

# FACT SHEET

## Your Unique Student Identifier (USI)

### What is a USI?

- A Unique Student Identifier (USI) is a 10-character alphanumeric code issued by the Australian Government.
- It allows students to access their nationally recognised training records and results in one place.
- A USI is free and stays with you for life.

### Why do I need a USI?

- You must have a USI if you are studying a nationally recognised training course in Australia.
- Without a verified USI, we cannot issue your qualification or Statement of Attainment.
- It's also needed to view or download your VET transcript through the USI portal.

### When do I need to get one?

- You need to apply for or provide your USI before training begins or during enrolment.
- We will remind you during the enrolment process if you haven't yet created one.

### How do I get a USI?

You can:

- Create and link a USI via myGov <https://my.gov.au/en/about/help/mygov-website/sign-in-to-mygov> or
- Apply yourself at [www.usi.gov.au](http://www.usi.gov.au) or
- Ask us to apply on your behalf with your written consent and a valid ID.

### Why would I want to create and link my USI using myGov?

- You don't need to remember another set of credentials.
- myGov supports Multi-Factor Authentication (MFA) for enhanced security.
- You can access your USI transcript and manage details in one place, alongside Centrelink, Medicare, and ATO services

### How do I create and link a USI via myGov?

1. Create a myGov account (if you don't already have one).
2. In myGov, go to "View and link services", and select "Unique Student Identifier".
3. Choose to create a new USI or link an existing one using your personal details.
4. Enter your details and verify via the secure process.
5. A verification code will be sent to your mobile or email, enter it to complete linking

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### How do I access my USI on the USI Portal?

You may need to access your USI to view what training you have previously completed, your VET transcript or provide access to a Registered Training Organisation (RTO) to view your VET transcript.

<https://www.usi.gov.au/login>

RTOs have an obligation to recognise previously completed training via a Credit Transfer process. This process includes the student providing evidence of the training previously completed that is verified by the RTO. This can be completed through the USI portal.

### How do I give Aurora Training and Professional Services access to my USI?

Education or training providers, organisations and third parties such as licensing bodies need access to your USI. Education and training providers need your USI to issue your qualification, award, testimonial or statement of attainment.

#### To provide permission to your USI account:

1. Log in to your USI account via the [Student Portal](#).  
(<https://portal.usi.gov.au/student/Password>)
2. Select 'provide Your USI'.
3. Scroll to 'set up access to your USI account / permissions'.
4. From the permissions option, enter the provider's name or code. This information must match the organisation's name/code recorded with [training.gov.au](https://training.gov.au).
5. Set the permission type you wish to provide the organisation (view only or update).
6. Select an 'expiry date' (3 months - 2 years).

#### To view or cancel an existing permission

1. Log in to your USI account via the [Student Portal](#).  
(<https://portal.usi.gov.au/student/Password>)
2. Select 'provide your USI'.
3. Scroll to 'set up access to your USI account / permissions'.
4. Select 'edit'.
5. Uncheck the relevant permission boxes and save.

### What if I have lost or forgotten my USI?

- Visit [www.usi.gov.au](https://www.usi.gov.au) and use the 'Find your USI' function
- Or contact the USI helpline on 1300 857 536
- Or we can retrieve your USI with written permission. This is usually done via your
- **USI Authorisation Form**, which authorises us to create, view or retrieve the student's USI. You must provide sufficient personal details (e.g., full name, DOB, city of birth) so we can match the record in our Student Management System (e.g. VETtrak) or via the USI Registry. We cannot retrieve or access your USI without your written consent.

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### What do I need to create my USI?

- Your full legal name (as shown on your ID)
- Date of birth
- City/town of birth
- A valid form of ID (e.g., Medicare card, passport, driver licence)
- A contact method (email or mobile number)

### What if I don't have valid ID?

- Let Student Support know. We may be able to help or guide you through the exemption process if you are eligible.

### I am concerned about the privacy and security of my personal details

- Your personal details are protected by the Privacy Act 1988 and the Student Identifiers Act 2014
- If we apply for your USI on your behalf:
  - You must sign a USI Authorisation Form
  - We will use the Document Verification Service (DVS) to check your ID
  - Any ID information provided purely for the USI creation, will be securely destroyed after your USI is created.

### Do you store my identification documents?

In some cases, such as government-funded training or audit requirements, we are legally required to retain a copy of a student's identification.

When this occurs, we ensure that all personal and identity information is securely stored in accordance with the Privacy Act 1988 and Australian Privacy Principles. This means your data is:

- Protected against unauthorised access, use or disclosure
- Stored securely within restricted-access systems
- Only accessible by authorised personnel for approved purposes

All personal information is managed in accordance with our Privacy Policy, which is available on our website or by request.

### Where can I get more help?

- Visit [www.usi.gov.au](http://www.usi.gov.au)
- Call the USI helpline on 1300 857 536
- Speak to Aurora Training and Professional Services Student Support on 1300 818 172