

# ASQA's approach to COVID-19

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**Australian Government**  
**Australian Skills Quality Authority**



# Introduction

Today's topics are:

- Adaptable and flexible arrangements
- Fee relief
- RTO hibernation
- Providing distance training
- Compliance with the Standards for RTOs

# Adaptable and flexible arrangements

- Flexible approach to regulating the sector
- Focus on supporting providers to maintain quality
- Working with Government departments and industry
- Contact ASQA for additional support if required

Notify ASQA if you have:

- closed one or more of your premises
- ceased onsite delivery at one or more locations, or
- changed delivery mode to distance learning.

# Fee relief

- Package of measures to lift the financial pressures
- Reimburse some fees and charges
- Table of fees on ASQA website
- ASQA website has up-to-date information

# RTO hibernation

Maintaining registration by placing on hold

- Update your website
- Don't accept enrolments or fees from students
- Do not deliver training or assessment
- Keep records up to date
- Can transfer students to another RTO

# Providing distance training

ASQA supports providers in adaptive delivery practices.

- Making changes to delivery methods for courses in progress
- Maintain the integrity of the training package / accredited course
- Understand your learner cohort
- Keep records of how you change your training and assessment practices



# Standards for RTOs

## Information and support requirements for students

- Payments and refunds
- Keeping students informed
- Maintaining enrolment and student support
- Complaints

# Coming up: questions?

Submit questions via the questions pane in your control panel by typing and hitting return.





# Useful resources:

Links to useful online help

- ASQA Info Line 1300 701 801
- ASQA Website
  - COVID-19 page
  - Distance Learning page
- DESE - [www.dese.gov.au/covid-19](http://www.dese.gov.au/covid-19)
- Department of Health COVID-19



# Questions?

**ASQA Info Line**

Phone: 1300 701 801

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)





# In conclusion

ASQA is here to help.

ASQA Info Line

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*\*\*Survey to follow for your suggestions for a future topics*