

# Unique Student Identifier (USI) Responsibilities Policy & Procedure

## Purpose

To ensure the Privacy Act and Student Identifiers Act obligations and responsibilities are met, and that government funded or subsidised training contract requirements for the data provision of student USI's are met. The USI has been introduced to provide a nation-wide database for students to record and track all VET programs completed since 01 January 2015.

## Policy

Stride Learning will implement the national requirements for the USI from 1 January 2015. Stride Learning will adhere to all legislative requirements under USI legislation and regulations (2014) and any amendments; this includes all Privacy requirements.

In accordance with Section 11 of the Student Identifiers Act 2014, Stride Learning will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by law to retain it.

Students without a Unique Student Identifier (USI) requesting that Stride Learning applies for a USI on their behalf should be aware that Stride Learning will provide to the Registrar personal information about themselves. Further information regarding students' privacy rights is located in Section 6 (Privacy Notice) of this policy and procedure.

## Procedure

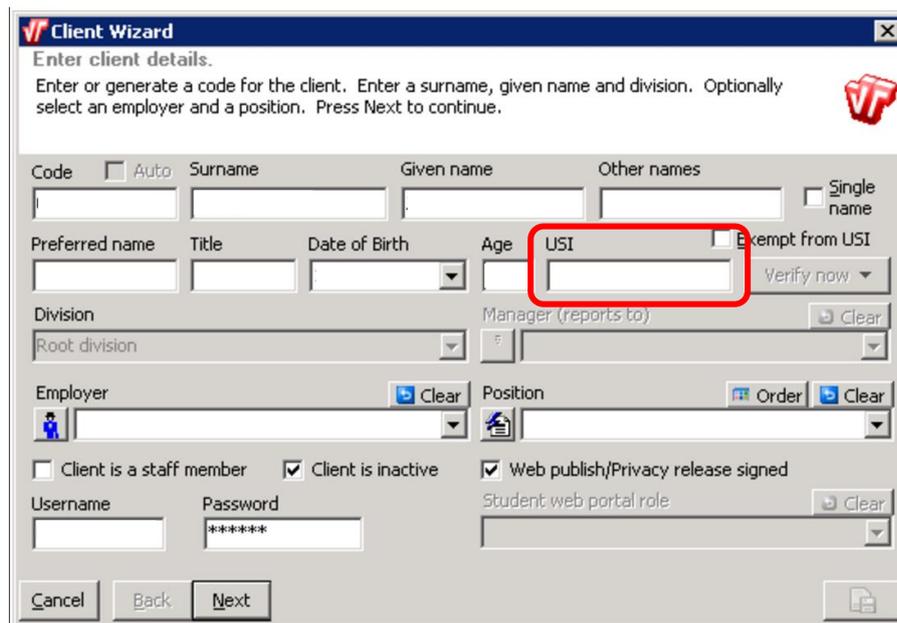
Before Stride can issue Certification or a Statement of Attainment, all RTOs under Stride Learning must have a valid USI for each student. Best practice will be to ensure we obtain/create a student's USI *prior* to them enrolling to confirm the student's USI details as soon as the course commences. This includes all Government Funded, Concession and Fee for Service enrolments. This can be done by one of the following ways: 1) verify a USI a student gives us, 2) create a USI on behalf of the student (with their permission) or 3) locate the student's USI for them (if they have forgotten or misplaced this information).

### *1. Students with a USI*

Students who already have a USI will be required to provide this 10-character number (which is made up of a combination of 10 letters and numbers unique to each student) at the time of enrolment (as per the Stride Application & Enrolment Form). This then simply needs to be recorded into the VETtrak Student Management System, as follows;

- 1.1 Search for and select student in VETtrak
- 1.2 Right click on the Personal tab/option and select Edit Client. This will bring up the screen below.

# Unique Student Identifier (USI) Responsibilities Policy & Procedure



**Client Wizard**  
Enter client details.  
Enter or generate a code for the client. Enter a surname, given name and division. Optionally select an employer and a position. Press Next to continue.

Code  Auto Surname Given name Other names  Single name

Preferred name Title Date of Birth Age USI  Exempt from USI

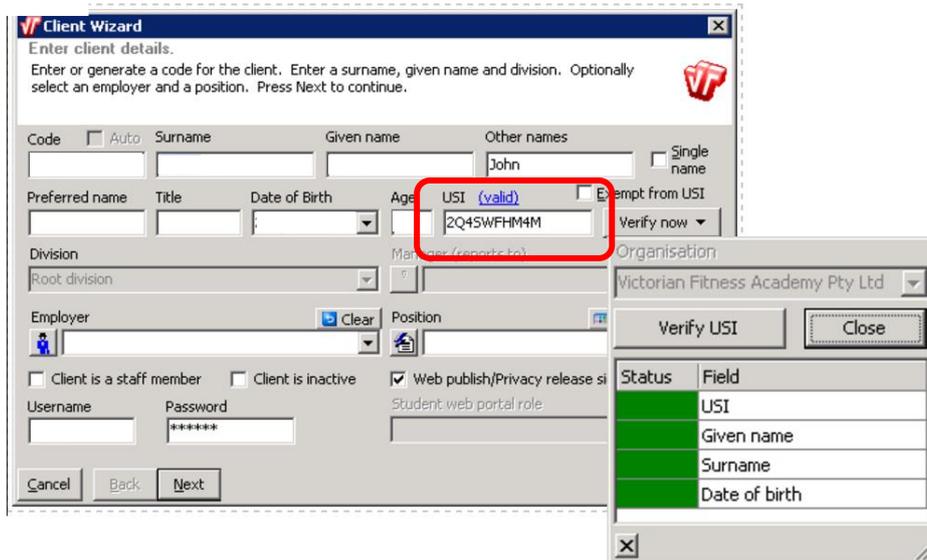
Division Manager (reports to)

Employer  Position

Client is a staff member  Client is inactive  Web publish/Privacy release signed

Username Password Student web portal role

1.3 Simply enter the USI number provided on the enrolment form in the USI section (as above) and select the 'Verify now' button on the right (his button will become available once a 10-character code has been entered). Once the USI has been verified the Status field will change to green. You can tell that this has worked successfully when the status next to the USI capture says 'valid' (as shown below).



**Client Wizard**  
Enter client details.  
Enter or generate a code for the client. Enter a surname, given name and division. Optionally select an employer and a position. Press Next to continue.

Code  Auto Surname Given name Other names  Single name

Preferred name Title Date of Birth Age USI (valid)  Exempt from USI

Division Manager (reports to)

Employer  Position

Client is a staff member  Client is inactive  Web publish/Privacy release signed

Username Password Student web portal role

Organisation: Victorian Fitness Academy Pty Ltd

Status	Field
Valid	USI
Valid	Given name
Valid	Surname
Valid	Date of birth

## 2. Creating a USI on behalf of a student

If the student doesn't already have a USI we can apply for one on their behalf. To do this, we require the following information:

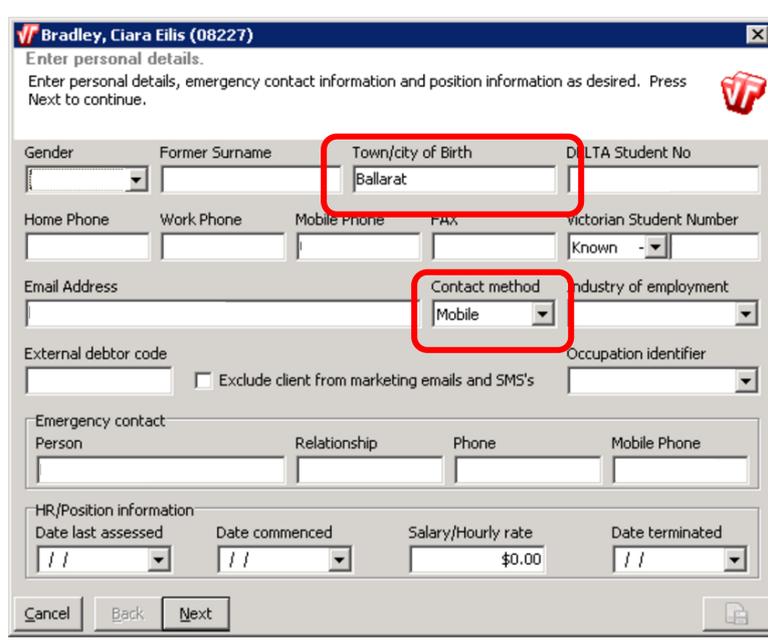
- The student's name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;

# Unique Student Identifier (USI) Responsibilities Policy & Procedure

- The student’s date of birth, as it appears, if shown, in the chosen document of identity;
- The student’s city or town of birth;
- The student’s country of birth;
- The student’s gender; and
- The student’s preferred method of contact, i.e. email, mobile or mail.

This information has been collected in the Student Application & Enrolment Form ready to be entered into VETtrak.

- 2.1 Search for and select student in VETtrak
- 2.2 Right click on the word ‘Personal’ and select ‘Edit Personal Information’
- 2.3 Add the students ‘Town/city of Birth’ and ‘Contact Method’ as per the enrolment form (see below).



**IMPORTANT: the details the student provides on the enrolment form MUST match the details shown on their form of ID.**

- 2.4 Right click on the tab ‘Identity Documents’ and select ‘Add Identity Documents’
- 2.5 Based on the Identification provided select the relevant ID from the drop down menu.
- 2.6 Complete any blank white cells with information based on Identification provided. This will be different for each different identity document type.
- 2.7 Once all information has been added check the tick box at the bottom of the window which says ‘Automatically delete this identity document when USI application processed successfully’ and select ‘Next’.
- 2.8 Right click on the ‘Personal’ tab/option and select ‘Create USI’ followed by ‘Create now...’  
Once the USI has been approved a pop-up menu will appear saying “USI has successfully been created” followed by the student’s USI. Confirmation will then be sent to the student via email, text message or letter, depending on the ‘Contact Method’ that was selected back in Step 2.3 of the Process.

# Unique Student Identifier (USI) Responsibilities Policy & Procedure

## 3. Locating the Students USI in the USI registry

For those students who believe they already have a USI (but can't recall what it is), there is a function in VETtrak that will allow you to locate this on the student's behalf.

For it to work, the following fields *must be entered into VETtrak and exactly match the details on the USI registry*:

- Full name (single or multiple names);
- Date of birth
- Gender
- Country of Birth
- Town/city of birth

In addition, at least one of the following contact details must be entered in VETtrak and *exactly match the details on the USI registry*:

- Email address
- Mobile phone number
- Home phone number
- Postal address

Therefore, if the student has changed address, contact details or name since initially registering for their USI *this function will not work* and they will need to contact the USI Registry directly to obtain it. They can do this by calling the USI Helpline on 1300 857 536 or emailing [usiadmin@education.gov.au](mailto:usiadmin@education.gov.au).

For those students who have matching information:

- 3.1 Click through to the last page of the Personal Details Wizard in VETtrak.
- 3.2 Check the box "Update client contact details in the USI registry" and select "Finish".
- 3.3 To ensure updates have been made simply go back to the student's Personal Details and right-hand click "Edit client". Select the "Verify now" Button in the Client Wizard and the USI search should bring up a "valid" USI.

## 4. Change of Surname Process

Occasionally you may come across a student who requires a change of surname, for example in the instance of a marriage or divorce. The process that needs to be followed will depend on the form of identification the student provides to make the change.

### 4.1 For students who have supporting documentation:

- i. The first and best option is to get the student to log into their USI account and edit their contact details. When changing their surname, they will be prompted to supply a supporting form of ID – just as they would when registering the first time around (i.e. supplying Licence, Medicare Card, Passport etc. which supports their name change). *To do this they will need to have the supporting documentation with them.*
- ii. To ensure this has worked correctly and the changes have been saved, log into VETtrak, select the "Verify now" button in the Client Wizard and the USI search should return as "valid".
- iii. *Notes are to be made in VETtrak by compliance with the date USI was changed and previous SURNAME.*



# Unique Student Identifier (USI) Responsibilities Policy & Procedure

## 4.2 For a student who only has a Marriage Certificate:

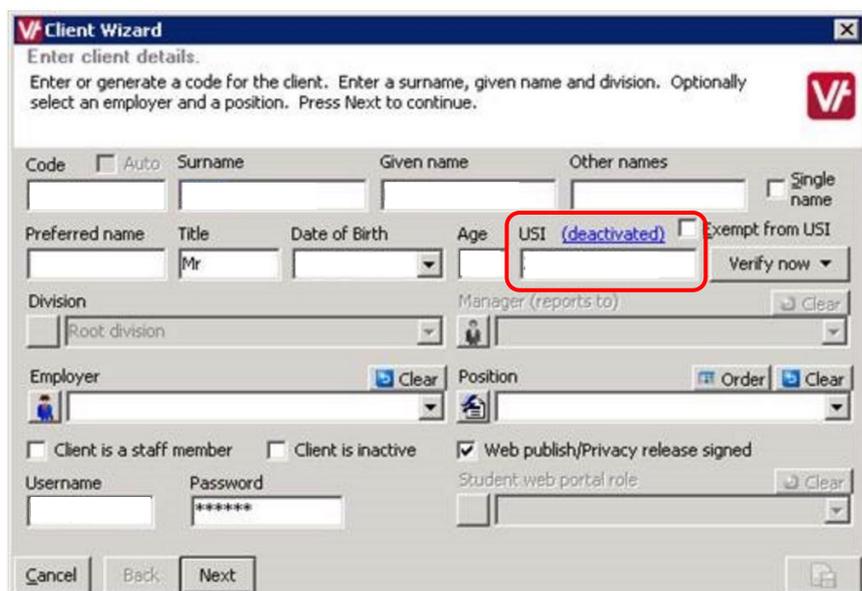
- i. The student will need to email the USI Registry ( [usadmin@education.gov.au](mailto:usadmin@education.gov.au) ) with Subject Line: “Change of Family Name” and request that their surname is changed. They will need to attach a copy of their Marriage Certificate to the email.
- ii. The USI Registry will call the student to confirm details and update their system accordingly.
- iii. Student to notify us once their details have been updated with the USI Registry.
- iv. Verify changes have been made to USI in VETtrak.
- v. *Notes are to be made in VETtrak by compliance with the date USI was changed and previous SURNAME.*

## 4.3 If a student has no supporting documentation:

- i. Students won't be able to update their USI details without supporting documentation.

## 5. 'Deactivated' USI Accounts

A “Deactivated” USI is the result of a student accidentally registering for two USI's and one being cancelled. When a USI is cancelled it will show up in VETtrak as “deactivated” (as per below).



The screenshot shows the 'Client Wizard' window in VETtrak. The 'USI (deactivated)' field is highlighted with a red box. The form includes fields for Code, Surname, Given name, Other names, Preferred name, Title, Date of Birth, Age, and USI. There are also checkboxes for 'Client is a staff member', 'Client is inactive', and 'Web publish/Privacy release signed'. The 'Verify now' button is visible next to the USI field.

Once this cancellation has been actioned by the USI registry an email/text or letter will be sent to the student (depending on the contact method they selected when registering initially) with the correct USI. *This will need to be obtained from the student and updated accordingly in VETtrak.*

*A note in the notes section of VETtrak which includes his previous USI, the date it was updated and your initials is required.*

# Unique Student Identifier (USI) Responsibilities Policy & Procedure

## 6. Privacy Notice

When Stride Learning applies for a USI on your behalf the Registrar will verify your identity using the information provided. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if a student has sufficient documentation.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), Stride Learning will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on a student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by law to retain it.

The personal information about any student provided to the Registrar, including identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of a student's USI are protected by the SI Act.

If a student asks Stride Learning to make an application for a student identifier on their behalf, Stride Learning will have to declare that Stride Learning has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Stride Learning has given the student with the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
    - any other person or agency that may be authorised or required by law to access the information;



# Unique Student Identifier (USI) Responsibilities Policy & Procedure

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

## Privacy policies and complaints

Students can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar. The Registrar’s Privacy Policy contains information about how students may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Stride Learning’s Privacy Policy Is made available to all students through reference in its Student Handbook and on its website.

## Related Documents

POLICY & PROCEDURE Privacy

POLICY & PROCEDURE Cooperating with Funding & Regulator Bodies and Meeting Legislative Requirements

SUPPORTING DOCUMENT Stride Learning Application and Enrolment Form

## Responsible Officer

The responsible officer for the implementation and training of this Policy and Procedure is the CFO.

## Publishing details

<b>Document Name</b>	USI Policy & Procedure
<b>Approved by</b>	Head, Quality, Compliance & Products
<b>Date of Approval</b>	12 Feb 2018
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<b>Student Experience Framework Step</b>	Enrolment
<b>Version</b>	3
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<b>Next Review Date</b>	12 Feb 2019