

Date of Implementation

13th May 2024

Date Reviewed

May 2024

Date Due for Review

May 2025

Unique Student Identifier (USI) Collection Policy and Procedure (Clause 3.6)

Purpose

All students who are participating in or who have completed nationally recognised Vocational Education and Training (VET) since 1 January 2015 must be assigned a Unique Student Identifier (USI) number before they can receive their certificate of training. MiHaven Training cannot issue an Australian Qualifications Framework (AQF) certification documentation to an individual without being in receipt of a verified Unique Student Identifier (USI).

The USI which is made up of ten numbers and letters is an individual's education number for life. It creates an online record of all the students Australian training achievements. The Office of the Student Identifiers Registrar manages the USI Registry System which creates and stores the USI's and associated personal information. Students will be able to access their records online, download them and share them with future Registered Training Organisations (RTOs) electronically.

With the student's permission, MiHaven Training will be able to access and view their students' entire nationally recognised training record with records collected commencing in 2015. MiHaven Training will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places.

Scope

MiHaven Training is committed to abide by the requirements for Registered Training Organisations and the Student Identifier scheme. MiHaven Training operates a proprietary student management system, aXcelerate. aXcelerate ensures a verified USI for a student is stored in aXcelerate prior to their qualification or statement of attainment being issued.

USI's can be created and verified using the USI Organisation Portal. To avoid any delays in issuing certification documentation, MiHaven Training ensures that students either apply for or verify their USI's when undertaking an application for enrolment interview. Students can authorise MiHaven Training to search, find or apply for a USI on their behalf- this authorisation is a part of the application for enrolment form and needs to be fully completed and signed.

MiHaven Training protects the security of all information related to USI's. We have sufficient security measures in place to protect both digital and hard-copy records from loss, damage or unauthorised access.

These include:

- Records stored in locked cabinets
- Restricted access to AVETMISS Database/Student Management System with logins and staggered access and permissions allocated as per position description
- Strong passwords on all network-connected computers
- Other security measures, such as swipe card access to offices
- Hard copy records are all shredded and/or destroyed using a third party document destruction company
- External back-up of records; SharePoint (cloud based) with NEXT DC Datacentre S1; Sydney, Australia

Records of all AQF certification documentation issued by MiHaven Training are kept for 30 years within AVETMISS Database.

Procedure - The USI Portal

Student Requirements

MiHaven Training is required to gather personal student information in order to meet our obligations when creating and or verifying a USI. This information will include:

- Your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- Your date of birth, as it appears, if shown, in the chosen document of identity;
- Your city or town of birth;
- Your country of birth;
- Your gender; and
- Your contact details.

Prospective students will be provided with information about the USI prior to enrolment, during the application for enrolment meeting/interview and is also contained in the Application for Enrolment Form.

Information provided to prospective students will include:

1. The requirement to obtain a USI prior to enrolment by visiting <http://www.usi.gov.au> (except where a USI has already been obtained by the student with previous enrolment at MiHaven Training).
2. The USI Privacy Notice- link included within Application for Enrolment Form.
3. The importance of ensuring that the personal details provided in the process of obtaining a USI are identical to those provided to MiHaven Training at the time of application for enrolment.
4. The need to include their USI within the Application for Enrolment Form.
5. If MiHaven Training is requested to apply for a USI, the student must complete and authorise MiHaven Training to apply for a USI (included on Application for Enrolment Form) and supply valid ID.
6. If MiHaven Training is requested to find an existing USI on behalf of a student, the student will agree and give permission in their Application for Enrolment Form.

Students who present for enrolment without a USI will be supported to access the USI website and obtain their USI before their application for enrolment can proceed.

Students who express a genuine personal objection to being assigned a USI will be advised to apply to the Student Identifiers Registrar for an exemption.

Applying, Finding and Verifying a USI

If MiHaven Training is requested to apply for or find an existing USI on behalf of a student, the student must agree and give permission in their application for enrolment form and must supply valid ID.

If a student's USI cannot be verified, they will be contacted by MiHaven Training and if required, further information will be requested, or the student without a USI will be supported to access the USI website and obtain their USI before enrolment can proceed. MiHaven Training staff then will verify the students USI with the USI Registrar through MiHaven Training's Student Management System.

When applying for a USI, the USI system accepts any one of the following valid forms of ID:

- Current Drivers License
- Current Medicare Card
- Current Australian Passport
- Current Visa (with Non-Australian Passport)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate

Names entered into the USI system must match the ID presented. Without one of these documents a USI cannot be issued or located therefore enrolment may not be possible. In order to verify a student USI individual information recorded on the student's application for enrolment form must identically match the information held for that student in the USI system

Issuing of Qualifications

Under the USI legislation, MiHaven Training cannot issue an AQF qualification or statement of attainment to a student without a verified USI, unless the student has been granted an exemption from the requirement to have a USI.

Security of USI Data

The MiHaven Training Privacy Policy applies to the collection of a students USI. The student USI will be stored within the MiHaven Training Student Management System and accessible to staff with login and permission to access the AVETMISS Database. Student's USI will not be provided on any internal or external MiHaven Training reports or used to assign as a student identifier. Student's USI will not be included on any reports to students, including confirmation of enrolment, AQF certification documentation or transcripts of results etc. USI Privacy Notice for Students <https://www.usi.gov.au/documents/privacy-notice>

The information students 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
- May be disclosed to the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- 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 (Cth)* and in our Privacy Policy.

Privacy Policies and Complaints

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: <https://www.usi.gov.au/about-us/privacy>
- By emailing the Registrar: <https://www.usi.gov.au/contact-us/providers>
- 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

The student can also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988 (Cth)*. This includes the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Exemptions from the USI

A Registered Training Organisation (RTO) can only issue a VET qualification or VET statement of attainment to a student who:

- Has a USI; or
- Has been granted an exemption from the requirement to have a USI.

If you are granted an exemption from having a USI:

- You will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account which provides consolidated information about any VET courses, modules or units of competency undertaken since 1 January 2015.
- Your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future, you won't be able to provide your transcript to your RTO which may assist with enrolments and credit transfers.

There is no exemption from the requirement to have a USI if you are applying for financial assistance.

Requesting an exemption from the USI

If you wish to apply for an exemption from having a USI, you can apply by using the below link: <https://www.usi.gov.au/exemptions>. You will need to outline your reasons for why you wish to be exempt from having a USI and that you understand the consequences of not having a USI.

