

# Guide to initial ELICOS registration

Guide



Version 1.0 | November 2023



Australian Government  
Australian Skills Quality Authority

ASQA

(Working together)

# Contents

Introduction.....	2
ELICOS Definition.....	2
What is in this guide?.....	2
Eligibility to become an ELICOS provider .....	3
RTO and ESOS registration .....	3
Fit and Proper Persons.....	3
Financial Viability .....	4
ELICOS provider responsibilities and obligations .....	5
Co-operation with ASQA .....	5
Payment of fees and charges associated with registration .....	6
Initial ELICOS registration requirements.....	7
Demonstrated ability to be compliant with regulatory and legislative requirements .....	7
ELICOS provider resourcing requirements .....	8
Educational resources.....	8
Facilities and equipment .....	8
TESOL reference materials.....	9
Specialist staff .....	9
Required supporting evidence.....	10
Additional evidence.....	13
Copyright permission .....	13
Preparing your application .....	14
Application forms .....	14
Principal Executive Officer (PEO) Statutory Declaration.....	14
Providing sufficient information and evidence .....	15
Working with consultants .....	15
Submitting your application .....	15
How we assess initial registration applications .....	16
The assessment process.....	17
Pre-assessment checks .....	17
Meet your assessor .....	17
Opening meeting .....	17
Assessment interviews and site visits .....	18
Closing meeting .....	18
Registration decisions.....	18

## Introduction

This guide provides information and guidance for people who are considering applying for registration as an Education Services for Overseas Students (ESOS) provider so that they may deliver English Language Intensive Courses for Overseas Students (ELICOS).

This includes applying for registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Registration on CRICOS allows providers to offer courses to overseas students studying, or intending to study, in Australia on student visas.

To protect students, industry, and the community from practices which are disingenuous, or seek to exploit overseas students, we are committed to ensuring that we only grant registration when we are satisfied of both the suitability of people involved in running and managing the organisation, and the organisation's commitment and capability to become a quality ESOS provider.

We apply a rigorous assessment process to applicants wanting to enter the overseas student VET market, and all applicants will have their capability and commitment thoroughly assessed and assessed before registration is granted.

## ELICOS Definition

An ELICOS course is a course of education or training that is:

- solely or predominantly of English language instruction; and
- provided, or intended to be provided, to an overseas student.

Courses which do not fall within the definition of 'ELICOS' include, but are not limited to:

- English language programs provided exclusively to non-student visa holders;
- English as an additional language programs or support services provided within the school sector as part of a school curriculum; and
- Foundation Programs.

## What is in this guide?

This guide contains information and guidance about:

- Eligibility to become an ESOS provider for ELICOS courses.
- ESOS provider obligations and responsibilities
- Initial ESOS registration requirements
- Preparing your application
- Submitting your application
- How we assess applications

## Eligibility to become an ELICOS provider

Before applying to ASQA for initial ESOS registration to deliver ELICOS courses, ensure that you are eligible to do so.

## RTO and ESOS registration

All ELICOS course providers need to be registered as ESOS providers, but not all ELICOS course providers need to be RTOs:

Proposed Scope	Required registration
ELICOS courses only	ESOS registration
VET and ELICOS courses	RTO registration and ESOS registration

ASQA can register the following providers on CRICOS to deliver ELICOS courses:

- Organisations seeking to offer English Language Intensive Courses for Overseas Students (ELICOS) courses, except where the ELICOS course is delivered:
  - by the provider in its capacity as a school
  - by the provider in its capacity as a higher education provider, or
  - under an 'entry arrangement' with at least one higher education provider.

ASQA does not regulate ELICOS courses delivered by an ESOS provider operating as:

- a school—in this case, you should apply to 'the relevant state regulatory body'.
- a higher education provider or as part of a pathway program for entry into a higher education institution—in this case, you should apply to the Tertiary Education Quality Standards Agency (TEQSA).

**If you are already an ESOS provider registered with ASQA and you want to deliver ELICOS courses, you should submit an application to change your ESOS registration.** See the [Change ESOS registration](#) page on ASQA's website for more information.

## Fit and Proper Persons

In August 2023, the Government announced the strengthening of rules to ensure that people who own, operate, and manage Registered Training Organisations meet higher and broader 'fit and proper persons' standards, an initiative designed to eliminate the minority of non-genuine operators that profit from students and fail to provide the standard of education and training that students deserve. See the [Fit and Proper Person Requirements](#) page on ASQA's website for more information about these changes.

ASQA's assessment of your application will include thorough investigation and scrutiny to determine the suitability of persons who apply for initial ESOS registration. Where there is concern, we may engage with other government agencies to determine if the PEO, executive officers, high managerial

agents, and any person/s who exercises a degree of control or influence over the management or direction of the registered training organisation meet the Fit and Proper Person Requirements.

This includes consideration of a person's:

- Compliance with the law.
- Management history.
- Financial record.
- Provision of information.
- Previous conduct and involvements; and,
- Additional considerations.

Where ASQA takes account of information not provided by you that could impact your ability to be deemed a fit and proper person, ASQA will let you know. You will have an opportunity to see the information and provide additional comments.

During the assessment of your application, you will be asked to demonstrate:

- how your organisation determines whether a person falls under the requirement to complete a Fit and Proper Person Declaration.
- the system your organisation uses to determine whether a person is, or is not, a fit and proper person; and
- how these processes and mechanisms have been applied to the PEO, executive officers, high managerial agents, and any persons who exercises a degree of control or influence over the management or direction of the registered training organisation.

If we determine that a person or persons are not fit and proper under the Standards, the application will be rejected.

## Financial Viability

Any organisation applying for registration with ASQA must demonstrate it has developed the foundations of a sustainable business. At the time its initial registration application is submitted, the organisation must have been independently assessed as a financially viable business entity.

ASQA has authority to assess an organisation's financial viability under legislation, specifically:

- the National Vocational Education and Training Regulator Act 2011 for applicants seeking to become a registered training organisation, and
- the Education Services for Overseas Students Act 2000 for applicants seeking to be listed on CRICOS to offer courses to overseas students.

The assessment of financial viability must be undertaken by the applicant and their nominated accountant before the applicant submits an application for initial registration. This assists applicants to gain a realistic understanding of the financial requirements of becoming an RTO, and an independent assessment of the sustainability of their proposed business, before undertaking the extensive initial registration process.

A 'nominated accountant' is the accountant engaged by an organisation applying for registration. The nominated accountant must be:

- a member of one or more of the following professional bodies: CPA Australia, The Institute of Chartered Accountants in Australia, or The Institute of Public Accountants, or
- registered with the Australian Securities and Investment Commission as an auditor.

Completing ASQA's Financial Viability Risk Assessment Tools requires applicants to:

- answer a series of questions about their organisation's financial viability, including questions about forecasted financial projections, business ratios, and accounting systems.
- provide forecasted financial information for the next 12 and 24 months,
- provide a declaration certifying the information provided in the pack is valid, and
- provide a declaration from their nominated accountant, certifying the financial viability of the new business entity.

ASQA assesses each organisation's financial viability risk when considering applications for registration. ASQA will use this assessment as one of a range of regulatory checks when making a risk-based consideration about whether the organisation's application is approved.

## ELICOS provider responsibilities and obligations

Before applying for initial ESOS registration to deliver ELICOS courses, you should fully understand ESOS provider responsibilities and obligations.

Once registered, ELICOS providers must maintain compliance with:

- The [Education Services for Overseas Students Act 2000](#) (ESOS Act)
- the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code)
- [The English Language Intensive Courses for Overseas Students \(ELICOS\) Standards 2018](#)
- Obligatory payments to the [Tuition Protection Service \(TPS\)](#)

See the [English-language courses \(ELICOS\)](#) page on ASQA's website for more information.

## Co-operation with ASQA

Providers in ASQA's jurisdiction are responsible for:

- co-operating with ASQA
- ensuring any third-party delivering services on the organisation's behalf is required to cooperate with ASQA.

This includes:

- providing accurate and truthful responses to information requests from ASQA relevant to the registration application.
- cooperating during performance assessments (audits) and the monitoring of provider operations.
- providing information about substantial changes to its operations or any event that would significantly affect the organisation's ability to be compliant with the legislative and regulatory requirements within 90 calendar days of the change occurring.
- providing information about significant changes to its ownership, including notifying ASQA of a change of ownership as soon as practicable **before the change takes effect**.
- retention, archiving, retrieval, and transfer of records.
- providing accurate and factual responses to information requests from ASQA relevant to the delivery of services by third parties, including education agents.

When applying for initial ELICOS registration, the information and documentation you provide to ASQA must be accurate, truthful, and authentic. Any information and documentation provided must be an accurate representation of your intended practices. Where it is determined that information or documentation you have provided with your initial ELICOS registration application is false, inaccurate, or misleading, your application is likely to be rejected.

## Payment of fees and charges associated with registration

Applicants are required to pay all fees and charges associated with registration as and when due. Registration applications will not be processed by ASQA until all outstanding invoices have been paid.

ASQA fees and charges are detailed on the [Current ASQA fees and charges](#) page on ASQA's website. You should familiarise yourself with the ongoing fees and charges associated with ongoing registration so they can be factored into your organisation's financial planning.

To lodge an application for initial ELICOS registration, there are two fees that are payable:

<b>Initial registration application fee or Lodgement fee</b>	A lodgement fee invoice is generated and available following submission of your application. Processing of the application is subject to payment of the invoice.	\$600*
<b>Initial registration assessment fee</b>	You will receive an assessment fee invoice when we have confirmed your application is complete. This needs to be paid before your application is assessed.	\$8000†

\* Correct at the time of publishing. Please ensure you check up to date information about fees on ASQA's website.

† Correct at the time of publishing. Please ensure you check up to date information about fees on ASQA's website.

## Initial ELICOS registration requirements

### Demonstrated ability to be compliant with regulatory and legislative requirements.

Applications for Initial ELICOS Registration assessed against the [\*National Code of Practice for Providers of Education and Training to Overseas Students 2018\*](#) (the National Code), and the [\*ELICOS Standards 2018\*](#).

We use a risk-based approach to assess whether you are adequately prepared to meet the following responsibilities:

- Informing prospective and current learners
- Ethical engagement and management of education agents
- Assessing potential overseas student's English language proficiency, learning goals, and learning needs
- Formalising student enrolment through written agreements
- Ethically managing overseas student transfers
- Ethically managing overseas student deferments and suspensions of study
- Reporting to PRISMS
- Managing overseas student complaints and appeals
- Providing appropriate support for overseas students
- Ensuring the safety and wellbeing of younger overseas students
- Monitoring and managing overseas student progress and course duration
- Suitable ELICOS courses and delivery strategies
- Sufficient and appropriate education resources
- Sufficient and appropriate facilities and equipment
- Sufficient ELICOS specialist staff
- Fit and Proper Person Requirements
- Financial Viability
- Management of third-party service providers
- ELICOS course certification
- Business management



## ELICOS provider resourcing requirements

Applicants seeking initial ELICOS registration are expected to have access to all required resources for each course included in their application at the time of submission.

A prospective provider that submits an application is declaring that their organisation is ready to start delivering training immediately. If they are not completely prepared and do not have adequate resources, their application is likely to be rejected.

The following resourcing requirements are specified in the [ELICOS Standards 2018](#). All applicants wanting to deliver ELICOS courses should ensure that they read and understand the requirements of the ELICOS Standards prior to submitting their application.

### Educational resources

Registered ELICOS providers must maintain a supply of sufficient educational resources which are aimed at achieving course objectives and encourage diversity in learning activities and teaching methodologies.

Education resources must:

- Be sufficient to provide for each student at every stage of their course, as appropriate
- Be appropriate for the type and level of course offered
- Include access to a range of multimedia, as appropriate
- enable varied learning activities and teaching methodologies
- be developed for classroom and individual student use and address specific student needs and course learning outcomes
- reflect contemporary TESOL theory and practice
- reflect the organisation's course offerings and student profiles.

### Facilities and equipment

The premises of registered ELICOS providers must offer teaching and learning environments that are appropriately designed and equipped to support the range of English language courses and student support services offered. This includes:

- rooms and equipment that are fit for purpose and proportionate or appropriate to the number of students and course syllabus.
- teacher staffrooms
- student recreation areas
- private study areas or areas for related activities, such as a library or resource centre
- storage areas

- offices for the management of the ELICOS provider and for the confidential counselling of students.

Facilities must also have sufficient equipment and support resources for the number of enrolled students, including:

- educational and computer technologies that support:
  - classroom teaching and learning activities;
  - independent student practice, study and research; and
  - teacher study, research and preparation.
- material that is catalogued and presented for easy access, where the registered provider makes material available for access or independent study
- equipment and resources to facilitate independent study (for example, study areas or wi-fi access).

Facilities for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.

## **TESOL reference materials**

The registered ELICOS provider must give teachers access to reference resources that reflect contemporary knowledge of the theory and practice of Teaching English to Speakers of Other Languages (TESOL), in its own facilities or through easily accessible jointly managed facilities.

## **Specialist staff**

Registered ELICOS providers must employ suitably qualified specialist staff and provide them with ongoing opportunities for professional development.

### **Senior Academic Leadership Staff**

Senior academic leadership staff must hold a degree, suitable postgraduate TESOL qualification/s, and appropriate educational management and TESOL teaching experience or equivalent.

Senior academic leadership staff must also maintain an up-to-date knowledge of significant developments in TESOL theory and practice.

### **Teaching staff**

ELICOS teachers must have the following:

- a degree or diploma of at least three years full-time or equivalent (teaching or other)
- a suitable TESOL qualification or qualification that contains TESOL as a method.
- appropriate TESOL teaching experience or are formally mentored by a senior staff member with this experience.

### **Counselling staff**

ELICOS providers must employ or contract a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic and future progress and welfare matters.

## Delivery locations

You need to tell us about all delivery locations you intend to use on an ongoing basis.

This includes locations:

- in Australia and offshore
- where third parties deliver courses for you on a regular basis.

Delivery location means the location, site, or campus where you will usually deliver training to students.

If you intend to deliver training at your head office or principal place of business, you need to record it as a delivery location as well.

You also need to tell us if you intend to deliver training online.

## Required supporting evidence

To demonstrate that you are adequately prepared to commence delivery, you must submit all the required supporting evidence with your application.

The information and evidence required by the application is the form ASQA has approved as per section 11A of the ESOS Act. That means failure to provide all the required information and documents will result in your application being considered incomplete, and therefore ineligible for moving to the assessment phase.

ELICOS Provider Responsibilities	Required Evidence
Informing prospective and current learners	<ul style="list-style-type: none"> <li>• Copies of your organisation's intended ELICOS course marketing and recruitment materials.</li> <li>• Pre-enrolment information which will be provided by your organisation to potential overseas students.</li> <li>• Policies and procedures your organisation will use to ensure students are informed of the outcomes to be achieved from the course and, for each learning block, the learning outcomes for that block.</li> </ul>
Ethical engagement and management of education agents	<ul style="list-style-type: none"> <li>• Copies of written agreements with education agents</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to engage with and manage education agents.</li> </ul>

ELICOS Provider Responsibilities	Required Evidence
Assessing potential overseas student's English language proficiency, learning goals, and learning needs	<ul style="list-style-type: none"> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to assess whether an overseas student's English language proficiency, learning goals, and learning needs to ensure they are placed in an appropriate course and student group.</li> </ul>
Formalising student enrolment through written agreements	<ul style="list-style-type: none"> <li>• Your organisation's enrolment form(s) including letters of offer and/or written agreements you will use for overseas students.</li> </ul>
Ethically managing overseas student transfers	<ul style="list-style-type: none"> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to assess, approve, and record deferrals and suspensions of studies for overseas students.</li> </ul>
Reporting to PRISMS	<ul style="list-style-type: none"> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to maintain and update information in PRISMS.</li> </ul>
Managing overseas student complaints and appeals	<ul style="list-style-type: none"> <li>• Your organisation's complaints and appeals policies and procedures</li> </ul>
Providing appropriate support for overseas students	<ul style="list-style-type: none"> <li>• Your organisation's orientation program for overseas students</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to identify and support learners with individual learning needs.</li> <li>• Certified true copies of your organisation's counselling staff resumes and qualifications.</li> <li>• Employment contracts for your organisation's counselling staff.</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to manage critical incidents that could affect the overseas student's ability to undertake or complete a course or cause them harm.</li> </ul>
Ensuring the safety and wellbeing of younger overseas students	<ul style="list-style-type: none"> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to manage the accommodation, support, and general welfare arrangements for a student who is under the age of 18.</li> <li>• Your organisation's orientation program for younger overseas students</li> </ul>

ELICOS Provider Responsibilities	Required Evidence
Monitoring and managing overseas student progress and course duration	<ul style="list-style-type: none"> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to monitor and manage overseas student course progress and attendance.</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to manage extensions of course duration for overseas students.</li> </ul>
Suitable ELICOS courses and delivery strategies	<ul style="list-style-type: none"> <li>• Course syllabus documents for all ELICOS courses your organisation will deliver.</li> <li>• Policies, procedures, strategies, and/or tools your organisation will use to facilitate course planning and continuous improvement.</li> <li>• Your organisation's assessment policies and procedures</li> </ul>
Sufficient and appropriate education resources	<ul style="list-style-type: none"> <li>• A sample of your organisation's education resources (minimum 2 x key education resources per subject).</li> <li>• A sample of your organisation's formative and summative assessment tools (minimum of 1 formative and 1 summative assessment per subject).</li> </ul>
Sufficient and appropriate facilities and equipment	<ul style="list-style-type: none"> <li>• Evidence of your organisation's facilities (e.g., photographs, floor plans, lease agreements, title deeds, learning management system contracts, council approval)</li> <li>• Evidence of your organisation's equipment (e.g., photographs, purchase orders, inventories, etc.).</li> </ul>
Sufficient ELICOS specialist staff	<ul style="list-style-type: none"> <li>• An overview of your organisation's staff and structure.</li> <li>• Employment contracts for your organisation's ELICOS specialist staff (including senior academic leadership staff and ELICOS teachers)</li> <li>• Certified true copies of your organisation's ELICOS specialist staff resumes and qualifications.</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to induct new ELICOS specialist staff on commencement of employment.</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to ensure that ELICOS specialist staff are supported to engage with ongoing opportunities for professional development.</li> <li>• Your organisations professional development program for the first year of registration.</li> <li>• Policies, procedures, strategies, and/or tools that your organisation will use to verify the qualifications of all its teachers.</li> </ul>

ELICOS Provider Responsibilities	Required Evidence
Fit and Proper Person Requirements	<ul style="list-style-type: none"> <li>Completed Fit and Proper Person forms for the CEO, and/or other Executive Officers, High Managerial Agents, or persons who exercise a degree of control or influence over the management or direction of the organisation.</li> </ul>
Financial Viability	<ul style="list-style-type: none"> <li>Completed financial viability risk assessment tool, with supporting documents</li> </ul>
Management of third-party service providers	<ul style="list-style-type: none"> <li>Copies of written agreements with third party service providers</li> <li>Policies, procedures, strategies, and/or tools that your organisation will use to monitor and manage third-party service providers.</li> </ul>
ELICOS course certification	<ul style="list-style-type: none"> <li>Copies of your organisation's certification templates.</li> <li>Policies, procedures, strategies, and/or tools that your organisation will use to manage student certification.</li> </ul>
Business management	<ul style="list-style-type: none"> <li>Policies, procedures, strategies and/or tools that your organisation will use to ensure that its staff, students, and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</li> <li>Policies, procedures, strategies, and/or tools your organisation will use to ensure appropriate management of its financial accounts.</li> <li>Policies, procedures, strategies, and/or tools your organisation will use to maintain records of teaching delivery.</li> </ul>

## Additional evidence

Your preparedness to commence delivery will also be tested during the assessment process via requests for additional information and documentation. When a request is made you will be provided with five calendar days to respond.

Failure to produce the requested information and evidence when requested within the specified time and in the requested form is likely to result in your application being rejected.

## Copyright permission

If you are not the copyright owner of the course/s your organisation will deliver, you will need to provide evidence of permission to deliver the course from the course owner.

## Preparing your application

### Application forms

As of 27 November 2023, all applications for initial registration must be accompanied by a completed Initial Registration Application Form. These forms replace the previous self-assessment tools which are no longer required. All initial registration application forms can be found in the [Forms](#) page on ASQA's website.

The table below describes which application forms need to be completed for different types of application:

Proposed scope items and student cohorts	Provider status	Required Application forms
VET courses for domestic students	No current registration	Initial RTO Registration Application Form
VET courses for domestic and overseas students	Currently registered as an RTO	Initial ESOS registration application form
VET courses for domestic and overseas students	No current registration	Initial RTO registration application form; AND Initial ESOS registration application form
ELICOS courses for overseas students	Currently registered as an RTO	Initial ESOS registration (ELICOS) application form
VET and ELICOS courses for overseas students	Currently registered as an RTO	Initial ESOS registration (ELICOS) application form
VET courses for domestic and/or overseas students; <b>AND</b> ELICOS courses for overseas students.	No current registration	Initial RTO Registration Application Form; <b>AND</b> Initial ESOS registration (ELICOS) application form

Initial registration application forms collect information and evidence of your organisation's intended practices, which will be combined with other information and supporting evidence available to ASQA to determine if your organisation will be compliant with the ESOS Framework from the date of registration.

Where ASQA takes account of information not provided by you, ASQA will let you know, and you will have an opportunity to see that information and comment on it.

Once submitted, you will not be permitted to re-submit the application form, so your responses should be complete, truthful, and accurate. If the information you provide in the application form is found to be incomplete, or inaccurate, the application is likely to be rejected. The chances of rejecting the application will be greater if you knowingly provide false or misleading information.

### Principal Executive Officer (PEO) Statutory Declaration

A signed PEO Statutory Declaration must accompany all applications.

You can view and download the PEO Statutory Declaration form from the [Forms](#) page on ASQA's website.

## Providing sufficient information and evidence

To successfully complete the application form, you should ensure that you provide sufficiently comprehensive written responses to all the questions in the application form(s) and provide all the required supporting evidence.

The information and evidence required by the application is the form ASQA has approved as per section 11A of the ESOS Act. That means failure to provide all the required information and documents will result in your application being considered incomplete, and therefore ineligible for assessment.

## Working with consultants

It may be useful for you to work with a VET consultant to assist in preparing your registration application.

See ASQA's [Guide to Working with Consultants](#) for more information.

## Submitting your application

**Initial registration applications are submitted in 2 stages:**

1. Prepare and submit an application for initial registration via the [asqanet portal](#). At this stage, you will be required to upload/enter:
  - Your registration details, including:
    - Your legal entity details (ABN/ACN)
    - Evidence of your legal entity
    - Head office/principal place of business
    - Ownership details
    - Details of people associated with the organisation
    - CEO details
    - Other existing business registrations
    - Type of training organisation
    - Contact details (general enquiries and registration enquiries)
    - Delivery sites
    - Your proposed scope items
    - Any scope-specific evidence



- Fit and Proper Person Declaration forms
  - CEO Statutory Declaration
  - Financial Viability Risk Assessment tool and supporting documentation.
  - Your completed Initial RTO Registration Application Form
2. Once your application has been submitted and your lodgement fee has been paid, ASQA will send you an email with a unique link to upload your supporting evidence files.

Once we receive your supporting evidence, we will check to make sure that you have provided all the files you listed in the required evidence table in the application form. If you do not submit all the files you have listed in the table, your application will be considered incomplete.

## How we assess initial registration applications

When assessing initial registration applications we apply a rigorous risk-based assessment methodology. ASQA will validate claims made in the application form, the accompanying application documentation, and/or the supporting evidence you provide. All applicants will be required to participate in interviews with ASQA to support the assessment process, which may be conducted in person or via teleconferencing.

ASQA's management of your application reflects the guiding principle that applying for registration as an ELICOS provider is voluntary. That means the obligation is on you as the applicant to provide ASQA with accurate and complete information it needs to properly assess the application against the regulatory requirements. It also means quickly responding to ASQA's requests about your application including all requests for further information.

We assess applications to determine:

- preparedness to be fully compliant from the date of registration, and
- commitment and capability to maintain compliance in a sustained way over time.

Applicants will be expected to demonstrate that the organisation will be effectively managed by people who have sufficient knowledge of the requirements of the *ELICOS Standards 2018* and the *National Code 2018*. Where owners of the organisation do not have this knowledge, it is expected that they will be supported by people who do.

## The assessment process

The assessment process is used to gather and assess application information and covers the three key features shown below.



### Pre-assessment checks

Before your application is accepted and referred for assessment, we conduct pre-assessment checks to ensure that your application is valid and complete, with all the required information and evidence.

If your application is incomplete, we will let you know, and you will be given 5 calendar days to providing missing information or evidence. If you do not provide the requested documents within the specified timeframe your application will be invalid and will be withdrawn.

### Meet your assessor

Your application will be assigned to an assessor once the assessment fee has been received in full.

Once assigned, your assessor will contact you to explain the assessment process and book in key dates for your assessment.

### Opening meeting

The opening meeting takes place after your assessor has familiarised themselves with details in your application.

At this stage the assessor will:

- explain the assessment process; and
- identify and request any additional information or evidence they require to conduct the assessment.

You will be given 5 calendar days to respond with the requested documents.

## Assessment interviews and site visits

Once you provide the information and evidence requested during the opening meeting your assessor will conduct a thorough assessment of all the evidence you have provided against the ESOS Framework. This will be followed by interviews with you and may involve other key people involved in your organisation.

All applicants will be interviewed, and depending on the nature of your application you may be required to participate in more than one interview. During interviews your commitment and capability for providing quality ELICOS education will be evaluated by our assessors to inform risk assessment of your application.

Depending on the scope and circumstances of your application, ASQA may also undertake a site visit.

Interviews and site visits may be conducted either in person, or via teleconferencing. Applicants are expected to be available and participate in all requested interviews and site visits during the assessment period.

During interviews and site visits assessors will ask a range of questions to:

- Deepen their understanding of how your organisation intends to operate.
- Clarify information and evidence you have provided.
- Explore your organisation's ability to be compliant with the relevant regulatory and legislative requirements.

They may also request that you demonstrate access to locations, facilities, and equipment either in person or via video link.

## Closing meeting

Once the assessment interviews are complete and the assessor has considered all the information and evidence in your application, they will finalise the assessment outcomes and arrange a closing meeting with you. During the closing meeting you will be informed of the assessment outcomes, including any issues which were identified during the assessment process.

If there are risks associated with your application, you may be offered an opportunity to respond prior to the closing meeting. This will require you to take action to address the risks and submit evidence of having done so within a specified timeframe. Where there are large or complex areas of noncompliance with the Standards opportunities to respond are unlikely to be extended.

After the closing meeting, your assessor will prepare your initial registration assessment report and make recommendations to the decision maker about whether your application should be granted.

## Registration decisions

We will let you know the outcome of your application in writing, and you will receive a copy of your assessment report which provides details about the assessment and its outcomes.

If your application is approved, we may approve:

- All courses and course locations in your application

- Some courses and course locations in your application, but not others

If we approve your application, you will get:

- A letter to explain your organisation's obligations.
- Details of any special registration conditions.

We generally grant initial ELICOS registration period of 2 years. This allows us to assess and manage the risk that new providers may present.

If we do not approve your application, we will let you know the reason for our decision.

Your application may be rejected if:

- Information or evidence you provided is found to be false or misleading.
- You failed to provide information or evidence requested by ASQA in the specified time, or in the required form.
- The application did not demonstrate that the organisation will be fully compliant with the ESOS Framework from the date of registration.
- You have not demonstrated commitment and/or capability to deliver quality ELICOS education.
- ASQA determines key people or persons in the organisation not to be fit and proper under the Standards.
- You have not demonstrated to the satisfaction of the regulator that the organisation will be financially viable.

If you disagree with our decision, you may [request a review of your decision](#).