**Student Identity Procedure**

# Audience

TasTAFE employees involved with verifying a student’s identity for the purpose of completing an application to enrol with TasTAFE, and when changing a student’s personal details.

# Purpose

This procedure provides direction for TasTAFE staff to ensure:

* only students with a verified Unique Student Identifier (USI) enrol in onshore training, and
* a consistent process is followed in relation to verifying and/or establishing a student’s identity, including processing a change to a student’s details.

# Procedure statement/details

In accordance with the [Student Identity Policy](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5815619/download_latest_final_file), all students undertaking on-shore training must provide a verified USI to verify their identity and in order to be provided with certification and a Student Card.

As outlined in the [Admissions Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5323242/download_latest_final_file), the USI must be provided at time of application.

Students are responsible for creating their own USI using the Commonwealth Government’s [USI website](http://www.usi.gov.au/).

## Exceptional Circumstances

### Assistance in creating a USI

TasTAFE staff may assist students to create their USI only in the following circumstances:

* when a Student Counsellor or Disability Liaison Officer deems it appropriate to support a student,
* on an ad hoc basis, a TasTAFE employee may help students who have genuine issues with creating their own USI.

In the above situations:

* the student is to complete and sign an Application for TasTAFE to Create a USI form, and
* the EBS operator will (after accessing or creating a new student account), utilise the Create USI function on the Learner Details screen in which will create the USI on behalf of the student.

## Students undertaking Non-Accredited Training

A student applying to study non-accredited training who does not wish to apply for and/or provide a valid USI, must complete a (paper-based) enrolment as online applications require a USI to be provided before submitting. Exemption must be obtained from Manager, Client Services. In addition, their evidence must be verified following the **Verifying Student Identity (Non-USI Verification)** process in this document.

## Verifying USI details in EBS

EBS operators are to:

* confirm a 10 digit number has been entered into the USI field on the Learner Details screen in EBS, and verify.
* once verified the student is considered to have provided proof of identity, and the EBS operator is to change the Proof of Identity field to YES, proof of ID provided.
* if a student provides a USI number that is unable to be verified, the EBS operator must follow this up with the student and ensure a valid USI is provided.
* a USI is verified when the Surname, First Given Name, Date of Birth and Gender all match the record of the USI Agency.

## Prisoners only

* If a student does not already have a USI, the *Evidence of Identity: Incarcerated Student* form must be completed (signed by the student and identity verified by a Department of Justice representative as true and accurate) and attached to the enrolment documentation.
* In EBS, the EBS operator can select the DVS Override option to create a USI on the students’ behalf.
  + To create a USI in the above situation, after the EBS operator enters the student’s details into EBS, they are to utilise the Create USI function on the Learner Details screen in EBS which will create the USI on behalf of the student.

## USI Portal Access and USI Assistance

* Refer to the [USI website](http://www.usi.gov.au/) for further details regarding USI’s [www.usi.gov.au](http://www.usi.gov.au).
* Client Services and Administrative staff requiring access to the USI Portal for RTO’s must request this through TasTAFE’s Digital Services team.

## Verifying Student Identity (Non-USI Verification)

* This applies to students who;
  + study offshore, and are not entitled to apply for a USI, however, proof of identity is still required,
  + are undertaking non-accredited training and have been provided an exemption from providing their USI.
* Students must complete a [Verification of Identity Form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640907/download_latest_final_file)
* TasTAFE’s [Proof of Identity Document Points Standard](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640903/download_latest_final_file) provides a list of documentation that may be used to verify their identity. The value of the document(s) must add up to a minimum of 50 points. Documents sighted must be:
  + in English or accompanied by a translation from an accredited translator,
  + originals or certified copies (photocopies are not acceptable).

### Recording Confirmation of Identity in EBS (Non-USI Verification only)

* Upon receipt of a completed [Verification of Identity Form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640907/download_latest_final_file), and when the stated evidence has been sighted, the EBS operator changes the *Proof of Identity* field in EBS to *YES, proof of ID provided.*

### Third Party Confirmation of Identity (Non-USI Verification only)

* Third party authorisation can be used to verify a student’s identity for offshore students only. When this option is used, the TasTAFE staff member needs to be confident in relation to the person providing the verification.
* The EBS operator changes the *Proof of Identity* field in EBS to *YES, 3rd Party*.

### Firearms training – additional requirements

* Students undertaking Firearms training must provide photographic evidence of identity on the day of their training.
* The teacher is to complete the [Verification of Identity Form – Course Group](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640914/download_latest_final_file) form.

### Insufficient proof of identification – All Students

* If a student is unable to provide sufficient proof of identification or a valid USI, the *Proof of Identity* field in EBS must be changed to *No proof provided as yet*.
* If a student refuses to be identified the *Proof of Identity* field in EBS must be changed to *Refused to Provide*.
* Students who have not provided evidence of identity will not be issued with TasTAFE credentials such as a Student Identity Card, Testamur, Statement of Results or Statement of Attainment.

### Establishing Student Identity for Existing Students (Not required for students applying via the Student Portal)

In this context an existing student is one who has previously provided a verified USI or had their identity verified and noted in EBS.

TasTAFE employees will need to establish (not verify) the student’s identity before accepting additional or new enrolments. Establishing a student’s identity can be achieved by:

* sighting a document that shows the student’s name, date of birth and photo; or
* checking student details and photo in EBS; or
* completing a minimum number of identity questions that will satisfy the staff member of the student’s identity as follows:

*Mandatory*

* surname, first given name, middle names,
* date of birth,
* address.

*plus at least ONE of the following*:

* previous enrolment details (courses enrolled in previously),
* emergency contact listed,
* mobile phone number (where a student has phoned this can be confirmed by viewing incoming number),
* home phone number,
* email address,
* any other student details contained in EBS.

*NOTE: Date of Birth cannot be relied upon solely for establishing identity, it must be used in conjunction with the above*

### Changing Student Details – All Students

* If a student requests to change their name or gender, they are to complete a *Change to Personal Information* form.
* Where a student requests a change of any other personal details their identity needs to be *established* as per [Establishing Student Identity for Existing Students](#EstablishingStudentIdentityforExisti) section above. This includes changes taken over the phone. Students can also be directed to the Student Portal to make the changes themselves, or they can send changes via an email request.
* A parent or guardian wishing to change personal details of a student who is under 18 years of age must be listed on EBS as the emergency contact. To verify the identity of the parent/guardian, they must provide the student’s full name, date of birth, address, current course being undertaken, and details of their relationship to the student.
* A student who requests a change of name (other than their preferred given name) will first need to change their name with the USI Agency. TasTAFE will then reverify the student’s USI (see below) and consider this as sufficient proof/evidence of change of name.
* A student who requests a change of Gender must first update their details with the USI Agency.
* Off-shore students must supply official documentation to support the change of name. Documents must be originals or certified copies; the following are acceptable:
  + - Passport showing new name,
    - Driver’s Licence showing new name,
    - Marriage Certificate,
    - Divorce papers indicating name being reverted to (issued by a Court),
    - Name registration documentation from Births, Deaths & Marriages Department,
    - Guardianship Order (issued by the relevant authority),
    - Adoption Papers (issued by a Court).
* Copies of the document/s must be scanned and uploaded to the student’s record in EBS.
* Before updating the details in EBS, it is important that EBS operators check the date of birth and other details on the document match the student’s details.

### Reverification of USI

* When changes to a student’s Surname, First Given Name, Date of Birth and/or Gender are made, the USI must be re-verified.
* It is important the student updates their details with the USI Agency before we can re-verify their USI.
* For an EBS operator to re-verify the USI, the USI must be removed and re-entered into the USI field and *verified*.
* If the number returns as un-verified the EBS operator must notify the student who will need to update their details with the USI Agency.

# Responsibilities

## Student

* Provide TasTAFE with a valid USI.
* Notify the USI agency and then TasTAFE if their details change.
* For those students who study offshore, provide sufficient evidence to verify their identification.

## EBS Operator

* Verify USI details in EBS.
* Record proof of identity in EBS correctly.
* Scan and upload relevant documents to a student’s file in EBS.
* When a student requests a change to their details, ensure the details such as date of birth and other details on the document match the student’s details in EBS prior to updating.
* Re-verify a student’s USI when they have requested a change to their details.
* Follow up with a student who provides a USI number that is unable to be verified and ensure a valid USI is provided.

# Associated legislation/documents

* [Personal Information Protection Policy](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4705413/LatestFinalFile)
* [Student Identity Policy](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5815619/download_latest_final_file)
* [Admissions Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5323242/download_latest_final_file)
* [Admissions Policy](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5323240/download_latest_final_file)
* [Application for TasTAFE to Create a USI form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6641657/download_latest_final_file)
* [Evidence of Identity: Incarcerated Student](https://www.usi.gov.au/system/files/2023-08/Incarcerated%20student%20EOI%20form_FINAL_%2014Aug%202023.pdf)
* [Proof of Identity Document Points Standard](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640903/download_latest_final_file)
* [Verification of Identity form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640907/download_latest_final_file)
* [Confirmation of Identity by Third Party form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640888/download_latest_final_file)
* [Verification of Identity Form – Course Group form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6641657/download_latest_final_file)
* [Change to Personal Information form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6640636/download_latest_final_file)

# Measure of procedure effectiveness

Student Identification is obtained and recorded in accordance with this procedure and related policy. No adverse audit findings.

# Definitions/acronyms

**EBS**: Student Management System.

**USI**: Unique Student Identifier.

**Certification**: Statement of Results, Testamurs and/or Statement of Attainment.

# Policy control

## Contact points

| **Responsibility** | **Position title** | **Contact person** | **Contact number** |
| --- | --- | --- | --- |
| **Executive owner** | Director Quality & Academic Services | Lyndene Bowen | 6777 2520 |
| **Policy owner** | Manager Client Services | Jamie Dodd | 0448 337 440 |
| **Contact person** | Client Services Consultant, Client Services | Wendy Bartlett | 6232 7834 |

## Consultation

The following teams/positions should be consulted during the development/review of this Procedure:

* Digital Services Team
* Delivery Admin Team Leader
* Information Service Centre Team Leader

## Endorsement required prior to Risk and Compliance Committee:

Not Applicable

**Endorsements**

| **Committee** | **Date** |
| --- | --- |
| Risk and Compliance Committee | 31/08/2023 |

## Dates:

**Last approved:** 12/09/2023

**Next review**: 12/09/2026

## Version history

| **Version** | **Date** | **Description of changes** |
| --- | --- | --- |
| 1.0 | 5/11/19 | Combination of two existing Procedures – Verifying Student Identity, and Unique Student Identifier |
| 1.1 | 26/11/19 | Change of Name - USI reverification considered sufficient proof |
| 2.0 | 16/03/22 | Compulsory requirement for students of non-accredited courses to provide valid USI added. |
| 3.0 | 15.08.2023 | Formatting changes and reiterating DOB cannot be used solely to establish identity. Manager Client Services to approve any exemption from providing a USI for non-accredited training. Update to template and links. |

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