



# Provider Guide

## Identity documents and the USI

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## 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.

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](#) and [verify or find a student's 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, 7 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, VABs and Tertiary Admission Centres (TACs) 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, VABs and TACs 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.

## 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 and TACs.

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 First Nations Australian, 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 allowed 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 (resulting in not finding an existing USI for the student), the following non-verifiable identification documents can be used when overriding the DVS to 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)
- photo identification card (QLD)
- proof of age card (QLD)
- photo card (WA)
- proof of age card (SA)
- personal information card (TAS)
- evidence of age card (NT)

- proof of identity card (ACT).

Other acceptable forms of non-verifiable identification:

- First Nations student Evidence of Identity form (EOI).
- Incarcerated student Evidence of Identity form (EOI).
- 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 and address, less than 2 years old from the date of issue.
- Form 2 Offender ID Letter (to be used by correctional facilities or providers in Queensland only).

**Please note:** the Organisation Portal or your Student Management System (SMS) may list 'State Government document' in the drop down - this is only to be selected when a Queensland FORM 2 is used. It is no longer acceptable to use any other State Government documents.

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

Providers are unable to update a student's personal details using DVSO. Where possible, the student will need to contact the OSIR for assistance directly with verifiable identification. Alternatively, a First Nations Australian or incarcerated student [Evidence of Identity form](#) may be completed and emailed to [Forms@usi.gov.au](mailto:Forms@usi.gov.au)

**IMPORTANT:** If a student's USI was originally created using verifiable identification, the OSIR will not update their name or date of birth using non-verifiable identification. In these cases, the student will need to obtain updated verifiable identification.

## Evidence of Identity forms

If a student does not have verifiable or other types of acceptable non-verifiable identification available, an Evidence of Identity (EOI) form can be used.

**The EOI form is an option only for First Nations Australians, or incarcerated students who genuinely do not have access to verifiable or non-verifiable identity documents.**

You can access the EOI form via our [Evidence of Identity forms webpage](#).

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 a First Nations Australian 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.

**Please note:** if a USI account was created using verifiable identification, an EOI form or Form 2 cannot be used to update personal details (name/date of birth). In these cases, the student will need to obtain updated verifiable identification.

### Witness to EOI form

The EOI form for First Nations students 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 Remote Australia Employment Service (RAES) provider
- a Workforce Australia provider
- a Ranger Coordinator (field support supervisor).

### Students with an existing USI

If a student has a USI but does not have verifiable or other types of acceptable 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 note:** if a USI account was created using verifiable identification, an EOI form or Form 2 cannot be used to update personal details (name/date of birth). The student will need to obtain updated verifiable identification which can then be used.

## Apply for DVSO

To use the DVSO function, your organisation must first have access to the USI Registry System. To apply for access to the USI Registry System please submit a [System Access Request form](#).

To apply for the DVSO function, please [submit a DVSO form](#).

If approved, your DVSO request will remain active for a period of 12 months and will need to be renewed annually by submitting a new DVSO form. We will send a reminder to your nominated email address 4 weeks prior to expiry.

## 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.
- The following outlines [two ways to access to the USI Registry System](#).

- 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 evidence of identity form (EOI form).

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

Within this guide refer to

- [Non-verifiable identification: CREATE A USI](#) for a list of non-verifiable identification documents, and
- [When to use Document Verification Service Override](#) for more information on 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 [Evidence of Identity forms](#) within 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 [Forms@usi.gov.au](mailto:Forms@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.

**Please note:** if a USI account was created using verifiable identification, an EOI form or Form 2 cannot be used to update personal details (name/date of birth). The student will need to obtain updated verifiable identification, when possible, which can then be used.

## 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.