

RTO010 SOP Unique Student Identifier (USI)

1. Purpose

The purpose of this standard operating procedure is to ensure that Health Information Management Association Australia Limited (HIMAA) has a process in place for the collection and issuance of the Unique Student Identifier (USI) for students who have enrolled into HIMAA's courses and to comply with the regulatory bodies.

2. Scope

This standard operating procedure applies to all HIMAA Education Services Staff.

3. Standard 3 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; and
- d) Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

4. Definition

AQF Certification Documentation – is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

Australian Qualification Framework (AQF) – means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Unique Student Identifier – A USI is effectively an account or reference number made up of numbers and letters. The USI will allow all of an individual's training records, entered into the national Vocational Education and Training (VET) data collection, to be linked.

5. References

- Standards for Registered Training Organisations (RTOs) 2015
- User Guide Standards for Registered Training Organisations (RTOs) 2015
- VET Act 2011
- Australian Government Department of Industry Skills Unique Student Identifier

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|---|---|---------------------------|
| File Name: RTO010 SOP Unique Student Identifier (USI) | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | Page 1 of 6 |

- The USI Initiative
- Student Identifiers Act 2014
- RTO001 Work Instruction Unique Student Identifier (USI) Process
- RTO019 Form Consent from a Student for HIMAA to Apply for a Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier
- ORG002 Policy Privacy and Confidentiality
- ORG002 SOP Privacy and Confidentiality
- RTO002 Work Instruction AVETMISS Reporting
- RTO014 Policy Governance and Administration
- RTO014 SOP Governance and Administration
- ORG003 Form Privacy Complaint
- ORG007 Form Confidentiality and Non-Disclosure Agreement for Staff
- RTO003 Work Instruction Recording AVETMISS Data
- RTO002 Work Instruction AVETMISS Reporting

6. Procedure

6.1 Information on the USI

- 6.1.1 HIMAA will obtain, verify or issue a valid USI to current and newly enrolled learners prior to issuing the competent learner a Statement of Attainment.
- 6.1.2 A USI is made up of numbers and letters and is unique to each learner. The USI allows a learner's training records to be linked to the national VET data collection.
- 6.1.3 The USI is available to learners online. For more information learners can go to the Australian Government Department of Industry Skills or <http://www.usi.gov.au/Pages/default.aspx> The USI is a free service for learners and will give learners access to secure digital transcripts of their achievements as well as control over their educational information.
- 6.1.4 Learners can update their information at any time. This will require a form of ID such as:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport)
 - Birth Certificate
 - Certificate of Registration by Descent
 - Citizenship Certificate
- 6.1.5 ID is not required for updating addresses.
- 6.1.6 Learner's information must match their form of identification.
- 6.1.7 A learner must provide HIMAA with their USI or give permission for HIMAA to apply on the learners behalf. This is done by the learner completing 061

| | | | |
|---|---|--------------|---------------------------|
| File Name: RTO010 SOP Unique Student Identifier (USI) | | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | | Page 2 of 6 |

Form Consent from a Student for HIMAA to Apply for a Unique Student Identifier (USI).

- 6.1.8 HIMAA's Student Support and Administration Officer must verify the learner's USI on the SMS.
- 6.1.9 The USI system is based on the AUSKey which is the Australian Government's Business to Government Authentication Services VAN Guard.
- 6.1.10 Learner's personal information is used in reporting AVETMISS requirements to the governing body and to the National Centre Vocational Education Research (NCVER).

6.2 Applying for a USI

- 6.2.1 Once implemented, a learner can apply for a USI at any time. This is a once only procedure, when a USI is issued it stays with the learner for life.
- 6.2.2 Learners must provide HIMAA with a USI before a Statement of Attainment or qualification can be issued to the learner. This applies to existing learners as well as newly enrolled learners.
- 6.2.3 HIMAA's Student Support and Administration Officer can apply for a USI on the learner's behalf if the learner gives their consent. The process is the same for the learner and HIMAA.
- 6.2.4 When the learner or HIMAA applies for the USI the learner will be required to supply information from a form of identification (ID). The Document Verification Service used by the USI system accepts one of the following valid Australian forms of ID:
 - 6.2.4.1 Driver's Licence
 - 6.2.4.2 Medicare Card
 - 6.2.4.3 Australian Passport
 - 6.2.4.4 Visa (with non-Australian Passport)
 - 6.2.4.5 Birth Certificate
 - 6.2.4.6 Certificate of Registration by Descent
 - 6.2.4.7 Citizenship Certificate
- 6.2.5 If a learner does not have access to one of the forms of ID above they are to inform HIMAA and HIMAA will contact the USI Registrar.
- 6.2.6 To avoid duplication when a learner or HIMAA applies for a USI the names and personal details entered into the system must match the details on the ID.
- 6.2.7 If HIMAA is applying for the USI on the learner's behalf the learner must provide HIMAA with a certified copy of their ID and the completed 061 Form Consent from a Student for HIMAA to Apply for a Unique Student Identifier (USI).

6.3 Legislation

- 6.3.1 Under the legislation HIMAA cannot issue a Statement of Attainment or a qualification to a learner without a verified USI. Under the National Centre for Vocational Education Research (NCVER) HIMAA is to report their training

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|---|---|---------------------------|
| File Name: RTO010 SOP Unique Student Identifier (USI) | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | Page 3 of 6 |

data. From 2015 the data submitted must have a USI included for each learner.

6.4 Timeframes to Obtain and Verify USI's

- 6.4.1 When an application for a USI is lodged by a learner or HIMAA through the USI system with acceptable ID, the USI should be received within a few seconds; however, the time may vary as it is dependent on internet speed and the accuracy of the information provided.
- 6.4.2 The application for the USI requires an identity verification process. This uses a link to another system. If this system is down the timeframe for receiving a USI can be delayed.
- 6.4.3 If the USI is delayed it is stored in the USI system and relevant people are advised once it has been processed.

6.5 Batch applications

- 6.5.1 If HIMAA is doing the application it is done through Business Applications and can be processed in a batch.
- 6.5.2 If HIMAA makes a batch application for a large number of USI's the processing time will be dependent on the demand of the system.

6.6 USI Notifications

- 6.6.1 The USI system will either email, text or mail a letter advising the learner of their USI. This is dependent on what the learner's selection as the preferred method of contact.
- 6.6.2 The learner provides HIMAA with their USI which is verified in Business Applications to ensure it matches the learner's details.
- 6.6.3 The system will inform the learner or HIMAA of any issues that occurred during the application for the USI. Contact information will be provided to the learner or HIMAA to fix the errors.
- 6.6.4 If HIMAA puts the application into the system after gaining the learner's consent, the USI system will provide HIMAA with the learner's USI.

6.7 Accessing Transcripts

- 6.7.1 HIMAA with the learner's permission will be able to use the USI system to access a learner's electronic VET record. This will assist HIMAA in assessing prerequisites and credit transfers.
- 6.7.2 To do this the learner must first nominate HIMAA via the permissions setting in the USI System.
- 6.7.3 The data is used as part of HIMAA's reporting requirements to NCVER.

6.8 USI Support Materials

- 6.8.1 The Department of Industry has support materials available on their website to assist learners and HIMAA with their applications for a USI.

6.9 Privacy Notice

- 6.9.1 If a learner does not already have a USI and would like HIMAA to apply for a USI on their behalf, HIMAA will provide the information from the learners ID to the Student Identifiers Registrar.

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|---|---|---------------------------|
| File Name: RTO010 SOP Unique Student Identifier (USI) | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | Page 4 of 6 |

- 6.9.2 When HIMAA applies for the USI the information is verified through the Document Verification Service (DVS) which is managed by the Attorney General's Department and is linked through the USI online application process.
- 6.9.3 If a learner does not have suitable ID for the DVS as listed in 6.2.4 and if HIMAA is authorised by the Registrar HIMAA may be able to verify a learner's identity by other means. If not HIMAA cannot apply for a USI on the learner's behalf and the learner should contact the Student Identifiers Registrar.
- 6.9.4 In accordance with section 11 of the Student Identifiers Act 2014 cth (Student Identifiers Act 2014) HIMAA will destroy personal information which HIMAA collects from the learner solely for the purpose of applying for the USI on the learner's behalf as soon as possible after the USI application has been made unless HIMAA is required by law to retain the information.
- 6.9.5 The personal information about the learner that HIMAA provides to the Registrar including the identity information is protected by the Privacy Act 1988 cth (Privacy Act). The collection, use and disclosure of the learner's USI are protected by the Student Identifiers Act 2014.
- 6.9.6 If a learner asks HIMAA to make an application on their behalf HIMAA will have to declare that HIMAA has complied with certain terms and conditions to be able to access the online student portal and submit the application, including a declaration that HIMAA has given the learner the privacy notice information as follows in 6.10. This information is also declared on the 0061 Form Consent from a Student for HIMAA to apply for a Unique Student Identifier (USI)
- 6.9.7 The learner is advised and agrees that they have understood the consent that the personal information the learner provides to HIMAA in connection with the application for a USI.
- 6.9.8 Collected by the Registrar for the purpose of:
- 6.9.8.1 Applying for, verifying and giving a USI;
 - 6.9.8.2 Resolving problems with a USI;
 - 6.9.8.3 Creating authenticated Vocational Education and Training (VET) transcripts
- 6.9.9 May be disclosed to for Commonwealth and State/ Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing Vocational Education and Training (VET), VET providers and VET programs
 - Education related policy and research purposes
 - To assist in determining eligibility for training subsidies
- 6.9.10 VET Regulators to enable them to perform their VET regulatory functions.
- 6.9.11 VET Admission Bodies for the purpose of administering VET and VET programs

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|---|---|--------------|---------------------------|
| File Name: RTO010 SOP Unique Student Identifier (USI) | | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | | Page 5 of 6 |

- 6.9.12 Current and former Registered Training Organisation 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.
- 6.9.13 Schools for the purpose of delivering VET courses to the individual and reporting on these courses.
- 6.9.14 The National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USI's and for the collection, preparation and auditing of national VET statistics.
- 6.9.15 Research for education and training related purposes.
- 6.9.16 Any other person or agency that may be authorised or required by law to access the information.
- 6.9.17 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.
- 6.9.18 Will not otherwise be disclosed without the learner's consent unless authorised or required by or under law.

6.10 Privacy policy and complaints

- 6.10.1 Learners can find further information on how the Registrar collects, uses and discloses their personal information reading the Registrars Privacy Policy <http://usi.gov.au/Documents/Student-Identifiers-Registrar-privacy-policy-v1.1.pdf> or by contacting the Registrar at:

Privacy Officer
Office of the USI Registrar
Canberra City ACT 2601
GPO Box 9839
Canberra ACT 2601
Email: usi@industry.gov.au

- 6.10.2 Learners can make a complaint to the Information Commissioner about 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
 - A failure by the Registrar to destroy personal information collected by HIMAA only for the purpose of applying for a USI on the learner's behalf.

- 2. This policy works in conjunction with HIMAA's internal policies and procedures and the policies and procedures listed under the heading references in this Standard Operating Procedure.

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| File Name: RTO010 SOP Unique Student Identifier (USI) | Version: 1.0 | Release Date: 18/04/16 |
| Date of Review: 18/04/17 | Responsibility: Chief Executive Officer | Page 6 of 6 |