

UNIQUE STUDENT IDENTIFIER (USI) POLICY AND PROCEDURE

1. Purpose

This Policy and Procedure establish how Training Masters collects, verifies, uses, protects and reports Unique Student Identifiers (USIs). It supports accurate national VET reporting, protects student information and ensures that AQF certification documentation is issued only when the applicable USI requirements have been met.

2. Policy

Training Masters will collect and verify a USI for each student undertaking nationally recognised VET, unless a lawful exemption applies. A USI will be used only for legitimate education, reporting, certification and related regulatory purposes.

Training Masters will not issue a VET qualification or statement of attainment unless the student has a verified USI or acceptable evidence of an exemption. A USI must not be printed on a qualification, statement of attainment or record of results.

USIs and related personal information will be protected from misuse, interference, loss and unauthorised access, modification or disclosure. Student permission will be obtained where required before Training Masters searches for, creates, accesses or shares USI information.

3. Definitions

Term	Meaning
Unique Student Identifier (USI)	A ten-character identifier issued by the Student Identifiers Registrar that links an individual's nationally recognised VET records.
Verified USI	A USI confirmed through the USI Registry System as matching the student's recorded name and date of birth.
USI Registry System	The Commonwealth system used by authorised organisations to create, find, verify and manage USIs.
AQF Certification Documentation	A qualification testamur, statement of attainment and associated record of results issued in accordance with the Australian Qualifications Framework and regulatory requirements.
USI Exemption	A lawful exemption from being assigned or providing a USI, supported by evidence acceptable under the Student Identifiers legislation.
Student Permission	Verbal or written permission required before Training Masters creates or searches for a USI, accesses or updates a USI account, views a VET transcript or shares USI information where required.

4. Responsibilities

Role	Responsibility
CEO	Approves this Policy and maintains overall accountability for USI compliance, privacy and serious incidents.
Academic Manager	Oversees compliance, certification controls, reporting accuracy, monitoring and continuous improvement.
Student Services and Administration	Inform students, collect and verify USIs, obtain and retain required permission, assist students, resolve discrepancies and maintain accurate records.
Authorised USI Users	Access the USI Registry System only for legitimate duties, protect login credentials, follow portal conditions and report incidents immediately.
Trainers/Assessors	Direct students to support when a USI is missing or unresolved and do not copy or disclose USI information unnecessarily.

Role	Responsibility
Student service	Confirm the USI is verified or a valid exemption is recorded before releasing AQF certification documentation and ensure the USI is not printed on certification documents.
Students	Provide accurate personal details and a USI, advise Training Masters of relevant changes, respond to discrepancy requests and provide evidence of an exemption where applicable.

5. Requirements

Training Masters will ensure that:

- students are informed about the USI requirement, its purpose, privacy implications and the consequences of not providing a verified USI;
- USIs are collected and verified as early as practicable, preferably during enrolment or orientation, and before regulatory reporting or certification;
- student identity details used for verification match the details recorded in the USI Registry System;
- permission is obtained where required to create or search for a USI, access or update a USI account, view a VET transcript or share USI information; permission is not required merely to verify a USI provided by the student;
- no duplicate USI is knowingly created and existing-USI searches are completed only with the student's permission;
- AQF certification is not released without a verified USI or documented lawful exemption;
- USIs are not displayed on AQF certification documentation;
- USI data submitted in national VET reporting is accurate and any errors are corrected promptly; and
- access to USIs and related records is limited to staff with a legitimate business need.

These requirements support clause 12 of the Compliance Requirements under the Standards for RTOs 2025, the Student Identifiers Act 2014 and applicable privacy and national VET data-reporting requirements.

6. Scope

This Policy applies to all Training Masters students undertaking nationally recognised VET and to employees, contractors and third-party providers who collect, verify, access, use, report, store or disclose USI information. It applies to the student management system, the USI Organisation Portal, enrolment and certification systems, and all related electronic and paper records.

7. Procedures

7.1 Informing Students and Collecting a USI

Students will be informed about the USI requirement through enrolment information, the Student Handbook, orientation and relevant forms. Training Masters will explain that, unless exempt, a student cannot receive a VET qualification or statement of attainment until a USI has been verified.

Students should provide their USI and personal details during enrolment or by orientation. Staff will provide reasonable assistance to students who need help creating, locating or correcting a USI. A student should normally create or recover their own USI through the official USI service.

7.2 Creating or Finding a USI for a Student

Training Masters may create or search for a USI only when necessary and after obtaining the student's verbal or written permission. Before creating a USI, Training Masters will provide the required privacy notice, use acceptable identity evidence and first take reasonable steps to avoid creating a duplicate USI.

Permission must be recorded. Training Masters will not use the student's account credentials, and the student must retain control of their USI account. Personal information or identity documents collected solely to create a USI must not be retained once no longer required, unless another law requires retention.

7.3 Verifying a USI

Authorised staff will verify the USI through the USI Registry System or an appropriately connected student management system. Verification must use the USI, the student's legal name as recorded in the Registry System and date of birth. Verification may be completed without additional student permission when the student has supplied the USI to Training Masters.

The verification result and date will be recorded in the student management system. The USI must not be treated as verified merely because it has the correct format or has been entered by the student.

7.4 Unsuccessful Verification and Discrepancies

If verification is unsuccessful, staff will check for data-entry errors and ask the student to confirm their details against their USI account and identity record. Staff must not change a student's USI account details without the required permission and evidence.

Where the issue cannot be resolved, the student will be referred to the official USI support service. Training Masters will record follow-up attempts and leave the USI field blank in reporting where required rather than entering a false, temporary or another person's USI.

7.5 Certification Controls

Before releasing a qualification or statement of attainment, the responsible staff member must confirm that the student has met the training product requirements and that the student management system shows a verified USI or a documented lawful exemption. If neither condition is met, certification will be withheld and the student will be advised what action is required.

The student's USI must not appear on the testamur, statement of attainment or record of results. Certification records must show that the pre-issue USI check was completed.

7.6 Exemptions

A student claiming an exemption must provide evidence issued or accepted under the Student Identifiers legislation. Training Masters will verify and securely record the basis of the exemption before certification. The student will be informed that exempt training may not appear on an authenticated VET transcript and may not be accessible through the Commonwealth USI system.

7.7 National VET Reporting and Corrections

Training Masters will include verified USIs in national VET data submissions where required and will apply any applicable reporting exemptions. Data will be checked against enrolment and completion records before submission. Identified errors or omissions will be investigated and corrected through the relevant reporting or transcript-update process as soon as practicable.

7.8 Privacy, Security and Records

USIs are personal information. They will be stored in the student management system with role-based access and protected by individual user accounts, secure passwords and appropriate security controls. USIs must not be sent through insecure channels, displayed in open areas or recorded in documents where they are not required.

Staff must not share portal credentials. Access will be removed when no longer required and reviewed periodically. Records of verification, permission, exemption, follow-up and corrections will be retained and disposed of in accordance with Training Masters' records management and privacy requirements.

7.9 Privacy or Security Incidents

Any suspected loss, incorrect disclosure, unauthorised access, duplicate USI creation or other USI incident must be reported immediately to the Academic Manager. Training Masters will contain the issue, preserve relevant evidence, assess privacy and regulatory notification obligations, correct affected records and record improvements in the relevant incident, risk and continuous improvement records.

7.10 Related Policies and Documents

This Policy should be read with the Privacy Policy; Records Management Policy; Enrolment Policy and Procedure; Issuance of AQF Certification Documentation Policy and Procedure; AVETMISS and Data Reporting procedures; Student Handbook; Information Security requirements; Risk Management Policy; and Continuous Improvement Policy and Procedure.

8. Implementation

This Policy will be implemented through enrolment and orientation information, staff induction and training, role-based system access, verification and certification checklists, student management system controls, data-quality checks, internal monitoring and audit activities. Managers are responsible for ensuring that staff and contractors understand and apply the requirements relevant to their roles.

9. Review and Continuous Improvement

This Policy and Procedure will be reviewed at least annually, or earlier when legislation, regulatory guidance, USI system requirements, reporting arrangements or operational risks change. It will also be reviewed following a USI-related incident, complaint, reporting error, audit finding or significant process change.

Review outcomes and approved improvements will be recorded in the Continuous Improvement Register, implemented through Training Masters' quality assurance processes and communicated to relevant staff.