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- POLICY -
Verification of Identity

Policy Statement

TAFE SA is committed to a student-centered approach to identity verification, ensuring the process is accessible, respectful, and transparent while maintaining the highest standards of security and data integrity.

TAFE SA will ensure that all applicants, students, alumni, and third parties (such as employers, parents/guardians, other government agencies Australian Apprentice Support Network providers, and Group Training Organisations) are identified at each point of interaction with TAFE SA. Applicants, students, alumni and third parties (such as employers, parents/guardians, other government agencies Australian Apprentice Support Network providers, and Group Training Organisations) interact with TAFE SA from initial application, onboarding, throughout training, and post-training, so that data integrity is always maintained

This policy should be read in conjunction with the TAFE SA Verification of Identity Procedure, TAFE SA Personal Information Collection and Retention Procedure, and TAFE SA Privacy Policy.

Scope

This policy applies to all TAFE SA staff including employees engaged as contractors, volunteers, hourly paid instructors (HPIs) and casuals. This policy applies to all domestic and international students entering, undertaking, or have completed training and/or education at TAFE SA.

This policy applies to any third-party agency or advocate (possessing approved third party consent) that TAFE SA may engage with during the course of conducting routine business activities on behalf of a student, including, but not limited to: parent/guardians, other trusted government agencies (agencies of State or Commonwealth Governments, such as Skills SA, South Australian Police, Australian Federal Police, Unique Student Identifier Registrar), employers, Group Training Organisations, Australian Apprentice Support Network providers, or Vocational Education Training Coordinators in schools.

Policy

The policy is intended to meet the requirements of the TAFE SA Privacy Policy ensuring no personal information is provided to those not authorised to access student personal information.

This policy requires all employees of TAFE SA to identify an individual (identification check) prior to accessing any TAFE SA system, and before releasing any information in person, via written correspondence, or by phone.

Student Identity Verification:

TAFE SA will collect and verify an applicant's Australian Government Unique Student Identifier (USI) upon application and onboarding.

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TAFE SA will collect and verify an international students' Australian Government Unique Student Identifier (USI) upon onboarding (once enrolled).

TAFE SA requires all students (excluding short course students) to hold a TAFE SA identification (ID) card.

As a Registered Training Organisation, TAFE SA is obligated to provide training data pursuant with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), to which the Australian Government Unique Student Identifier (USI) is an essential linkage key. The relevant instruments are the *Student Identifiers Act 2014* and the Standards for Registered Training Organisations (RTOs) 20152025.

TAFE SA requires all enrolled students (excluding short course students) to carry their ID card as a form of identification. Students will be requested to present their ID card to access services or information.

Third-Party Identity Verification:

TAFE SA interacts with a range of third parties, including but not limited to employers, Australian Apprenticeship Support Network providers, group training providers, advocates, law enforcement, and other government agencies. To protect student privacy and ensure data security, or any other party:

- > TAFE SA will require student authorisation to provide information regarding their record to any third-party organisation or individual.
- > TAFE SA will also ensure that the third party is verified as an authentic organisation representative or identified individual, and
- > TAFE SA may be required to release student information to a third-party without prior consent, as when required mandated by any law, statute, or regulatory requirement.

Roles and Responsibilities

Position	Responsibility
All staff	<p>Responsible to sight and verify Student ID card for purposes of identification when in person.</p> <p>Responsible to verify identification via three-point check upon contacting or receiving contact from an enrolled student by phone or written correspondence. Responsible for verification of identification of any third-party agent calling on behalf of, or enquiring about an enrolled student, ensuring consent has been established prior to releasing personal information.</p>

Definitions

Term	Definition
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Enrolment or Registration	Completion of requirements by which a student is admitted to a qualification of one or more units of competency, course, or program with TAFE SA. A reference to enrolment should be concurrently read as a reference to registration.
Personal Information	As per the definition in the <i>Privacy Act 1988</i> ; information or an opinion about an identified individual, or an individual who is reasonably identifiable.
Student/s	Any person that is enrolled and accessing product or service from TAFE SA. For the purpose of this policy, a student can mean a prospective, current or past student of TAFE SA.
Three-point ID check	<p>This can be done with any three identifiers that include <u>listed below</u>:</p> <ul style="list-style-type: none"> > A student's full name <u>(or preferred first name identified in the student information system and legal surname)</u> and > <u>Date of birth</u> > <u>Full address</u> and > <u>Contact information</u> phone number > <u>Contact email address</u> and/or > <u>Student ID number</u> > <u>SATAC Reference Number</u> > or <u>USI</u> <p><u>A staff member may request more than three identifiers listed above, if they have reason to believe the student cannot be identified correctly from the information already provided.</u></p> <p>This is done during any verbal interaction with a customer and helps to reduce the risk of providing personal information to the wrong person.</p>
Appropriate photographic ID	<p>An official and valid form of identification issued by a government authority, including but not limited to:</p> <ul style="list-style-type: none"> > Australian/Overseas passport > Australian drivers' licence or learners' permit > Government proof of age card > Secondary School Student Card > South Australian or Federal Police Officer photo identity card > Immigration card > Correctional Services photo ID card > Other valid proof of identity document with photo.
Third-party	A third-party may act on behalf of or have a legal interest in the student's learning.

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	<p>A third-party agent is known to TAFE SA and has pre-authorisation to enquire as to a student record. A third-party agent includes:</p> <ul style="list-style-type: none">> Advocate> Parent/Guardian> Employer> VET Coordinator> School staff member> Other regulatory body or funder.
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Associated Documents and References

Document Type/ Number	Document/Reference Title
Code of Ethics	Code of Ethics for the South Australian Public Sector
PC012	<i>PC 012 – Information Privacy Principles (IPPS) Instruction</i>
Legislation	<i>Privacy Act 1998</i>
Legislation	Student Identifiers Act 2014
Legislation	<i>Standards for Registered Training Organisations 2015/2025</i>
Legislation	<i>State Records Act 1997</i>
PPMF/TAFESA/1093	Privacy Policy
PPMF/TAFESA/1230	TAFE SA Personal Information Collection and Retention Procedure
PPMF/TAFESA/1245	Verification of Student Identity Procedure
PPMF/TAFESA/1097	Issuance Policy

Document Control

TAFE SA policies must undertake a full review process, including relevant stakeholder consultation and approval, at least every two years from the date of approval. Reviews may be actioned earlier according to strategic priorities, reforms, legislative or regulatory changes, or feedback received.

Approved by			
Policy Owner	Andrew Williamson Fiona Champion	Title	Executive Director, Students, Strategic Planning and Policy and Community Engagement

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Contact person:	Luke Hutchinson	Telephone	7210 30833482452
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