Redfern Legal Centre

How to Obtain a Record of your Studies

Has your education provider closed? Here's how to get your student records.

If your education provider has closed, you may still be able to access your student records. Follow the steps below to find out where your records might be held and how to request them.

Step 1: Check the Unique Student Identifier (USI) Transcript Service

Your student records may be available through the USI transcript service if:

- You completed your studies after January 2015.
- You provided your USI to your education provider.

How to check: Log in to the USI website (www.usi.gov.au) and view your training records. If your records are there, you can download a copy.

If your records are not available, proceed to Step 2.

Step 2: Identify Your Education Provider

To find your records, you need to know the name of your education provider.

Where to check:

- Look for emails, enrolment documents, or payment receipts that show the name of your provider.
- Search for your provider's details on the National Register of Vocational Education and Training (VET) at training.gov.au.

If your provider is not listed:

Your education provider may not have been a Registered Training Organisation (RTO), and your records may still be held by the provider directly. Try contacting them if they are still operational.

If you confirm that your provider was an RTO but is now closed, proceed to Step 3.

Step 3: Check if Your Provider's Regulator Holds Your Records

When an education provider closes, it is required to submit student records to its regulator, the Australian Skills Quality Authority (ASQA).

How to check:

- Search for your provider on training.gov.au to confirm that ASQA was the regulator, proceed to Step 4.

Step 4: Request Your Records from ASQA

If ASQA was your education provider's regulator, they may hold your student records if:

- Your provider was ASQA-registered and has now closed.
- ASQA received records from your provider before closure.

How to request records from ASQA:

1. Check the ASQA list of closed RTOs with available records at asqa.gov.au.

2. If your provider is on the list, submit a request through ASQA's online enquiry form.

Important Notes:

- Not all closed providers submit student records to ASQA.
- Some records may be incomplete.
- No fees apply for requesting student records from ASQA.

If your provider is not on ASQA's list, see Step 5.

Step 5: What to Do If You Cannot Find Your Records

If you are unable to locate your records, try the following:

- Contact your education provider (or its administrator/liquidator) directly if possible.

  You can use this template letter.

- Check if your student visa records include details of your enrolment (via the Department of Home Affairs).
- Speak to your new education provider—they may accept alternative proof of your studies.

Need Further Assistance?

If you are struggling with your education provider's closure or need legal advice, Redfern Legal Centre offers free, confidential support for international students.

Call us: 02 9698 7277
Visit us: www.rlc.org.au

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