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Unique Student Identifier (USI) Management Policy and Procedures

1. Purpose

The purpose of this policy is to ensure Insight Academy complies with all legislative and regulatory requirements pertaining to the USI, outlining the procedures for collecting, verifying, and recording USIs for all students, including overseas students. It ensures that Insight Academy students are fully informed about USI requirements and its impact on their studies and certification and that the integrity of nationally recognised training products and certification documentation issued by Insight Academy is maintained.

2. Scope

This policy applies to all prospective, current, and former students enrolled in nationally recognised training at Insight Academy, including both domestic and overseas students. It also applies to all staff involved in student enrolment, administration, data reporting, and the issuance of AQF certification documentation.

3. Policy Statement

Insight Academy ensures that all students undertaking nationally recognised training are supported to meet the requirements for holding a Unique Student Identifier (USI). The RTO implements clear and consistent procedures for the collection, verification, and management of USIs to ensure smooth enrolment processes and the integrity of certification documentation.

Guiding Principles: The policy is based on the following principles.

Clarity and Accessibility: Students receive accurate and timely information about the requirement for a USI and how it relates to their studies and certification.

Support and Inclusion: Practical support is provided to all students, including those needing assistance in creating a USI or understanding the process, particularly international students arriving in Australia.

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Data Security and Confidentiality: USI information is treated as confidential and managed securely in accordance with internal privacy and records management protocols.

Consistency and Integrity: No certification documentation is issued without a verified USI, unless a valid exemption applies. This supports the credibility of qualifications issued.

Responsiveness: Students who are exempt from obtaining a USI are clearly informed of the implications, including access to training records and transcripts.

4. Procedure

The following procedures ensure the commitment to diversity, inclusion and cultural safety at Insight Academy.

4.1 USI Requirement for Enrolment and Certification

- Insight Academy requires all students undertaking nationally recognised training to have a valid USI.
- All student and prospective students are informed of this requirement through various sources such as the **Student Handbook**, **Student Application / Enrolment Form**, **Pre-Orientation Information.**
- Insight Academy does not issue a VET qualification or a VET statement of attainment to a VET student unless the student has been assigned a student identifier, subject to any applicable exemptions.
- For overseas students, a USI is generally required to be eligible for a Commonwealth Supported Place (CSP) and Commonwealth financial assistance (if applicable), and to graduate and receive their award. (Based on USI general guidance).

4.2 Collection and Verification of USI

- Insight Academy collects each student's USI upon enrolment in nationally recognised training.
- Insight Academy verifies the authenticity of the unique student identifier provided to it by an individual and that it belongs to that individual before the RTO uses the identifier for any purpose.

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- Where a student does not have a USI, Insight Academy guides the student on how to create a USI using the USI Registry System.

- Insight Academy advises international students that a USI can generally only be created once they have arrived in Australia.

4.3 Exemptions and Information to Students

Where an exemption from the USI requirement applies (as specified by the Minister), Insight Academy informs the VET student, prior to the completion of enrolment or commencement of training, 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.

4.4 Record Keeping

- Insight Academy keeps the student USI information secure within the student management system (SMS) and no unauthorised access is allowed.

- All record keeping, retention, and disposal practices for USI-related information, student records, and certification documents are governed by Insight Academy's *Document Management and Records Retention Policy & Procedures.*

- In line with the ESOS Act, Insight Academy keeps records of each accepted student, including their USI, for at least 2 years after the person ceases to be an accepted student.

- In compliance with the Student Identifier Act 2014, Insight Academy ensures that students' USI is not included on either the qualification or statement of attainment.

Standard Operating Procedure: USI Records Management			
Step	Procedure Description	Responsible Person(s)	Supporting Documents
1	Provides clear information about the USI requirement during the application and pre-enrolment stages, including its purpose and	Admin/ Marketing Team	Enrolment Form, Student Handbook

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	impact on certification. For overseas students, advise that USI can only be created after arriving in Australia.		
2	Requests the student to provide their existing USI if not provided till the time of orientation. If they do not have one, offer guidance on how to create one.	Student Support Officer	Orientation Presentation, Orientation Checklist
3	If a student is exempt from requiring a USI, clearly informs them that their results will not be accessible through the Commonwealth or appear on an authenticated VET transcript.	Admin Officer / Student Support Officer	N/A
4	Verify that the provided USI belongs to the student via the official USI Registry System, Verify or find a student's USI - Unique Student Identifier OR the SMS. The USI will not be used for any purpose until verified.	Admin Officer / Student Support Officer	SMS
5	Record the verified USI in the securely within the Student Management System (SMS) and on the Student File (internal college drive) – with no unauthorised access.	Admin Officer / Student Support Officer	SMS, Internal college drive

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6	Prior to generating course credentials, confirm that the USI has been verified and update the **_Qualification Register_**. USI is not included on any credentials.	Admin Officer and Training Coordinator	Qualification Register

5. Supporting Documents

- Student Enrolment Form
- Student Handbook
- Pre Enrolment Review Checklist
- Orientation Presentation
- Qualification Register

6. Related Policies

- Student Information Policy and Procedures
- Student Enrolment and Written Agreement Policy and Procedures
- Document Management and Records Retention Policy and Procedures
- AQF Certification Document Issuance Policy and Procedures
- Leadership and Accountability Policy and Procedures

7. Roles and Responsibilities

CEO: Ensures strategic oversight of USI management practices and approves the final policy.

Operations / RTO Manager: Oversees implementation of USI processes; ensures integration across SMS and qualification issuance; monitors compliance.

Admin & Student Support Officer: Informs and assists students with USI creation or verification; updates USI in SMS; explains exemption consequences when applicable and confirms USI verification prior to certification.

Training Coordinator: Ensures admin team is verifying all USIs prior to certification and no credentials are issued without such verification.

Compliance Consultant: Reviews legislative alignment and updates the policy as needed; provides compliance training and supports audit readiness.

8. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Section 12 of the Compliance Requirements within the Compliance Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).
- Standards 2.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under the Education Services for Overseas Students Act 2000 (ESOS Act).
- Section 19 Giving information about accepted students; Section 21 Record keeping of the Education Services for Overseas Students Act 2000 (ESOS Act)
- Student Identifiers Act 2014

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, trainers & assessors (coaches) as well as industry feedback.