

## Unique Student Identifier - Policy and Procedure

### 1. Purpose

The Unique Student Identifier (USI) Scheme allows learners to access a single online repository of their VET achievements. A USI is a learner's individual education number for life and an online record of vocational education and training (VET) undertaken in Australia, since the beginning of 2015. Without a USI, learners cannot apply for Commonwealth financial assistance or be issued with any qualification or statement of attainment.

It ensures Phoenix Academy meets its obligations under:

- The Student Identifiers Act 2014
- RTO Standards 2025 (Standard 2.1 and 3.1)
- The Data Provision Requirements 2020

### 2. Scope

- All domestic and international learners enrolled in nationally recognised training
- All Phoenix Academy staff involved in enrolment and student administration

### 3. Responsibilities

- **VET Manager:** Ensures implementation and staff training
- **Student Services:** Verifies USIs, retains documentation, assists learners
- **IT/Admin Team:** Maintains secure recordkeeping in aXcelerate

### 4. Key Policy Statements

- Phoenix Academy will not issue any certification (Statement of Attainment or Qualification) unless a verified USI is held, unless an exemption applies.
- Where an exemption applies, learners are informed their results will not be available via the USI system.
- Learners are required to provide their USI during enrolment or at orientation.

- Learners may authorise Phoenix Academy to create a USI on their behalf by providing valid identification.

## **5. Procedure**

### **5.1. USI Requirements - Procedure**

#### **Step 1: Informing the Student**

- During enrolment/orientation, students are informed of the USI requirement.
- Support is provided via the USI student video and website: <https://www.usi.gov.au>

#### **Step 2: USI Creation (if required)**

- Students are guided to create their USI via <https://www.usi.gov.au/students>
- For students authorising Phoenix Academy to create the USI, valid ID must be supplied.

#### **Step 3: Verification and Recording**

- USIs are verified using aXcelerate or the USI Registry System.
- If the USI cannot be verified, students are asked to confirm or resubmit.

#### **Step 4: Secure Storage**

- Verified USIs and ID copies (if applicable) are stored securely in student records.
- All data is protected under the Phoenix Academy Privacy Policy.

### **5.2. Privacy Consent**

The USI Privacy Policy is available at <http://www.usi.gov.au/Pages/privacy-policy.aspx>.

### **5.3. Documents needed for USI creation**

At least one of the following forms of ID is required.

- Australian passport
- Non-Australian passport (with Australian visa)
- Australian birth certificate \*please note a birth certificate extract is not sufficient
- Australian driver's licence
- Medicare card
- Certificate of registration by descent
- Centrelink concession card
- Citizenship certificate
- ImmiCard

Important: The details entered when creating a USI must match the details shown on the form of ID.

## 5.4. Find your USI

If the learner has undertaken any registered training since 2015, they may already have a USI and are encouraged to find their USI using their following details:

- Email address
- Mobile number
- Two check questions
- ID documents

Details are found on: <https://www.usi.gov.au/students/find-your-usi>.

## 5.5. Create a USI for a learner

Phoenix Academy may create a USI for a learner. Prior to creating the USI, Phoenix Academy will:

- i. obtain the learners permission to create a USI on their behalf.
- ii. ask the learner to provide at least one of the forms of identification listed in 2.4.

A USI can be created by the RTO by either of the following ways:

- a) go to <https://www.usi.gov.au/providers/create-usi-student>.
- b) follow the *aXcelerate* procedure (see Appendix 3.2)

## 5.6. Retention of documents

Phoenix Academy will retain copies of ID documents that it requests as these ID documents are not solely obtained for USI purposes. All learner documents will be retained in the learner's file.

## 5.7. Document Verification Service Override

The Document Verification Service (DVS) override is a function in the Unique Student Identifier (USI) Registry System available for RTOs. Learners must always be encouraged to provide a proof of ID document suitable for DVS when Phoenix Academy is creating a USI on the learner's behalf and avoid the use of DVS override except where necessary. Most learners will have at least one proof of ID suitable for DVS that is readily available, or easily obtained.

Categories of learners who may not have the required ID documents include:

- Learners in correctional facilities: In many cases incarcerated learners may not have access to a document for DVS processing.
- Indigenous learners living in remote areas of Australia: People living in remote places may not have had their births registered correctly, as well as people changing their names for cultural reasons. This could hinder the ability of Aboriginal and Torres Strait Islander Australians to obtain approved identification that complies with legislative identification processes.

The number of DVS overrides that the Student Identifiers Registrar will grant to Phoenix Academy varies according to the learner profile and relevant business needs of Phoenix Academy.

Importantly, the DVS override should not be used just because an individual:

- does not have a DVS document available on enrolment day.
- is not sure where they have put their documents.
- would need to speak to a family member to get access to a DVS document.

The USI Registry System allows the DVS override to be granted to Phoenix Academy, subject to completion of the application form and acceptance of the terms and conditions.

## **6. Monitoring and Compliance**

- Internal audits are conducted annually to review USI practices.
- Data integrity checks occur through aXcelerate reporting.
- Changes to legislation or the USI Registry are tracked by the VET Manager.