

| Category      | Question   |
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| Temporary USI | Had the temporary USI process been communicated to the sector before the recent newsletter and the HOSA Webinar?                                       |
| Temporary USI | Does the student provide the temporary USI to the provider as they do now with the real USI, i.e; via the Student Portal? Or is this a manual process? |
| Temporary USI | How does the temporary USI get validated?  |
| Temporary USI | How does the temporary USI become replaced with a real USI?  |
| Temporary USI | Who is responsible for replacing the temporary USI?  |

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| <b>Temporary USI</b> | <p>How is a temporary USI identified?</p> <p><i>Comment: Processes rely on being able to identify a student who requires a USI, but not provided one. If a temporary USI is used, that temporary number needs to be identifiable.</i></p>                                  |
| <b>Temporary USI</b> | <p>Who follows up and is responsible for the temporary USI's?</p>  |
| <b>Temporary USI</b> | <p>Will a Temporary USI be accepted by the TCSI reporting?</p>   |
| <b>Temporary USI</b> | <p>It appears that the temporary USI's issued by the Registrar are being returned to the universities as errors.</p> <ol style="list-style-type: none"> <li>1. Why is this?</li> <li>2. Is this being looked into and if so is there a timeline for resolution?</li> </ol> |
| <b>Temporary USI</b> | <p>Where is this temporary USI process documented?</p>   |
| <b>Temporary USI</b> | <p>How will the USI office liaise directly with the provider to assign the temporary USI?</p>  |
| <b>Temporary USI</b> | <p>Temporary USI then a real one seems like double handling and adding to the complexity, how does this impact verification and the student updating it?</p>   |
| <b>Generic USI</b>   | <p>Is the USI in scope as part of the planned upgrade to PRISMS reporting (similar to TCSI)?</p>   |
| <b>Generic USI</b>   | <p>Please provide the numbers for unverified USI's currently?</p>  |

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| <p><b>Generic USI</b></p>  | <p>Would it be possible to make a "conditional" USI in order to activate the student in the system at the first stage.</p>   |
| <p><b>Generic USI</b></p>  | <p>If a USI is not a link to a student, could someone use the same temporary USI for all students?</p>   |
| <p><b>Generic USI</b></p>  | <p>Is the USI planned to be compulsory with the UAC portal or still optional?</p>  |
| <p><b>Generic USI</b></p>  | <p>On the 21st January DESE TCSI advised the sector of a bulk verification to address the 42 day issue of unverified USI's, this failed therefore has this process bug now been fixed?</p> <p>Also will the 42 day verification time frame be removed as a blocker so we can follow up with students and manage changes as they occur and progress them to verification?</p> |
| <p><b>TCSI related</b></p> | <p>How will TCSI / DESE know that a graduation student in 2023 does not have a USI?</p> <p><i>Comment: This is not currently reported and will therefore become an issue.</i></p> <p><i>Comment: New reporting implementations need time and resources, please advise in writing what is planned for 2023 asap so that planning processes can be implemented.</i></p>        |

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| <p><b>TCSI related</b></p>                      | <p>There seems to be different validations used by USI registry and TCSI. Recently there have been a few students who have had USI validated by TCSI but invalidated by the USI registry.</p> <p><i>Comment: TCSI only accepts UPPERCASE and USI accepts both, which is confusing.</i></p>      |
| <p><b>TCSI related</b></p>                      | <p>How do TCSI, USI and SLE talk to each other?</p>   |
| <p><b>New Zealand and Offshore students</b></p> | <p>If we know offshore NZ students need a temporary USI - why not provide it automatically instead of making universities request it?</p>   |
| <p><b>New Zealand and Offshore students</b></p> | <p>Only NZ students on a SCV can access a CSP and HELP. No non-domestic students that are offshore are eligible for a CSP</p> <p>Non-NZ International Students on Special Category Visas (SCV) can access CSP as well added to this, they could be offshore in a third country for example.</p> |
| <p><b>New Zealand and Offshore students</b></p> | <p>Is there a plan to assist international students that may never arrive in Australia and will graduate after 1 January 2023?</p> <p>The requirement for international students to have crossed the border before USI can be issued is problematic for onboarding, why is this necessary?</p>  |

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| <p><b>Continuing students, communications &amp; website</b></p> | <p>Is the student provided with instructions on how to create their USI and information required? For example:</p> <ol style="list-style-type: none"> <li>1. That they must create their account using exactly the same names and format used at other organisations such as the ATO and their provider, OR</li> <li>2. Creation of temporary USI OR</li> <li>3. Using another form of identification other than a visa?</li> </ol> |
| <p><b>Continuing students, communications &amp; website</b></p> | <p>Is a USI required for a Domestic Fee-Paying student without a CHESSN who was admitted into a course prior to 2021 and accessing FEE-HELP in 2021 and/or 2022?</p>  |
| <p><b>Continuing students, communications &amp; website</b></p> | <p>When USI verification fails, do students receive a notification from USI and if so what does this state?</p>   |
| <p><b>Continuing students, communications &amp; website</b></p> | <p>Are students advised on the USI website at the point of USI creation the need to ensure that their details are exactly the same as their institution/ATO?</p>  |
| <p><b>International Students</b></p>                            | <p>We have international students enrolling prior to arrival. As they cannot create USI before arrival does mean we have to chase them. Any plans to change this?</p>   |
| <p><b>International Students</b></p>                            | <p>How will internationals be assessed for eligibility for CSP. What criteria will be used?</p>   |

**International Students**

Can a student use something else other than a Visa to apply and register for a USI, e.g birth certificate / passport to obtain a real USI?

## Answer

The OSIR provided information to HoSA to share with its members on two occasions last year in regards to New Zealand students. These being the first time an email encouraging providers to contact us in March 2021 and the second time in December 2021.

The provider emails [businessstrategy@usi.gov.au](mailto:businessstrategy@usi.gov.au) with the following information:

- Student full name (first and last name):
- Student's date of birth:
- University student will be attending:
- University contact officer:
- University contact details (phone or email):
- date the student is expected to arrive in Australia (estimate):
- is the student entitled to receive a Commonwealth Supported Placement? Y/N:

Once the information is received by the OSIR, we will proceed to assign the student a temporary USI and forward that information to you to assist in their enrolment process. We generate temporary USI numbers manually and retain a list of who they are assigned to for our internal purposes only.

Once the student has successfully entered Australia, they will be required to create their own USI, by using their passport as a form of ID, and provide their new USI directly to you. Furthermore, you will need to advise us once this has occurred. The USI and forms of identification webpage contains all the acceptable forms of identification.

<https://www.usi.gov.au/students/identification>

The temporary USIs have been formatted to pass the USI field algorithm so they can be entered into eCAF and TCSI and will validate. The temporary USI will not verify as a permanent USI and this is why a student needs to create a USI through the USI Registry system and use their international passport and visa as their identification documents when they land in Australia.

Once the student lands in Australia they will need to create a permanent USI. They will be required to provide the permanent USI to their education provider. The OSIR asks that the education provider forwards this information to [businessstrategy@usi.gov.au](mailto:businessstrategy@usi.gov.au) If the OSIR does not hear from the provider following the date the student is due to arrive in the Country, the OSIR will follow up with the provider.

The student is responsible for replacing the temporary USI by creating a USI when they land in Australia.

A temporary USI cannot verify so is identifiable.  
Some providers have set up a flag in their system to mark that it is a temporary USI.

Once the student lands in Australia they will need to create a permanent USI. They will be required to provide the permanent USI to their education provider. The OSIR asks that the education provider forwards this information to [businessstrategy@usi.gov.au](mailto:businessstrategy@usi.gov.au) If the OSIR does not hear from the provider following the date the student is due to arrive in the Country, the OSIR will follow up with the provider.

A temporary USI will be able to be reported to TCSI, as it meets the algorithm, but will not verify.

This requires an example for investigation. If staff at a provider are unsure about managing validations in TCSI they email [TCSIsupport@dese.gov.au](mailto:TCSIsupport@dese.gov.au) with details of the record they are attempting to submit and the response returned by TCSI. Please manage the privacy of students' data by removing identifying information from emails (e.g. TFN, name and date of birth).

As per answer 2.

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Current policy sets the position that a permanent USI cannot be issued to an offshore international student as their identification will not verify until they land in Australia. Since March 2021, we have established a temporary workaround for NZ offshore international students who are eligible for a commonwealth supported place (CSP) to give them a temporary USI. This temporary USI means the NZ student will not miss out on a CSP and can create a permanent USI when they land in Australia. Since March 2021, we have had 65 temporary USIs created.

No

USIs for more than 1.2 million students have successfully verified in TCSI. Fewer than 50,000 USIs are currently unverified (3.9% of all reported USIs)



It is our preference not to have a conditional USI as this poses a risk to the integrity of the data. Having a temporary allows the student to enrol in their course but ensure that they follow the approved identity verification process when they land in Australia. Students must meet the eligibility criteria for Commonwealth assistance, including the requirement to have a USI, by or on the census date. Having a 'conditional' USI for a student that ultimately is unable to obtain a USI to meet the eligibility criteria is not a preferred outcome.

A temporary USI has been designed to be assigned per student. Each student is issued with an individual temporary USI which the OSIR monitors and follows up when the student lands in Australia to ensure they are creating a permanent USI.

Two TAC's have made the USI a mandatory field. UAC will need to advise on their plans. DESE and OSIR are currently completing a scoping exercise and will engage with the TACs on this topic shortly.

We are not intending to lift the 42 day verification time frame as we are building functionality that will allow a USI to trigger the validation without having any changes to the student record. This will mean if the student has changed their details at the USI, the provider can push the student info through to TCSI again and the verification process will start again.

The department is seeking TCSI changes that allow the USI to be reported when a student completes their study.

TCSI accepts upper and lower case, as does the USI Registry System.

TCSI uses the same validation as USI Registry, as it pushes first name, last name, DOB and USI through to the USI R for verification. There may have been a change of student details in between the verification through the USI Regist TCSI verification processes.

SLE will be built as a limit in TCSI, similar to the HELP loan limit and the notifications of load when a student in enr more than 1.5 EFTSL.

SLE will not link directly to a USI, or be reflected in a student's USI account.

Universities must assess offshore NZ students as being eligible prior to approving their request for Commonwealth assistance. Automatically granting a temporary USI for these students would not be appropriate prior to this assess as they may not meet the criteria for the exemption from being resident in Australia for the duration of their Commonwealth assisted unit.

In addition, the OSIR requires specific information points to be able to assign a temporary USI for a student. This is conduct searches to make sure the student hasn't been issued a USI in the past, as well as keeping records of the

Domestic students as defined under HESA are eligible for CSPs. Domestic students are Australian citizens, New Zeal citizens, or permanent residents. To be eligible, non-Australian citizens must be resident in Australia for the duratio their study unless their time overseas cannot reasonably be interpreted as an intention to reside outside of Australia; temporary USI policy has been implemented to assist New Zealand offshore students who fit under this exception.

A student may eligible for a CSP but not eligible for HELP, as HELP eligibility is narrower than CSP eligibility. To be eli for HELP a student must be an Australian citizen, a permanent humanitarian visa holder or eligible former humanit visa holder, or a New Zealand citizen on an special category visa (SCV) who meets certain long term residency

DESE is aware that this may be an issue for offshore international students. DESE and the OSIR are communicating whether an exemption for these students is the best outcome or whether we implement a process to give them a L (change to OSIRs processes)

The USI website and portal provide clear text on how to create their USI using the required identification. The temporary USI process is that a University who is assisting a New Zealand student who is eligible for a Commonwealth support place and cannot enter Australia due to COVID can apply for a temporary USI for the student until they arrive in Australia.

The University will need to provide the following details of the student:

Full name  
DOB  
Gender  
City of birth  
Expected arrival in AU

The OSIR will assign a temporary USI for the student and provide this USI to the University. This will allow the University to enter the USI into eCAF and TCSI to validate so the student can enrol.

Students who commenced their course prior to 2021 are not currently required to have a USI to be eligible for Commonwealth assistance. However, if that student continues studying in 2023 and wishes to access FEE-HELP, they will be required to have a USI then, as all students are required to have a USI from 1 January 2023 to be eligible for Commonwealth assistance.

Students do not receive a notification when verification fails on the USI website as this is performed by a training provider. Please refer to the following web page: <https://www.usi.gov.au/providers/verify-student-usi>

Students do not receive notifications when verification of their details fails in TCSI.

The student portal does not advise the student to ensure their details are the same as the institution/ATO as not all students who have a USI are studying higher education and need to comply with this requirement.

The Student Identifiers Act 2014 legislation states that a student must have a USI from 1 January 2023 to be eligible to receive their award. It is not legislated that a student must have a USI upon enrolment. There is therefore no need for an international student to have a USI upon immediate arrival in Australia.

Only domestic students as defined under HESA are eligible for CSPs. Domestic students are Australian citizens, New Zealand citizens, or permanent residents. To be eligible, non-Australian citizens must be resident in Australia for the duration of their study unless their time overseas cannot reasonably be interpreted as an intention to reside outside Australia. The temporary USI policy has been implemented to assist New Zealand offshore students who fit under this exception.

Current policy sets the position that the following types of identification is accepted for the creation of a USI as this identification verifies through the Document Verification Service managed by the Department of Home Affairs:

Australian passport

non-Australian passport (with Australian Visa)

Australian birth certificate - please note: a birth certificate extract or commemorative birth certificate will not be accepted

Australian driver's licence

Medicare card

certificate of registration by descent

Centrelink concession card

citizenship certificate

ImmiCard

For international students currently, the only type of identification they can use is their non Australian passport (with Australian Visa) and only when they land in the Country and go through customs.