Resolving student name issues USI x HoSA

# Question and Answer

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| **Question: A student has received a notification of a sanction as their USI is not verifying through the Tertiary Collection of Student Information (TCSI) system, although the details on USI account match their verifiable identification.**  Answer: Request the student share their USI via [Emailing or printing a USI | Unique Student Identifier](https://www.usi.gov.au/print-usi-functionality) and enter the details in your Student Management System (SMS) to match.  You should ensure your student’s details in your SMS matches the name as it appears on their USI. To create a USI, a student’s name on their USI account must match the verifiable identification. A student’s name cannot be altered unless it matches their verifiable ID. |
| **Question: A student advises the university that they have changed their name. Should we update our SMS?**  Answer: No. Advise them to update their USI record with their verifiable identity and then inform you of the change. You can ask the student to email or share their USI with you. |
| **Question: How can I allow my students to easily enrol, view their training record or graduate?**  Answer: You should ensure your student’s details in your SMS matches the name as it appears on their USI. To create a USI, a student’s name on their USI account must match the verifiable identification. A student’s name cannot be altered unless it matches their verifiable ID.  To ensure that a student’s name on their USI account matches the details you enter in your Student Management System request the student share their USI via [Emailing or printing a USI | Unique Student Identifier](https://www.usi.gov.au/print-usi-functionality). |
| **Question: The student has a first name and middle name on their verifiable identification. I have entered their name in our SMS in just the first name field. Will it verify?**  Answer: It may not. If it doesn’t, request the student share their USI via [Emailing or printing a USI | Unique Student Identifier](https://www.usi.gov.au/print-usi-functionality) and enter the details in your SMS to match.  For more information visit [Student name and the USI | Unique Student Identifier](https://www.usi.gov.au/students/studentnameUSI). |
| **Question: An international student is currently overseas and is unable to create a USI. Can I withhold their grades and stop their enrolment into the next semester?**  Answer: International students are not required to provide a USI as a condition of enrolment as you cannot create a USI until you have entered Australia.  International students planning to study in Australia but are not in the country yet, should contact you to let you know that they will create a USI when they arrive.  For more information visit [International students and students studying overseas | Unique Student Identifier](https://www.usi.gov.au/students/international). |
| **Question: I have told my student that they require a USI to enrol, but they are overseas. Can they still create a USI?**  Answer: International students are not required to provide a USI as a condition of enrolment as they cannot create a USI until they have entered Australia.  Australian students studying overseas with an Australian education or training provider must have a USI. Australian students can create a USI even if they are not in Australia using their Australian passport.  For more information visit [USI in higher education | Unique Student Identifier](https://www.usi.gov.au/students/usi-in-higher-education). |
| **Question: A student has left the country and will not be returning for their graduation. I have given them a deadline to provide a USI.**  Answer: You should request that your student provides a USI before they leave the country.  All higher education students must have a USI if they are studying in Australia, or with an Australian provider.  If they do not, an Australian citizen can create a USI outside of Australia using their passport.  International higher education students who commenced part or all their studies in Australia before 1 January 2023 but have since left and will not be returning to Australia, do not need a USI to receive their award.  As students are required to have a USI to confer their award unless they have an exemption.  For more information visit [International students and students studying overseas | Unique Student Identifier](https://www.usi.gov.au/students/international). |

Cleared Glen Watson & Andrea Lindsay, 11 February 2025