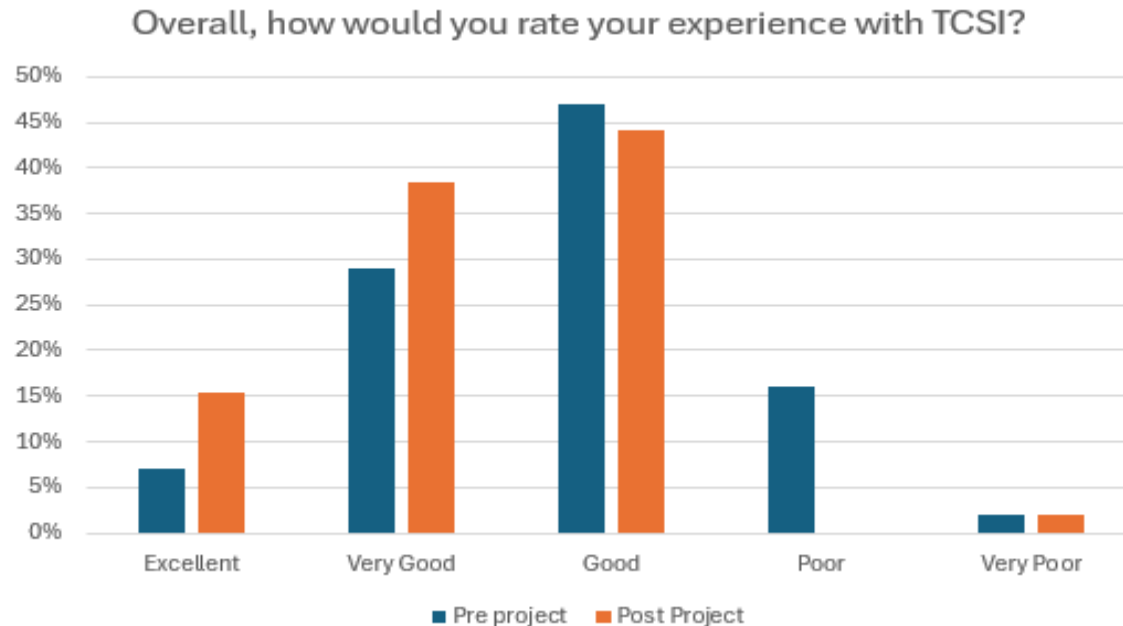
Q.8 If you have used the new self-service bulk data retrieval, how easy was it to use?

If you have used the new self-service bulk data retrieval, how easy was it to use?	Count	Percent
Very Easy	21	40%
Easy	7	13%
Somewhat difficult	1	2%
Very difficult	0	0%
N/A, I have not used the new bulk data retrieval	22	42%
no response	1	2%



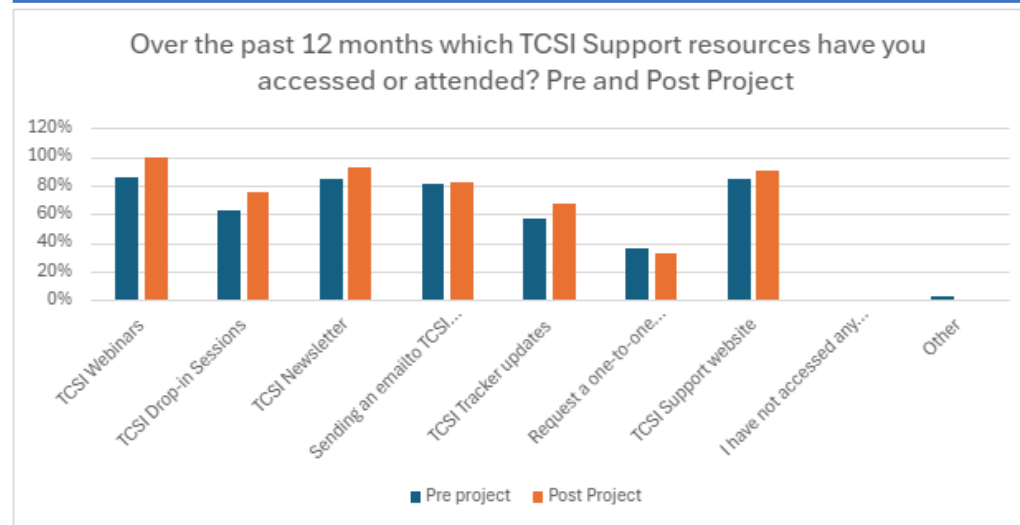
Q.9 Overall, how would you rate your experience with TCSI?

Overall, how would you rate your experience with TCSI?	Count	Post Project	Pre Project
Excellent	8	15%	7%
Very good	20	38%	29%
Good	23	44%	47%
Poor	0	0%	16%
Very Poor	1	2%	2%



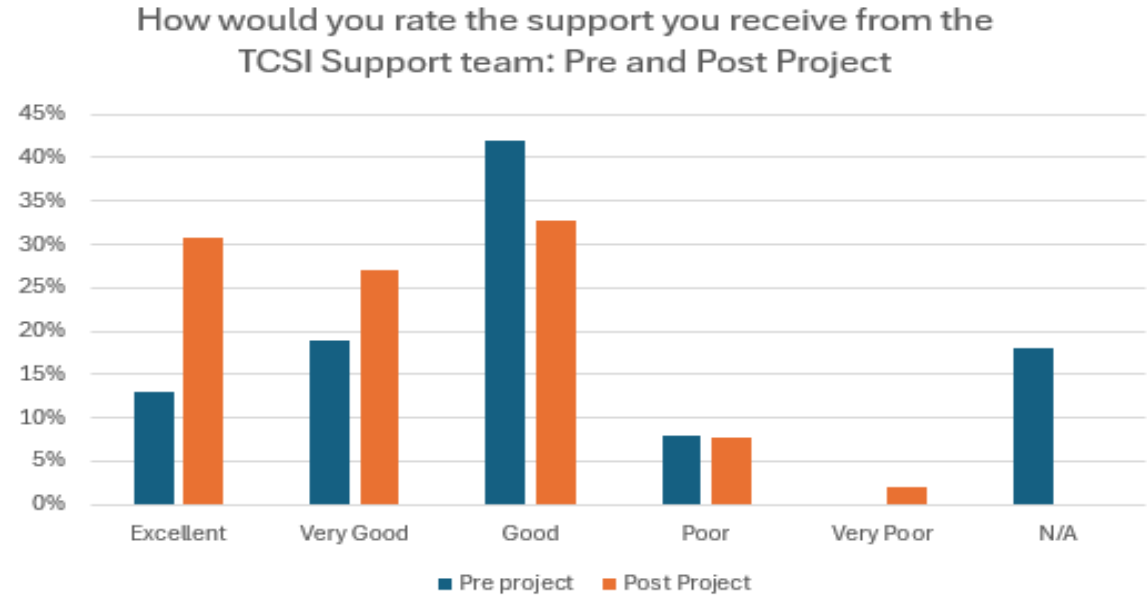
Q.10 Over the past 12 months which TCSI Support resources have you accessed or attended? (please select all that apply)

Over the past 12 months which TCSI Support resources have you accessed or attended? (please select all that apply)	Count	Post project	Pre project
TCSI Webinars	52	100%	86%
TCSI Drop-in Sessions	39	75%	62%
TCSI newsletters	48	92%	85%
Sending an email to TCSISupport@education.com.au	43	83%	81%
TCSI Tracker updates	35	67%	57%
Requested a one-to-one MS Teams meeting	17	33%	36%
TCSI Support website	47	90%	84%
I have not accessed any support resources	0	0%	0%
Other	2	4%	3%



Q.11 How would you rate the support you receive from the TCSI Support team?

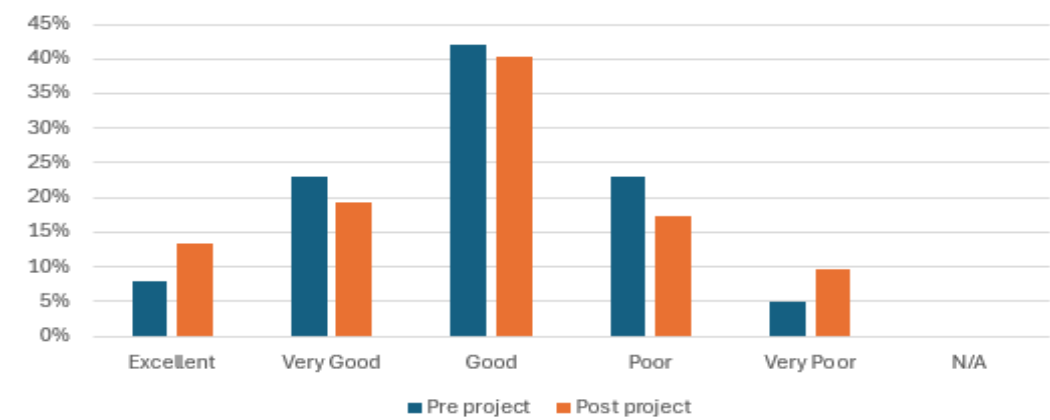
How would you rate the support you receive from the TCSI Support team?	Count	Post project	Pre project
Excellent	16	31%	13%
Very Good	14	27%	19%
Good	17	33%	42%
Poor	4	8%	8%
Very Poor	1	2%	0%
Not applicable	0	0%	18%



Q.12 When you have interacted with the TCSI Support team, how would you rate the timeliness of the support?

When you have interacted with the TCSI Support team, how would you rate the timeliness of the support?	Count	Post project	Pre project
Excellent	7	13%	8%
Very good	10	19%	23%
Good	21	40%	42%
Poor	9	17%	23%
Very Poor	5	10%	5%
Not applicable	0	0%	0%

When you have interacted with the TCSI Support team, how would you rate the timeliness of the support: Pre and Post Project



Questions or to
request a meeting?

Contact us at:

TCSIsupport@education.gov.au

