



# PROVIDER GUIDE

Identity documents and the USI.



## PROVIDER GUIDE

This document has been developed by the Office of the Student Identifiers Registrar. It is intended to provide information on the Unique Student Identifier (USI) to guide organisations to assist their students on this initiative.

This document provides information on how to assist a student who does not have a verifiable form of identification to create a USI or update their personal details.

The [USI website](#) provides information on the USI initiative for both students and providers and outlines key features of the USI initiative.

The [HELP](#) section also contains a list of frequently asked questions on a range of useful topics. It is recommended that [education or training providers](#) also refer to the content on the website and the FAQs for further guidance on a range of issues.

Please read through this document carefully.

We hope that you find this information useful and welcome your feedback, which can be provided via email to [policydatacompliance@usi.gov.au](mailto:policydatacompliance@usi.gov.au)



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## CREATING A USI

Students can self-serve and create a USI using one form of verifiable identification through the [student portal](#) of the USI Registry System.

The USI website provides information to students on how to [create and/or find their USI](#) including what [identification](#) is required.

The website also provides information for education or training providers and [VET Admission Bodies \(VABs\)](#) on how to [create a USI for a student](#), [find a student's USI](#), and [verify a USI](#).

[Detailed information on entities that access the USI Registry System and what functions they perform can be found on the USI website.](#)

### Document Verification Service (DVS)

The USI Registry System uses the [Document Verification Service \(DVS\)](#) to verify identification documents used when a USI is created and when personal details are updated.

The DVS compares the biographic information on an Australian identity document against existing government records, such as passports, driver licences and birth certificates. The services are provided through secure, online systems that operate 24 hours a day, seven days a week, and are provided through a partnership between the Australian Government, state and territory governments.

## CREATING A USI WITHOUT VERIFIABLE IDENTIFICATION

We understand some students may not have had their birth registered or have access to a [verifiable identification document](#).

In certain circumstances, education or training providers and VAB's can apply to the Student Identifiers Registrar to be able to override the [Document Verification Service](#) so they can assist those students to create a USI.

Education or training providers and VABs can apply to the Student Identifiers Registrar for access to override the [DVS](#), for a 12 month period, by completing a form which is located at the end of this section.

**Read the contents of this section carefully to understand the process before you submit your application for access to override the Document Verification Service.**

### When to use Document Verification Service Override (DVSO)

Students who do not have verifiable identification to create a USI can be assisted by approved education or training providers and VABs.

The Student Identifiers Registrar has approved the use of the DVSO function but this is limited to **only** being used where the student does not have access to verifiable identification and

- identifies as Aboriginal and/or Torres Strait Islander born in a remote regional community, or
- is incarcerated.

Once approved, providers can then use the DVSO to create a USI for students who have an acceptable non-verifiable identification document.

The list of specified non-verifiable documents for use with DVSO is referred to in the next section.

## Non-verifiable identification: CREATE A USI

### [You must complete a search of existing USIs first.](#)

If verifiable identification cannot be provided, and a search of existing USIs has been undertaken by the education or training provider, the following non-verifiable identification documents can be used to override the DVS and create a USI on behalf of the student.

Note: it is important to enter the name of the student exactly as it appears on the non-verifiable identification.

Proof of age cards can be used for DVS overrides as they are a form of photo identification and include the student's full name and date of birth.

Proof of age cards can be issued by state and territory authorities to people 18 years old or older. They are known by different names in different states:

- photo card (NSW)
- proof of age card (VIC)
- adult proof of age card (QLD)
- proof of age card (WA)
- proof of age card (SA)
- personal information card (TAS)
- evidence of age card (NT)
- proof of age card (ACT).

Other acceptable forms of non-verifiable identification:

- Defence Force identity card issued by the Australian Defence Force, showing name, date of birth and photo or signature.
- Australian Taxation Office notice of assessment (NOA) in the student's name/former name and address, less than 2 years old.
- Aboriginal and/or Torres Strait Islander People Evidence of Identity form.
- Incarcerated student Evidence of Identity form.
- State government document (such as an internal prisoner identification document).

## Non-verifiable identification: UPDATE DETAILS OF EXISTING USI

If a student requires only their details to be updated, the non-verifiable identification listed above to create a USI can be used as well as the following:

- Defence discharge papers stating date of birth and address
- Australian divorce papers in the applicant's name or former name
- Australian marriage certificate, issued by a state or territory government agency in the applicant's name
- name change – legal Australian change of name certificate or Australian deed poll certificate.

## Evidence of Identity forms

If verifiable and non-verifiable identity documents are not available, an Evidence of Identity (EOI) form can be used.

**The EOI form is an option only for Aboriginal and/or Torres Strait Islander or incarcerated students who genuinely do not have access to verifiable or non-verifiable identity documents.**

In addition to acting as an identity document, the EOI form also allows a nominated witness representative 'one-off' authority to act on behalf of the student. This recognises that some students do not have access to self-serve via the USI website or are unable to set up [student permissions](#).

The EOI form allows an organisation to assist an Aboriginal and/or Torres Strait Islander student, or an incarcerated student, to

- find/verify a USI
- create a USI
- update name (first name/last name/single name)
- update date of birth
- get a copy of the student's authenticated USI VET transcript.

### Witness to EOI form

The EOI form for Aboriginal and/or Torres Strait Islanders can be witnessed by one of the following:

- an Aboriginal and/or Torres Strait Islander community support person
- an Aboriginal and/or Torres Strait Islander community elder
- a Chairperson, Secretary or CEO of an Aboriginal and/or Torres Strait Islander corporation
- a school principal
- a school administrator/counsellor
- a treating health profession or manager in an Aboriginal and/or Torres Strait Islander medical service
- a Community Development Provider (job network provider)
- a Ranger Coordinator.

## Student with existing USI

If a student has a USI but does not have verifiable or non-verifiable identification, you need to submit an EOI form to the Office of the Student Identifiers Registrar via [Forms@usi.gov.au](mailto:Forms@usi.gov.au) to:

- verify a USI where multiple records match the student's information
- update the account holder's name (first name/last name/single name)
- update the account holder's date of birth
- get a copy of the account holder's USI VET transcript.

Please use either the [Aboriginal and/or Torres Strait Islander EOI form](#) or the [Incarcerated Student EOI form](#).

## Special circumstances

If providers have students who do not have verifiable or non-verifiable identification needed to create a USI and are experiencing other special circumstances, please email [PolicyDataCompliance@usi.gov.au](mailto:PolicyDataCompliance@usi.gov.au) for assistance.

Please allow for a response time of up to 10 business days.

## Apply for DVSO

To apply for the DVSO function, your organisation must first have access to the USI Registry System.

[Submit a DVSO form.](#)

If approved, your request will remain active for a period of 12 months and will need to be renewed annually by submitting a new DVSO form.



## CORRECTIONAL SERVICES

Under the Student Identifiers (VET Admissions Bodies) Instrument 2015, a correctional service provider may qualify to be a [VET Admissions Body \(VAB\)](#).

Correctional service providers can apply to be a VAB if they provide support for, or assistance to, or have an arrangement with, a nationally recognised registered training organisation for the purposes of:

- providing VET courses,
- issuing VET qualifications or
- issuing VET statements of attainment to prisoners in the custody of the correctional service provider.

VABs can access the USI Registry System to:

- create a USI
- use the Document Verification Service override function
- verify a USI
- perform an existing USI search.

### Apply to be a VAB

- If your organisation meets the above requirements, please submit a System Access Request form. Select the option VET Admissions Body and follow the prompts.
- Please note: [access to the USI Registry System is via two ways](#).
- If you have questions about becoming a VAB to access the USI Registry System, please email [policydatacompliance@usi.gov.au](mailto:policydatacompliance@usi.gov.au)

### Identification documents

We understand incarcerated students may not have access to verifiable identification. If so, a USI can be created using non-verifiable identification, such as an internal identification document (Form 2 Offender ID letter). I I

Correctional services can help incarcerated students who do not have access to verifiable identification documents by applying for access to the USI Registry System (through a [System Access Request form](#)) and applying for access to override the Document Verification Service (through a DVSO form).

Refer to pages 5 & 6 for a list of non-verifiable identification documents and pages 4 & 5 regarding the DVSO function.

Once approved, the DVSO function can be used for eligible students who have non-verifiable identification.

### Evidence of Identity form

If an incarcerated student does not have access to verifiable or non-verifiable identification, an [Incarcerated Student Evidence of Identity \(EOI\) form](#) can be used as an identity document.

Refer to page 6 of this guide for when to use an EOI form.



If your organisation has already been provided with the student's verified USI, you do not need to submit an EOI form.

If your organisation is granted DVS override access, you may still need to submit an EOI form to the Office of the Student Identifiers Registrar via [Foms@usi.gov.au](mailto:Foms@usi.gov.au) if you are:

- updating a USI account (personal information)
- resolving duplicate USI accounts
- requesting a copy of the student's USI VET transcript.

## Apply for DVSO

Approval for access to override the Document Verification Service is granted by the Student Identifiers Registrar through completion of the [DVSO form](#).

## How to access a student USI VET transcript

If your organisation needs to obtain a student's USI VET transcript on their behalf, you will need to submit an EOI form or if in Queensland, a Form 2 Offender ID letter which includes the student's consent to provide their VET transcript.

## Forms

Please submit all forms to [Forms@usi.gov.au](mailto:Forms@usi.gov.au) and allow up to 10 business days for your requests to be actioned and to receive an email response.

