

ABOUT THE USI

Since 2015, all students in the vocational education and training (VET) sector are required to have a Unique Student Identifier (USI). At 30 June 2020, over 11 million students held a USI.

The USI is a randomly generated number. Once assigned, students can use their USI each time they enrol in a nationally accredited VET course. Registered training organisations (RTOs) affix USIs to training records sent to the National Centre for Vocational Education and Research (NCVER) where they are stored. This enables the formation of a secure online record of the student's training and the production of an authenticated VET transcript. Students can use their transcript when applying for a job, seeking a credit transfer or demonstrating training prerequisites.

As the USI enables more accurate data on vocational education enrolments, training completion and pathways, it can support targeted policy making and resource allocation by state, territory and Commonwealth governments.

From 1 January 2021, the requirement to have a USI will be progressively introduced for higher education students, with full effect by 2023.

AUTHORISING LEGISLATION

The *Student Identifiers Act 2014* provides for a Commonwealth statutory office holder, the Student Identifiers Registrar, to oversee the implementation and management of the USI nationally. The Registrar's functions include:

- (a) assigning and verifying student identifiers
- (b) preparing a student's authenticated transcript
- (c) enabling students to give third parties access to their transcript
- (d) protecting students' personal information from unauthorised access or misuse.

The Registrar is appointed on a full-time basis for up to 5 years by the Commonwealth Minister for Employment, Skills, Small and Family Business after consulting state and territory ministers. Janette Dines is the current Student Identifiers Registrar and was appointed on 15 April 2019.

The Registrar is assisted by staff from the Department of Education, Skills and Employment as well as consultants. At 30 June 2020 there were 40 staff or consultants supporting the Registrar.

The Registrar manages the Student Identifiers Special Account for the purposes of the *Public Governance, Performance and Accountability Act 2013*. The appropriation for the 2019-20 financial year was \$7,319,875.46 and the total spend was \$7,243,841.35.

This report is prepared in compliance with section 51 of the Student Identifiers Act.

REGISTRAR OVERVIEW

My priorities this year were getting to know our customers and providing excellent service.

USI customers can choose online self-service, email or telephone support. Our USI registry system is available 24/7 with minimal outages and a recent survey shows that customers are highly satisfied with that channel. On average, 5,700 students and 1,200 RTOs access our system daily, conducting 98,300 transactions. Students can easily create their USI and access their account via the website. One student said: *"I think as far as government websites go, it's one of the better ones"*.

In the last financial year, our contact centre handled more calls, with less waiting times and faster call handling times. In particular:

- 1.1 million new USIs created
- 11 million USIs now exist
- 26.7 million RTO USI verifications
- 6.3 million student self-service transactions
- 902.1K USI transcript views/downloads
- 57.5K online help requests actioned
- 6.9K student and RTO USI registry system logins daily
- 3.5K active RTOs served
- 98.8K calls handled (15.6% more)*
- 33% less abandoned calls*
- 6 minute + 42 second average call handle time (10.5% faster)*^
- 1 minute + 6 second average call wait time (44% shorter)*^
- 5 notifiable data breaches reported to OAIC
- 24 million website page views
- website visitors from 204 countries.

**Compared to 2018-19 | ^Based on weekly averages*

Customers who call us report high satisfaction. One student said: *"I've only had to call once and they were super friendly and fixed the issue straight away"*. RTO feedback is equally positive: *"I love the RTO line, it goes straight through and you always get a resolution within minutes"*. We are well prepared to maintain this performance when the USI expands to the higher education sector in 2021. We are active partners in the government's digital transformation strategy:

- we supported the ATO in transitioning 3,100 RTOs from using AUSkey to using a myGovID to access our USI registry system
- we began offering individuals the option to create a USI or login to their existing account with a re-usable digital identity.

Our response to COVID-19 was swift and effective to safeguard health and provide continuity of customer service. We quickly adapted to new ways of working and deployed the technology to enable our contact centre to operate remotely. Contact centre productivity actually increased by 10.8% for the March-June 2020 quarter while all staff were working from home.

In our latest survey, 95% of staff said they understand what is expected of them in their current role and 100% understand how their job contributes to the customer experience. I am thrilled to lead a team that wants to delight our customers and co-create a great place to work.

During the year my staff and I regularly engaged with students, training providers, peak industry and education bodies, as well as government stakeholders. Their needs and expectations are reflected in our mission statement goals and key performance indicators. Existing customer service KPIs were limited to speed and volume. We have added customer satisfaction, service quality and first contact resolution as customer service metrics.

During the 2020-21 financial year we will:

- maintain a simple and secure service as we expand to the higher education sector
- widely promote the benefits of the USI transcript service
- adopt omnichannel technology to improve customer experience
- support students in protecting their privacy online
- support DESE work on a schools USI
- maintain flexibility for our employees over work location.

Janette Dines

Student Identifiers Registrar



GOAL 1: KNOW OUR MARKET

KPI: WE KNOW WHO OUR CUSTOMERS ARE AND WHAT THEY NEED FROM US

WHAT WE DID

- Commenced building customer profiles to understand who we serve.
- Conducted user research to improve our website.
- Developed a customer service feedback framework.
- Introduced a compliments, complaints and feedback policy.
- Conducted a stakeholder survey.
- Established a reference group of peak bodies for students, employers and RTOs.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

KPI 2.1: CUSTOMERS ARE SATISFIED WITH OUR SERVICE

TARGET: 85% of customers rate our contact centre service as good or excellent.

ACHIEVEMENT: End of call surveying was not in place before 30 June 2020.

KPI 2.2: SPEED OF SERVICE

TARGET: Average speed to answer does not exceed **2 minutes and 30 seconds**.

ACHIEVEMENT: Average call wait time of **1 minute and 6 seconds**.

KPI 2.3: QUALITY OF SERVICE

TARGET: Average quality score of 85% across all channels*.

ACHIEVEMENT: 92% for March-June 2020**

** Call and email service quality is assessed against 26 elements including adherence to policies and procedures, accuracy and the interpersonal skills displayed by our customer service officers.*

*** Data collection commenced March 2020.*

KPI 2.4: FIRST CONTACT RESOLUTION

TARGET: 85% of queries resolved with the first contact.

ACHIEVEMENT: 94% for March-June 2020**

*** Data collection commenced March 2020.*

KPI 2.5: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 97% of transactions were self-service.

KPI 2.6: NUMBER OF DATA BREACHES

TARGET: 0 notifiable data breaches and no more than 2 non-notifiable data breaches*.

ACHIEVEMENT: 5 notifiable breaches (4 arose from 1 incident) and 31 non-notifiable breaches.

** Notifiable data breaches are those that may cause serious harm to an individual and therefore must be reported to the Office of the Australian Information Commissioner (OAIC).*

KPI 2.7: STUDENTS PROTECT THEIR PERSONAL INFORMATION

TARGET: 85% of students know how to protect their personal information.

ACHIEVEMENT: Data is not available for 2019-20 financial year.

KPI 2.8: STAFF PROTECT STUDENTS' PERSONAL INFORMATION

TARGET: 100% of staff are trained in, and aware of, their privacy obligations.

ACHIEVEMENT:

- 100% of staff completed mandatory privacy, security and fraud awareness training.
- 100% of staff completed data breach training in accordance with OAIC requirements and our data breach response plan.
- 98% of staff reported a strong privacy culture in TEAM USI.

GOAL 3: SUPPORT THE GOVERNMENT AND THROUGH IT THE NATION

KPI: 3.1 WE SUPPORT AND ENABLE GOVERNMENT POLICY

WHAT WE DID

- Designed USI registry system functionality to enable the expansion of the USI to the higher education sector.
- Developed a communications strategy for higher education students and providers.
- Released registry system functionality and guidance material to support legislative amendments enabling students to give third parties permission to view their transcript online.
- Consulted stakeholders on how we will exercise new powers to issue infringement notices and civil pecuniary penalties.
- Reinvigorated an advisory group of government departments of industry, skills and training plus vocational education regulators.

KPI 3.2: GOVERNMENT PARTNERS ARE SATISFIED

TARGET: 90% of government agencies we interact with express satisfaction.

ACHIEVEMENT:

- 88% rated the experience of their last interaction with us as positive or very positive.
- 88% indicated that their overall perception of us was positive or very positive.

KPI 3.3: COLLABORATION ACROSS GOVERNMENT

WHAT WE DID

- Supported the ATO in transitioning 3,100 of our RTOs from using AUSkey to using a myGovID to access our USI registry system.
- Began offering individuals the option to create their USI or login to their existing account with a re-usable digital identity.

GOAL 4: INNOVATE TO IMPROVE OUR USI CUSTOMER EXPERIENCE AND DO OUR WORK MORE EFFICIENTLY

KPI: WE ARE OPEN TO NEW WAYS OF DOING THINGS

WHAT WE DID

- Conducted user experience research to identify how we can reduce customer effort and respond to the changing ways our customers want to interact.
- Scoped omnichannel technology to improve our staff productivity and give customers a seamless experience.
- Adapted quickly to COVID-19 without disrupting customer service.

GOAL 5: ENABLE AND INSPIRE TEAM USI TO TAKE OWNERSHIP AND DO ITS BEST WORK

KPI: WE ARE A GOOD PLACE TO WORK

TARGET: 100% of staff report role clarity, support and a line of sight to our customers.

ACHIEVEMENT	STRONGLY AGREED	
	JAN-MAR 2020	APR-JUN 2020
I understand what is expected of me and my current role	97%	95% (↓2%)
I understand how my job contributes to the customer experience	97%	100% (↑3%)
I know who to ask if I need help with any aspects of my current role	94%	95% (↑1%)
I have the resources I need to perform my duties	79%	75% (↓4%)
I feel that my manager sees my wellbeing and learning as a priority	79%	80% (↑1%)
I feel that my ideas are welcome	76%	72% (↓4%)
I understand the link between my job and the USI mission statement	76%	86% (↑10%)
My performance agreement reflects my learning and development needs	73%	78% (↑5%)