

QA-F-001 USI HANDOUT - FAQs

USI Information for Learners – Frequently Asked Questions

1. What is an USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and/or letters that gives learners access to their USI account. This USI will stay with learners for life and be recorded with any nationally recognised Vocational Education Training courses that they undertake from January 2015.

2. What is a USI Account?

This is an online account controlled by learners which keeps all their training records and results together. Each time a learner enrolls to study with a new training organisation, their USI will be used to store your training records and results.

3. How to obtain an USI? How long does it take?

Learners log into the USI System www.usi.gov.au, accept the Terms and Conditions, enter some personal details and receive the USI back in real time. It should typically take about 3 minutes if learners follow the instructions and have their ID ready to input.

4. Why do Learners need an USI?

The USI will allow learners easier and more reliable online access to their record of training history (from January 2015). Learners will also be able to produce a comprehensive transcript of their training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

5. What if a learner forgets or loses their USI?

Learners should refer to instructions at www.usi.gov.au on how to recover their USI.

6. Do learners need their USI before enrolling into courses?

Yes, at Access Training Centre (ATC) we require all Learners to provide us with an USI in order to complete all enrolment requirements (for nationally accredited training).

7. Will Learners still receive their certificate from ATC?

Learners will not receive a copy of their training certificate from ATC unless they have provided their USI and paid all outstanding fees.

8. Is there a charge involved in getting an USI?

No. An USI will be available free-of-charge for all individuals undertaking nationally recognised training.

9. Who has access to see a learner's USI?

When learners enrol for an ATC Course and provide us with permission that allows us to view and/or update their USI account or view training records. However we will not keep a record of a learner's USI outside of our Record Management Systems and we will not provide learners' information for any other purpose.

10. What if learners change their name?

The details learners enter must be the same as shown on their form of ID. If learners have changed their name since obtaining their USI then they may update their personal details to match.

Document Name	USI HANDOUT – FAQs and USI Privacy Notice	Document No: QA-F-001
Last Modified Date:	24/02/2020	Page 1 of 2
Access Training Centre 7 LaSalle St Dudley Pk SA 5008 Ph 08 8169 9800		



Australian Government



Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations 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;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of 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 your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on usi@usi.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

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