



Australian Government

USI Unique Student Identifier



TRAINING ORGANISATION QUICK GUIDE SERIES—USI TRANSCRIPT SERVICE

4 'Inaccurate Transcript' questions from students

What should I do if a student says they cannot see their transcript or it is incomplete?

You should check your records to confirm:

- the training was undertaken after 1 January 2015
- the training was reported correctly to the national VET collections
- that the student or Training Organisation does not have an exemption
- that the student does not have multiple USIs by using the:
 - ✓ 'Existing USI Search' function in the USI Organisation Portal
 - ✓ the 'Locate USI' function for Student Management Systems

If you believe you reported the correct USI training information and USI to the national VET collections, you should contact your State Training Authority (for government funded training) or the National Centre for Vocational Education Research (NCVER) (for fee-for-service training) to confirm on **1800 649 452** to check.

What do I do if there is an error?

If you have confirmed that your student's transcript is inaccurate/contains an error, you will need to use the NCVER USI Transcript Update Tool to make the necessary correction (see the AVETMISS Fact Sheet — **Unique student identifier: transcript update service**).

What is the USI Transcript Update Tool?

The USI Transcript Update Tool will allow Training Organisations to update records they have previously reported to the national VET collections (AVETMISS reporting).

It will allow Training Organisations to edit, add or delete records.

It will not be an alternative to AVETMISS reporting but will enable Training Organisations to update the training information on a USI Transcript outside the AVETMISS collection windows.

When will corrected records show in the transcript?

Generally, the transcript will show the updated record within a few weeks of the update being made via the USI Transcript Update Tool. However, updates using the standard AVETMISS submission process will appear at the next quarterly or annual update.

When you have received notification that the update has been applied, you must advise your student that the correction has been made.



What if a student says their name is incorrectly displayed on their transcript?

Students are able to update their own personal details by logging into their USI account.

My student is receiving a message on the Student Portal indicating that the Transcript Service is currently unavailable, but I know I have correctly reported their USI—What do I do?

Training Organisations should check the USI website or the Student and Organisation Portal for notifications. The USI system may be temporarily unavailable for maintenance purposes.

Can Training Organisations update records lodged by another Training Organisation if requested by a student?

No. Training Organisations will only be able to update records they have lodged themselves.

My student's transcript indicates that their unit of competency or module is continuing but they have finished now. How do I fix it?

The USI Transcript reflects what is submitted by you in your last AVETMISS submission, therefore, the finished outcome will be visible in the transcript only after your next AVETMISS submission.

HANDY TIPS

To ensure the students' data remains consistent, any updates/changes made utilising the USI Transcript Update Tool, must also be updated/changed in the Training Organisation's Student Management System (SMS).



Need help with using the USI Transcript Update Tool? Contact the NCVER Client Support Team on **(08) 8230 8400** or **1800 649 452**

When you have received notification that the update has been applied, you must advise your student that the correction has been made

WANT MORE INFORMATION?

There are more helpful Fact Sheets on USI Transcripts in the Training Organisation Quick Guide Series—Transcript Service

1. USI Transcript Service
2. How to access, download and save a USI Transcript
3. How to update USI Transcripts