arc RETAIL INSTITUTE

Department		
Retail Institute – RTO (ID4049)		
Title Unique Student Identifier – Policy and Procedure *ASQA Standards for RTOs 2025*		**Effective** Feb 2026
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Approved by Head of the Retail Institute	**Next Review** July 2028	Once printed this document is not controlled.
Reason for change	General review and RTO name change.	

1. Policy objective

1.1. The objective of this policy and procedure is to ensure that the Australian Retail Council (ARC), via its training division, the ARC Retail Institute (ARC RI), comply with the responsibilities set by law as a nationally Registered Training Organisation (RTO).

1.2. The ARC RI, through the application of this policy, will:

1.2.1. Ensure that all students enrolling into nationally recognised training listed in the Scope of the Registration for the Australian Retail Council follow the procedures required under the Australian Government Unique Identifier Scheme and Registry System.

1.2.2. Advise students on how to obtain a Unique Student Identifier (USI).

1.2.3. Ensure verifying students' USI before it is used, including issuing an Australian Qualification Framework (AQF) qualification or applying for publicly funded training, unless an exemption applies under the Act.

1.2.4. Outline USI and enrolment processes and procedures:

- to collect privacy consent to secure the USI,

- to ensure the security of how documents provided by students, including information stored in the ARC RI's Student Management System (SMS),

- to verify a USI with the Student Identifier Registrar (the Registrar) before it is used for any purpose, including issuing AQF documentation, unless an exemption applies,

- to approve and manage necessary USI Transcript updates, and

- to report USI data for every student undertaking nationally recognised training data unless an exemption applies under the Student Identifiers Act 2014.

2. Scope

2.1. This policy applies to all individuals who must ensure the ARC RI complies with the Standards for RTOs and other laws. It also ensures that the ARC RI conforms to its conditional arrangements with other interested parties critical to the operations of the ARC RI, including:

- any student enrolled and participating in a nationally recognised training program within ARC's Scope of Registration,

- all ARC RI staff and or other persons ("other" individuals engaged by the ARC) who facilitate student enrolment,

- all ARC Partners ("Partners" under Third Party Arrangements/Agents and staff), and

- all ARC RI Directors and the ARC CEO.

3. Related Documents

Enrolment and Admission – Policy and Procedure

Enrolment – Terms and Conditions

Privacy and Student Information Handling – Policy and Procedure

Records Management – Policy and Procedure

Course Completion, Withdrawal and Issuance of Qualifications – Policy and Procedure

ARC RI Participant Handbook

4. Policy

4.1. The ARC RI's implementation of the USI data collection process must comply with:

4.1.1   The Student Identifiers Act 2014 (the Act) and related regulations. Training service providers must ensure that the USI management arrangements are effective, managed with accuracy, validity, security and in a timely manner.

4.1.2   The Privacy Act 1988, in order to protect students' privacy. Training service providers must guarantee security arrangements related to the personally identifiable information (PII) of the student.

4.1.3   The ASQA Standards for RTOs 2025.

4.2 Only staff or contractors required to use the SMS as part of their daily duties have permission to access where USI is verified and stored following the ARC RI's Privacy and Student Information Handling Policy and Procedure.

4.3 It is the responsibility of:

4.3.1   The student enrolling in nationally recognised training (NRT) to apply for and provide the ARC RI with their USI,

4.3.2   ARC RI Administrators to conduct the USI verification process, and

4.3.3   The Head of Rretail Institute and ARC CEO to ensure this policy and related RTO procedures comply with related laws.

4.4 If a student has difficulty in locating their USI, ARC RI will first search for any existing USIs, then create a USI on behalf of the student if this cannot be found.

4.4.1. The student must provide ARC RI with permission to search for and/or create a USI on their behalf.

5.5. Evidence gathered solely for proof of ID, to verify or to create a USI, will be securely held until no longer needed following the ARC RI's Privacy and Student Information Handling and Records Management Policies and Procedures.

5.5.1. The above policies and procedures shall be updated and maintained on the ARC website.

5.5.2. For more information on privacy and access to student USIs, please visit the USI website at https://www.usi.gov.au/providers/permission-access-student-usi.

4.6 The ARC RI is responsible for contacting students who failed to provide a USI before completing the training program and advising them that they must do so before any Qualification or Statement of Attainment (SoA) can be issued. This is unless an exemption is in place as outlined in the Student Identifiers Act 2014.

4.7 ARC RI will not provide a Certificate or SoA to any student who does not have a verified USI recorded in the SMS, unless an exemption is in place as outlined in the Student Identifiers Act 2014.

4.7.1 Information about the USI system and its requirements will be updated and maintained on the ARC Website.

4.8 In the case of the USI Registrar granting an exemption, the ARC RI will inform the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first.

4.9 The ARC RI will not issue a Certificate or SoA until all entry requirements are received, any training program fees paid, and all training program requirements (assessments and work placement, if applicable) are finalised.

5.10. ARC will ensure that current and past students can access records of their qualifications.

5.10.1. All students with a verified USI can access their records through the USI system. For more information, visit the USI website at portal.usi.gov.au/student/.

5.11. Students who participated in training prior to the adoption of the USI system on January 1, 2015 can also contact ARC RI to request access to their records. Please email ARC RI via the address training@retail.org.au.

5.12. Changes to this policy will be made at the time of review or when there are changes to the Standards for RTOs as directed by ASQA.

6. Implementation of Student USIs

6.1. Once a USI is provided to the ARC RI, the procedure is as follows:

6.1.1. The USI is entered into the SMS for verification.

6.1.2. If verification is not validated, the student and/or their employer, employment service provider, or community organisation is contacted to reconfirm details.

6.1.3. When the correct USI and/or student details are received, the SMS is updated and verified.

6.1.4. At the completion or withdrawal of the student's enrolment, a Certificate or SoA is awarded, issued and recorded on the ARC RI's SMS.

6.1.5. This data is reported in line with national and state/territory requirements and deadlines.

7. USI Exemption

7.1. A person with a genuine personal objection to being assigned a USI can apply for an exemption via the USI Registrar.

7.2. To apply for an exemption, please apply online via the USI website: https://www.usi.gov.au/students/create-your-usi/exemptions-usi.

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8. Procedure

During enrolment	Responsibility
8.1. As part of the enrolment process, prospective students are informed of: • how to apply for a USI and are directed to the USI website at https://www.usi.gov.au/students/create-your-usi, • why the ARC RI requires it • the implications of having a USI • how the ARC RI can also create a USI on their behalf. 8.2. The ARC RI Enrolment Forms provide the space for a student to provide their USI. 8.3. Additionally, another question on the Enrolment Forms gives space for students to provide permission for the ARC RI to locate and/or create a USI on their behalf. USI is created/provided by the student – Verifying USI number 8.4. An ARC RI Administrator or delegated personnel will ensure the student provides their USI during pre-enrolment screening and/or via the Enrolment Form. 8.5. Upon receipt, an ARC RI administrator will enter the USI into the SMS (if provided via Enrolment Form, this is done automatically). Enrolment will not be finalised until the USI is verified (unless a USI exemption is granted). 8.6. The student will be contacted if the USI check returns a "not valid" response. They will then be prompted to confirm their USI and/or personal details via the USI Portal. 8.7. Once all details are confirmed and validated, the student's SMS record will then show a verified USI. USI is located by ARC 8.8. If the student cannot provide their USI, they are encouraged to enter a placeholder USI on the Enrolment Form. 8.9. If permission has been provided via the Enrolment Form, the ARC RI will use the Organisation USI Portal to search for the student's USI. 8.10. Once located, an ARC RI Administrator will enter the correct USI into the student's record on the SMS and verify it. The student's SMS record will then show a verified USI. USI is created by ARC 8.11. If the student cannot provide their USI, they are encouraged to enter a placeholder USI on the Enrolment Form. 8.12. Students are at first encouraged to create their USI themselves in order to ensure all personal details are correct.	ARC RI RTO Administrators

8.13. However, if permission has been provided on the Enrolment Form, an ARC RI Administrator will use the student's details and a provided copy of an identity document to apply for a USI. This is done directly through the SMS.	
8.14. If USI creation fails, an ARC RI Administrator will re-contact the student to confirm their details and/or request another identity document. Likewise, they may again prompt the student to create their USI themselves.	
8.15. Once created, an ARC RI Administrator will enter the new USI into the student's record on the SMS and verify it. The student's SMS record will then show a verified USI.	
8.16. Once created, the USI register automatically sends the full USI number to the student's provided email address and/or phone number.	
Following completion/withdrawal	**Responsibility**
8.17. Once a student has completed all training program requirements (the units or modules within a qualification), they are eligible to have their qualification issued.	ARC RI RTO Administrators Finance Department Administrators
8.18. The student must have a valid USI at the time of certification which must be verified by ARC RI before issuance.	
8.19. If applicable, ARC RI will follow up with the student if the student has met all the enrolment/admission qualification requirements and training program requirements (assessments and mandatory work placement) but has not paid all fees. In this case, the qualification will be issued after receiving the final payment.	
8.20. The ARC RI will destroy any personal information collected solely to apply for a USI on behalf of a student as per the USI Register's Privacy Policy. For more information please visit https://www.usi.gov.au/about-us/privacy.	