



What is a USI?

A USI number is a Government requirement that Hero must comply with.
Visit www.usi.gov.au/students/find-your-usi for further assistance.

HERO tips for success

Do not use Internet Explorer/Microsoft Edge or your mobile device to complete online learning, forms etc.
Bring your mobile to your session to QR check in.

Enter your Full Name on all documents - this helps all forms link and match up. No nicknames / marital changes / full DOB with year of birth.

Need help? Please contact our friendly Customer Experience Team via support@herohq.co or 1300 054 563