



## Common Issues Raised and Troubleshooting Tips for RTOs and Students

### 1. Issues with Creating a USI

Inaccuracy of the information entered into the 'Create USI' field will prevent a USI account from being created.

*Helpful hint for RTOs:*

#### **Locate USI first!**

It is important for RTOs to always use the 'Locate USI' function first prior to simply creating a new USI for a student. This will ensure RTOs do not create a USI for someone who already has one, and prevents them from experiencing issues whilst trying to create a new USI for a student (RTOs must ensure they have the consent of the student before they use this function). Once the RTO has tried to locate a USI, and has determined that there is no existing USI for the student, then they can proceed with creating a USI for their student, providing they have permission to do so. Make sure you select the 'Locate USI' button not the 'Find' button if you use this function.

RTOs and Students should always:

- Ensure the information is correct
  - ✓ The names aren't nicknames or abbreviated
  - ✓ The document numbers have the correct number of digits (check the form of ID example in the Admin Portal)
  - ✓ The document is current if there is an expiry date
- Ensure name combinations are entered correctly
  - ✓ First, middle and last names entered into the correct fields
  - ✓ Ensure there are no special characters included in the name e.g. ` ~ ?/\ (these are accents above a letter)
- When using a Birth Certificate as the ID document
  - ✓ If the student is using a Birth Certificate where there is a year present, remove "/year" that appears on the end of the registration number e.g. "123456A/1988" (once the State/Territory is chosen, an example of the Birth Certificate respective to that State or Territory will appear. The student can then click on the example to see exactly what numbers/details should be entered and where they are located on their individual Birth Certificate)
  - ✓ Remove the forward slash (/) or numbers following the forward slash
  - ✓ WA Birth Certificate – be mindful that they must have 7 numbers and a letter
  - ✓ An extract of the Birth Certificate cannot be used
- When using a Visa/International Passport as the ID document
  - ✓ The Visa Grant Notice contains the name details as stored in the Department of Immigration
  - ✓ The details entered into the USI Registry System must match what is stored within the Department of Immigration's database
  - ✓ If the Visa has expired, the passport cannot be used
  - ✓ If the International Passport is new, ask the student for their old passport number, because they may not have notified Department of Immigration of the updated details

- ✓ Students may need to contact their consulate or Immigration to ensure their details are up to date
- ✓ If the Passport was issued in New Zealand or Canada, the student must be in Australia for the Passport to verify. NB: If using an Australian passport, ensure the number is correct. It should always have an alpha character followed by 7 digits.
- When using a Medicare Card as the ID Document
  - ✓ Always take note of the expiry date. If it is within 2 months of the expiry date, students will have received a new card. RTOs and students should then use the new card (new Medicare Cards are generally sent in the post 6 weeks in advance)
  - ✓ If a student does not have the new card yet:
    - Increase the card issued number by one (last number of the Medicare Card) e.g. “12345567” will need to be changed to “1234568”
    - Increase the year of expiry by 5 years
  - ✓ Medicare Cards always have 10 digits
  - ✓ Ensure the colour of the card is correct and if it is a blue or yellow card, the expiry date must be in dd/mm/yyyy format
  - ✓ If the card has a middle name initial only, and did not verify, then insert the full middle name on the ‘Personal Details’ page
- When using a Drivers Licence as the ID document
  - ✓ Ensure the licence number is being used and not the card number
  - ✓ Check that the licence has not expired
  - ✓ NB: Generally ALL types of Drivers Licences will work e.g. Learners Permit, Heavy Vehicle Licence or Provisional Licence

## **2. Issues with Verifying**

A lack of information provided will result in the ‘Verifying a USI’ process to fail.

### *Helpful hints for RTOs:*

- ✓ RTOs must ensure that the student has provided them with three pieces of vital information in order for them to successfully verify a USI. These are:
  - the USI;
  - the student’s first, middle (if applicable) and surname; and
  - the student’s date of birth are required.
- ✓ If verification fails, the USI Registry System will let the RTO know which piece of information does not match what is contained in the USI account. RTOs then need to contact the student to confirm these details
- ✓ When the USI is incorrect (this will often happen when being transposed), a good tip for RTOs is to ask the student to forward/show them the email/text or letter that the USI Office sent, which will contain the USI
- ✓ RTOs should also ask students to log into their account and give them permission to view the student’s USI account. This will enable RTOs to view the account, including the USI, the student’s full name and the date of birth

## **3. Issues around data matching**

The USI Registry System is designed to ensure, so far as practicable, that each USI account is unique, preventing multiple records. The USI Registry System has a tight data matching algorithm that seeks to prevent a student from creating more than one USI. The system may match an account to two different people because they share similar details (e.g. name and birth date). A negative consequence of a student having

more than one USI account is that their training history, which is normally compiled into a single transcript, would be split up amongst more than one account.

In the June release of the USI Registry System, the data matching algorithm will be improved, meaning that you will come across fewer data matches, whilst maintaining the integrity of the data.

#### *Helpful hints for RTOs:*

When an RTO is creating a USI account on behalf of the student and receives the message that multiple records match the details of the student (data match) RTOs can try to resolve this by:

- ✓ Confirming that the student does not already have a USI (use 'Locate USI' in the USI Registry System to search first)
  - Remind the student that if they do have a USI, they will have received an email/text or letter with their USI in it
- ✓ Ensuring that as much information is completed in the 'Create USI' form as possible (e.g. email, phone number and address), as this reduces the chance of matching with other accounts
- ✓ Ask the student to create the USI themselves via the Student Portal. If the student receives the same message, that another USI matches their details, the student (unlike the RTO) will be given the option to 'Request Help', which will generate a system help request. The data match will then be resolved by the USI Office
- ✓ Calling the Skilling Australia line on 13 38 73

#### **4. System Time Out**

Some RTOs have also raised the issue of 'timing out' within the USI Registry System. If they are experiencing issues with the USI Registry System timing out after no activity (this will happen after approximately 15 minutes of no keystrokes), they should ensure that they are entering a keystroke into the USI Registry System to stop the timeout function. The system is designed to timeout after inactivity as a security measure.

### ***Common Issues raised particularly by Students***

#### **1. Unable to verify their form of ID**

Inaccuracies in information entered into the USI Registry System during the application process results in students not being able create their own USI.

#### *Helpful hints for Students:*

- ✓ Only one form of ID is required, but it is always a good idea to have two ID documents ready (e.g. if the first ID does not verify through the Document Verification Service (DVS), try another ID document)
- ✓ Ensure the details entered into the 'Create USI' fields matches what is printed on the ID document (an example of the ID is displayed at the bottom of the 'Create USI - Evidence of Identity' page as guidance)
- ✓ If an apostrophe is included in the student's name (e.g. O'Neil, O'Sullivan), then try again with/without the apostrophe
- ✓ If a hyphen is included in the student's name (e.g. Jones-Smith) then try with/without the hyphen
- ✓ Even if the ID document has a middle name initial only, try inserting the full middle name on the 'Personal Details' page
- ✓ If the family name contains a space e.g. De Voss, then try removing the space altogether e.g. 'DeVoss'

## **2. *Forgotten USI***

If a student is trying to create a USI and receives the message that another account matches their details:

- ✓ Ask the student to check for any email/text messages for a USI notification they may have received to make sure there isn't already a pre-existing USI. Many students can do this on the spot using their smartphone

If the student knows that they have a USI and cannot remember it:

- ✓ Then use the 'Forgotten USI' link on the 'Student Entry' page of the website to help retrieve their USI