

STUDENT IDENTIFICATION CARDS PROCEDURE



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1 PURPOSE

- 1.1 This procedure identifies the official purpose/use of CQUniversity student identification (ID) cards, the information recorded and the process for obtaining such a card.

2 SCOPE

- 2.1 This procedure applies to current enrolled CQUniversity students.

3 PROCEDURE

- 3.1 CQUniversity employees are entitled to request students to produce a Student ID Card, or other photo identification, where such identification is required (e.g. borrowing library resources, assessment, exams, administrative activities, and in managing security).
- 3.2 Student ID Cards are used to enable students to access CQUniversity services and facilities, and are issued for students to use for the duration of their enrolment with the University.
- 3.3 All current enrolled CQUniversity students are eligible to apply to receive a Student ID Card.
- 3.4 International students are required to obtain a Student ID Card and this forms part of the facilitated enrolment process.
- 3.5 Non-international students have the option to obtain a Student ID Card. However, students may be required to obtain and present a Student ID Card as part of a course/unit requirement (e.g. specified as part of professional practice or work placement) or if they want to access particular services that require a Student ID Card (e.g. borrowing books via the library self-service check-out).
- 3.6 Student ID cards are issued for University purposes for individual student identification only, and must not be loaned or transferred.
- 3.7 At a minimum, student ID cards will record the following personal information:
- photographic image – passport quality photo (35mm x 47mm approx.)

- CQUniversity student number
 - full name
 - mode of attendance i.e. full time, part time
 - mode of study i.e. internal or external
 - issue date
 - expiry date
 - unique barcode.
- 3.8 Personal information may be recorded either directly on the face of the card and/or stored internally to the card. The information captured, format and layout of student ID cards may change and is subject to variation and review from time to time.
- 3.9 The CQUniversity logo will always be printed on a student ID card.

Process

- 3.10 Before generating a student ID card, photographic proof of identity must be obtained. All students applying for a student ID card must:
- submit a request for a student ID card through [MyCQU](#) and upload a passport sized photo (35mm x 47mm approx.) in JPEG format, or
 - have their photo captured digitally during enrolment. This option is only available at Brisbane, Sydney, Melbourne, Perth, Rockhampton City, Gladstone City, Mackay City, Mackay Trades Training Centre, Emerald and Yeppoon. Students not at these locations may contact the Student Success team for assistance if they are unable to upload their photo via [MyCQU](#).
- 3.11 A student ID card can only be generated upon receipt of photo capture and course enrolment. All student ID cards will reflect a student's workload at the time of issue for that term. Students should complete their course enrolment before submitting a request for a student ID card.
- 3.12 Blank cards issued to employees for the production of student ID cards must be reconciled with the number of cards produced and evidenced in the Student ID Report Log.
- 3.13 Students enrolled at a metropolitan campus will have their photo taken at the campus. Students must provide their passport or Australian driver's licence as proof of identity to have the photo taken and a card produced.

Cost of card

- 3.14 Student ID cards will be issued to all new students, who apply for a card, free of charge. A replacement card will be issued upon request if the existing card has expired, is due to expire in the current or upcoming term, or is faulty. The student will be required to have a current enrolment for the term. This replacement card will be issued at no charge to the student.
- 3.15 A student who lodges a request for replacement of a lost or severely damaged identity card will be liable for a replacement charge of \$10. Requests for a replacement student ID card should be forwarded, with payment, to the campus student administration for processing.

Card stocks and secure storage

- 3.16 Sufficient stocks of blank ID cards will be maintained to ensure supplies meet campus needs at each enrolment period. New cards will be ordered when total stocks are at 2,000 cards or less.
- 3.17 Supplies of blank cards will be stored in a concealed and secure location.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Student Experience Directorate is the process owner for student ID cards; however changes to the format, layout and information capture must have the approval of the Deputy Vice-Chancellor (Student Experience and Governance).
- 4.2 The Director, Student Experience is responsible for monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.3 No additional reporting is required.

Records management

- 4.4 All requests for student ID cards are recorded and processed using the University Customer Relationship Management System.
- 4.5 Staff must maintain all records relevant to administering this procedure in a recognised University recordkeeping system.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

Nil.

7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Student Experience
Next Review Date	11/04/2021

Approval and Amendment History	Details
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Notes	