

UNIQUE STUDENT IDENTIFIER PROCEDURE

POLICY

This policy applies to Smartlink Training (“Smartlink”) and any of its third-party providers who offer any service/s on behalf of Smartlink Training under the third party arrangement agreement and will take the steps to ensure that it will inform all prospective learners who wish to enrol in a course in relation to the USI requirement as per the Student Identifiers Act 2014, USI scheme and the National VET Data Policy.

Relevant Standard

Clause 3.6—Participate in the Student Identifier scheme

Clause 3.6

The RTO meets the requirements of the Student Identifier scheme, including:

- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014
- c) ensuring that where an exemption described in clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Other Relevant Standards

Clauses 5.1 to 5.3 Informing and protecting students

Clause 3.5 credit transfer

PROCEDURE:

We will implement the national requirements for the Student Identifiers Act 2014, USI scheme and as per the National VET Data Policy.

1. All students will be asked to provide their USI on the enrolment form.
2. USI will be verified by admin team via our student management system, Powerpro RTO. Once a USI is verified, Powerpro RTO turns a green flag as well as shows a message that USI is verified. If a USI does not verify, Powerpro RTO turns yellow, saying not verified with reasons and then the student will be contacted to provide the correct information that is missing.
3. If the student is unable to provide the correct information, then we will ask the student to contact the USI department so that they can seek the required help. USI department will require the student to provide the relevant form of identification in order to assist them which Smartlink Training cannot provide as a third party. Student will be required to do so on their own in order to maintain privacy and confidentiality and must follow the USI departments privacy policies and notices as applicable on the USI website <https://www.usi.gov.au/about-us/privacy>
4. It is expected most students will be able to manage their own USI through the USI website. If the students are not sure how to use the USI website, then our staff will guide them to navigate the website so that they can follow the correct steps to create their own USI using their device (smartphone, iPad, computer system).
5. Smartlink Training and all third party providers and are staff must ensure to read, understand and follow the relevant terms and conditions <https://www.usi.gov.au/terms/terms-and-conditions-org> that apply to us an RTO.
6. Where a student is unable to obtain their own USI the RTO will assist in the process by ensuring that we provide them with the USI privacy notices (privacy notice for students) <https://www.usi.gov.au/about-us/privacy> so that they have received and read the privacy notice and that they understand the consent and data requirement that applies to creating or searching a USI before giving their consent. The full terms and conditions are listed on the last page of this procedure under references. Students will be informed that if they do not provide all the required information or if the information is incomplete or inaccurate then we may not be able to create the USI as this may affect the Student Identifiers Registrar’s ability to provide them with a USI.

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7. We will ensure to obtain the students permission (<https://www.usi.gov.au/providers/student-permissions>) prior to creating a USI for the student through our student management system Powerpro RTO and this permission will be retained as evidence of their consent to create a USI on behalf of them. Student will be required to complete the USI Permission Form and provide current form of acceptable identification documents in order to create the USI on behalf of them. Once the USI is created through the student management system and verified, administration will ensure to email the student with their USI number so that the student can ensure to keep it in a safe place for their future reference. All information related to USI is available on the USI website and this link will be provided to the student. <https://www.usi.gov.au/>
8. Once the USI has been created for the student then only the third page of the USI permission form will be scanned and saved to the server to record evidence of consent from student and all other the relevant personal details on the USI permission form and any form of identification document provided by the student as a photocopy will be securely destructed as per privacy and confidentiality requirements.
9. USI must have been verified before issuing a statement of attainment. Powerpro RTO only allow staff to issue statement of attainment only to students with a verified USI.
10. Any information gathered to create a USI will be destroyed upon completion in line with the privacy policy. (Privacy Act 1988) and as per USI's Privacy Policy.
11. The privacy of USI will be protected within all administrative tasks.
12. Students will be informed as to when their new results for unit/s of competency will appear on their USI record.
13. Staff will be trained in all aspects of USI administration and access and all computer security checked to ensure all unauthorised access is blocked.
14. Information regarding obtaining a USI will be published on the website and in the Student Handbook.

IMPORTANT REFERENCES

Please refer to the below website links for relevant information.

<https://www.usi.gov.au/>

<https://www.usi.gov.au/providers/create-usi-student>

<https://www.usi.gov.au/providers/student-permissions>

<https://www.usi.gov.au/about-us/privacy>

<https://www.usi.gov.au/terms/terms-and-conditions-org>

Privacy Notice for students – we as an RTO are required to provide the following information to the students which is in the USI Permission form.

The Office of the Student Identifiers Registrar's privacy obligations require us to:

- be open and transparent about how we hold, use and disclose personal information
- have a privacy policy in place that is reasonably available to the public
- take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure
- take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

We are committed to ensuring the proper handling of your personal information in accordance with the [Privacy Act 1988](#) ('Privacy Act'). We are an 'APP entity' that must comply with the [Australian Privacy Principles](#) (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how entities must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

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The information you provide through the USI application process is collected by the Student Identifiers Registrar for the purposes of:

- processing my application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
 - enable them to deliver VET and Higher Education courses
 - meet their reporting obligations under the VET and Higher Education standards and government contracts
 - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to me and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:
 - creating authenticated VET transcripts
 - resolving problems with USIs
 - collecting, preparing and auditing 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
- 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 their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the [USI's Privacy Policy](#).

YOUR PERSONAL INFORMATION AND THE USI APPLICATION PROCESS

The USI application process requires personal information, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents.

This information is used to confirm your identity and ensure your USI is unique.

The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided.

The USI Registry System doesn't retain details from the ID used to create your USI.

If you've authorised a third party to create a USI on your behalf, typically an education or training provider, they're required by law to destroy your personal information as soon as possible after making the USI application.

USI VET TRANSCRIPTS

For USI account holders who are undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER for this purpose.

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NCVER is authorised to disclose information to the:

- Australian Government Department of Education, Skills and Employment (DESE)
- Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator

for the purposes of:

- the administration of VET, including program administration, regulation, monitoring and evaluation
- the facilitation of research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to [NCVER's Privacy Policy](#).

PRIVACY POLICIES AND COMPLAINTS

PRIVACY NOTICE FOR STUDENTS

The information you provide through the USI application process:

- is collected by the Student Identifiers Registrar for a number of purposes
- may be disclosed to a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

Students can find out more about how the Student Identifiers Registrar collects, uses and discloses their personal information:

- in the [Student Identifiers Registrar's Privacy Policy](#)
- by [emailing the Registrar](#)
- by calling [1300 857 536](#) or from outside Australia [+61 2 6240 8740](#)

The Student Identifiers Registrar's Privacy Policy contains information about:

- how students can access and seek correction of the personal information held about them
- how to make a complaint about a breach of privacy by the Registrar in connection with the USI
- how complaints are handled