



FACT ADELAIDE • STUDENT POLICY

Unique Student Identifier Policy

Getting your USI right and protecting your information

FACT-POL-18 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Draft prepared for review: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Simplified full policy for student review.
Includes amendment history and release checks.

info@factadelaide.com | (08) 7226 5936

Unique Student Identifier Policy

FACT-POL-18 | Revision 2026.1-D02 | Draft prepared 6 September 2026

1. Your USI

A Unique Student Identifier, or USI, is your free lifelong education number. You normally need a verified USI to receive certification for nationally recognised training in Australia, unless a valid exemption applies.

Use your existing USI. If you cannot find it, use the official service at usi.gov.au rather than creating another number. Enter it through FACT's enrolment link. Providing a USI is one enrolment step; you must also complete your Student Profile and other course requirements.

2. Checking your details

FACT verifies your USI through the authorised system and checks that the required details match your enrolment. A screenshot or typed number alone does not confirm verification. If there is a mismatch, FACT will explain what needs correcting.

As an RTO, FACT does not need separate permission merely to verify a USI you provide. Permission is required for additional actions such as finding your USI, viewing or updating your account, or accessing your VET transcript. Access is limited to the permission given.

3. Help with a USI

Students normally create or find their own USI. FACT can explain the official steps. Use your own personal email address and contact details so you can control the account. Do not give staff your password.

If FACT agrees to create a USI on your behalf, an authorised staff member must first obtain and record your permission, give you the required privacy notice and verify suitable identification. The official provider process must be used. Any separately charged administration service must be disclosed in the accepted booking terms and explained before you agree; creating a USI through the government website is free.

4. Missing USIs, exemptions and certification

Tell FACT promptly if you cannot obtain or provide a USI. FACT will explain the outstanding steps and any available official exemption process. Difficulty with identification or a preference not to supply a USI does not, by itself, establish an exemption.

FACT must verify and record an applicable exemption before relying on it. Any effect on certification or your VET transcript will be explained. A certificate cannot be issued until the verified USI or valid exemption and all other certification requirements are satisfied. Your USI will not be printed on an SOA, qualification or wallet certificate.

5. Privacy and security

FACT protects USIs and related information in approved systems and limits staff access. Permission to access a transcript does not automatically allow it to be given to an employer or another person.

Personal information collected solely to apply for your USI is securely destroyed as soon as practicable after the application, or when no longer needed for that purpose, unless the law requires retention. This is separate from the long-term retention of training results and certification records.

6. Reporting and concerns

FACT uses the verified USI or approved exemption coding in required training reports. Corrections are recorded and submitted through the applicable reporting process. VET transcript updates may take time and are not a substitute for a physical White Card.

USI questions, missing-information concerns or privacy issues can be raised with FACT. The Complaints and Appeals policies explain review options. Contact FACT on (08) 7226 5936 or info@factadelaide.com.

Document control and release record

Internal record — remove this page from the student-facing publication.

Document: FACT-POL-18 — Unique Student Identifier Policy

Revision: 2026.1-D02

Owner: Allan Bartlett, Course Director

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Amendment record

2026.1-D01 | 6 September 2026 | Initial renewed draft in the FACT policy review pack.

2026.1-D02 | 6 September 2026 | Simplified the D01 and resolved contradictory legacy creation wording by retaining student self-service as the normal approach and making staff creation conditional on an authorised, agreed process. Distinguished verification from permission-based account access and retained lawful exemption and prompt-destruction rules. Matching FACT cover and control record added.

Status and release checks

Complete draft prepared for Allan's review. No final wording acceptance, formal management approval or publication is recorded by creating this copy. Existing accepted terms and statutory rights remain applicable.

Confirm whether FACT will offer provider-assisted creation and which staff are authorised. Verify actual SMS/Organisation Portal permissions, matching fields, notices, consent records and identity-destruction controls. Do not treat the draft as evidence these controls are implemented.

Confirm any separately charged administration service against accepted enrolment terms; this draft creates no new amount or automatic missing-USI fee. Check exemption evidence and certificate templates. Align Policies 02, 08, 10, 12, 14 and 15 and the handbook.

Recheck current requirements before release and when they change. Update the handbook, relevant forms and booking messages, brief staff and record approval and publication separately.

Wording reviewed by / date: _____

Approved by / date: _____

Published / date: _____

Sources checked — 6 September 2026

Business sources: USI Policy_2023.docx; USI Policy_2025.pdf; review-pack FACT-POL-18 D01; Enrolment, Completion, Identity and Student Records policies.

[USI Office — Create your USI](#)

[USI Office — Provider permission and access](#)

[USI Office — Create a USI for a student](#)

[USI Office — Exemptions](#)

[USI Office — Organisation Portal terms](#)

[ASQA — Certification requirements](#)

Future amendment — version / date: _____

Change and reason: _____

Authorised by: _____