

USI Management Policy and Procedure

1. PURPOSE

JMC Academy RTO recognises that the Unique Student Identifier (USI) is a mandatory data field for reporting a nationally recognised training.

This Policy and Procedure document provides guidance to Student Services Staff on the collection, storage and reporting of Unique Student Identifier (USI) data.

2. SCOPE

This Policy and Procedure document applies to all VET student enrolments in a nationally recognised training product on JMC Academy RTO's scope, except those students who are deemed to be exempt. Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- Individuals who have completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

3. DEFINITIONS

Unique Student Identified (USI)

The Unique Student Identifier (USI) is a ten-digit (10), government issued student number, required for all students in nationally recognised VET training from 1 January 2015. This number links to an online account to provide each student with a single record of all of their nationally recognised VET training.

Please refer to *JMC Academy Glossary* definitions not provided above.

4. POLICY AND PROCEDURE

4.1 POLICY

Since 1 January 2015 all students enrolled in nationally recognised training in Australia are required to have a Unique Student Identifier (USI).

The USI allows students online access to their training records and results (transcript) through their online USI account.

Specifically:

- A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.
- The USI will be available online and at no cost to students.
- This USI will stay with students for life and be recorded with any nationally recognised VET course that is undertaken from January 1st 2015
- Students can access their USI accounts online from computers, tablets or their smart phones anytime.

- The process is the same for all students to obtain a USI or for the training organisation to create a USI on behalf of students, with the student’s permission.
- Students must have a valid USI before they can be issued with a qualification or statement of attainment. This applies to:
 - New (commencing) students
 - Pre-enrolled students,
 - continuing students, and
 - School students completing nationally recognised training.

JMC Academy RTO must:

- Collect a USI from each student
- Verify a USI supplied by a student
- Ensure a student has a valid USI before conferring a qualification or statement of attainment on that student
- Ensure the security of USI’s and related documentation
- Destroy any personal information which was collected solely for the purpose of applying for a USI on behalf of a student, and
- Adhere to all legislative requirements under the USI legislative requirements.

JMC Academy RTO must adhere to the following restrictions when integrating the USI into their business processes.

A USI cannot be:

- Used as the JMC Academy RTO’s own student identifier, such as a student number, and
- Be printed on statements of attainment, records of results or testamurs.

4.2 PROCEDURE

4.2.1 Roles and Responsibilities

Role	Responsibilities
Government Reporting and Systems Support (GR&SS)	<ul style="list-style-type: none"> • Ensure that the SMS provides the security required under the Student Identifiers Act, 2014. • Provide weekly report to Student Service Centre listing students with non-validated USIs. • Report data, including USI to HESG as required.
Student Services Admin Team	<ul style="list-style-type: none"> • Ensure information about the requirement for students to obtain a USI prior to enrolment and to bring the USI to enrolment is included in letters of offer.
Student Admissions Team	<ul style="list-style-type: none"> • Collect USI information as part of the enrolment process. • Support students who present for enrolment without a USI to obtain the USI. • Communicate directly with students who have been identified as having no USI or a non-valid USI via eDM, SMS and email. • Provide regular reports to Managers for direct follow up with students who have failed to respond to direct communication.
	<ul style="list-style-type: none"> • Enter data, including USI onto the JMC Academy RTO internal server. • Verify USI through the automated verification system. • Finalise enrolment for students (so fees can be generated and collected) without valid USI but pass such enrolments to the JMC Academy RTO Admin Team.

Role	Responsibilities
	<ul style="list-style-type: none"> • Collect USI information as part of the enrolment process. • Accept updated USI data from students after checking ID and enter onto the JMC Academy RTO internal server, verifying the USI provided if possible. • Conduct outbound calls (as scheduled) to students to verify or provide their USI. <hr/> <ul style="list-style-type: none"> • Follow up directly with students whose USI data has not been provided or has not validated.

4.2.2 Enrolment

4.2.2.1 Prospective students must be provided with information about the USI prior to enrolment. Information is to be provided by:

- Student Handbook
- Course flyers, and
- Letters of offer.

4.2.2.2 Information provided to prospective students must include:

- The requirement to obtain a USI prior to enrolment by visiting <https://www.usi.gov.au> (except where a USI has already been obtained by the student at a previous enrolment)
- The importance of ensuring that the personal details provided in the process of obtaining a USI must be identical to those provided to at previous enrolment (i.e. exact name, date of birth etc.)
- The need to bring their USI with them to their scheduled enrolment session
- Access to further information on USI can be found [here](#)
- Students who express a genuine personal objection to being assigned a USI must be advised to apply to the [Student Identifiers Registrar](#) for an exemption.
- Students with any valid exemption from the USI requirement must be informed that they will not be able to access records of their training through the Commonwealth Register.

4.2.2.3 Students who present for enrolment without a USI must be supported to access the website and obtain their USI before enrolment can proceed. The authorised Student Admissions Team and Admin Team may provide this assistance. Student Admissions Team will try to prevent students who cannot obtain or provide a USI to commence the enrolment process.

4.2.2.4 The student's USI must be recorded on the enrolment form before enrolment can be finalised.

4.2.3 Completion

- 4.2.3.1 No AQF certification documentation can be provided to non-exempt students who have not provided a valid USI
- 4.2.3.2 Prior to processing a request for AQF documentation, JMC Academy RTO must confirm that the student has a valid USI
- 4.2.3.3 A non-AQF statement or record of results for the training program may still be provided, even if the student does not have a validated USI.
- 4.2.3.4 USI's must not be included on any reports to the student, including, for example and not limited to: confirmation of enrolment, AQF certification documentation or transcripts of results.

5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy – and its associated procedures – at any time, against any decisions prescribed in this policy and procedure document.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY and PROCEDURE

- Student Services/Administration
- Campus Manager

7. RELATED DOCUMENTS

- JMC Academy Glossary

8. RELATED LEGISLATION

This Policy and Procedure document supports JMC Academy RTO's compliance with the following legislation:

- Standards for Registered Training Organisations 2015 (Cth)
- Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Continuing Registration
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Student Identifiers Act, 2014 (Cth)
- Student Identifiers Regulation, 2014 (Cth)

9. POLICY and PROCEDURE REVIEW DATE

10th September, 2022

10. VERSION CONTROL

Title	<i>USI Management Policy and Procedure</i>			
Maintained By	The Education Team			
Approving Authority	Director of Education and/or CEO			
Approved Date	02.06.2020			
Version Number	Modified By	Modifications Made	Date Modified	Status
1.0	Dr Stanford	Ensured currency	02.06.2020	Approved