

The USI – now and into the future

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Student Identifiers Registrar



Australian Government

USI

Unique Student
Identifier

Statistics

> 10 000 000 USIs

Oldest holder of a USI is **102**

youngest person **1 month old**

Statistics Jul-Sep

Contact centre

- Calls handled **1.4K** average per week
- Average handling time was **7.3** minutes and waiting time was **1.3** minutes

Website

- Total page views **3.1 M**
- **765K** total users

Statistics

Transcripts (since May 2017)

- Viewed 1.3M
- Downloaded 352.7k

Weekly averages

Students

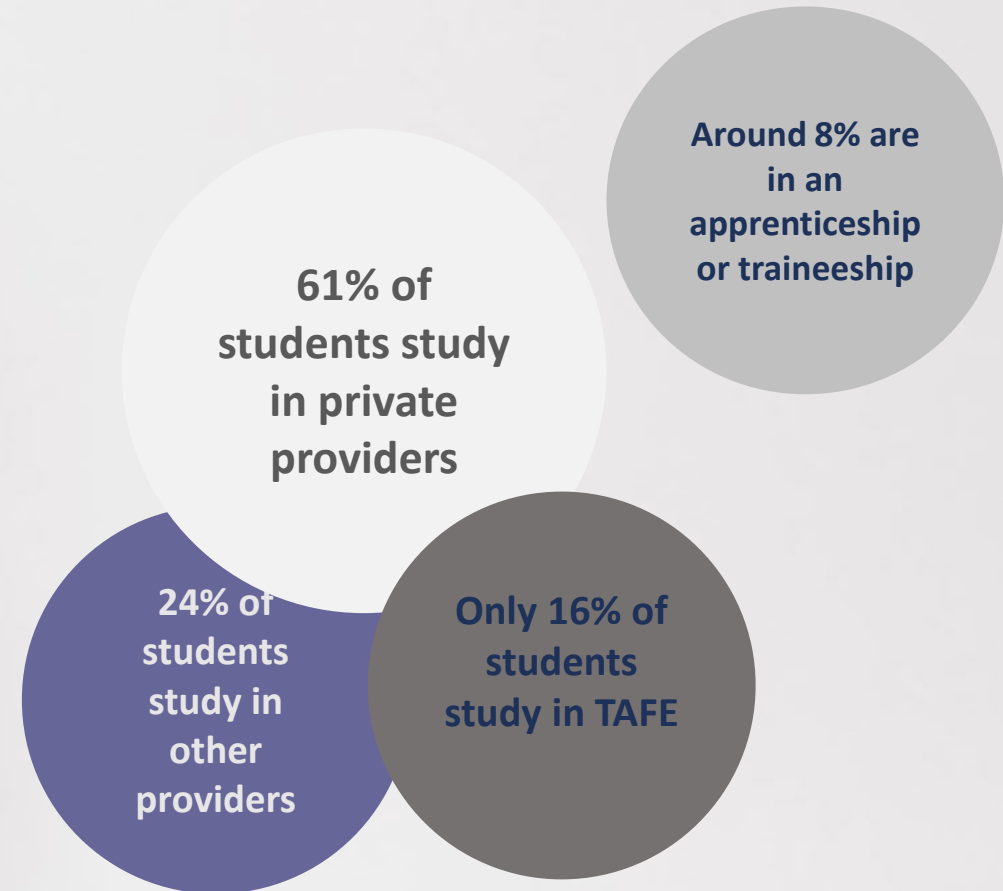
- **22.6K** USIs created
- Changed details **7k**

Organisations

- **3K** USIs created
- **87.5K** USIs verified

VET Statistics

- Around 4 million VET students
 - One third of VET students are under 25 years of age – the rest are life long learners
 - Around half study short courses (eg. RSA/first aid/white cards)
 - Most (around 2.8 million) are self-funded or are funded by employers – not government





**Know our
market**

**Deliver a simple
and secure
customer
experience**



**Enable and inspire
team USI to take
ownership and do
its best work**

**Innovate to
improve our
USI customer
experience and do
our work more
efficiently**



**Support the
Government
and through it
the nation**



Relevance | Quality | Accessibility

Mission Statement