

Guide to initial RTO registration

Guide



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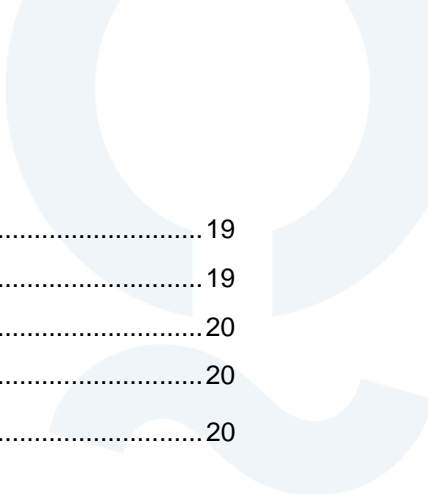
Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

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Introduction

This guide provides information and guidance for people who are considering applying for registration as a registered training organisation (RTO). It clearly describes ASQA's expectations of vocational education and training (VET) providers and the levels of quality expected in initial registration applications. Applicants should read and understand this guide before preparing an application for initial RTO registration.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's Vocational Education and Training (VET) sector. Our purpose is to ensure quality VET so that students, industry, governments, and the community can have confidence in the integrity of national qualifications.

To protect students, industry, and the community from training practices which are inadequate, non-compliant, or low-quality 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 becoming a quality VET provider.

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

What's in this guide?

This guide contains information about:

- Eligibility to become an RTO
- RTO obligations and responsibilities
- Initial registration requirements for RTOs
- Preparing your application
- Submitting your application
- How we assess applications

Eligibility to become an RTO

Before applying to ASQA for initial RTO registration, ensure that you are eligible to do so.

Legal entity

Only a legal entity can apply for registration as an RTO. Under Australian law, a legal entity can own property, incur debts, employ staff, and sue or be sued.

The following types of legal entity are eligible for registration as an RTO:

- Natural person (sole trader)
- Pty Ltd Company (a proprietary company limited by shares incorporated under the Corporations Act 2001, regulated by ASIC and has 'Pty Ltd' in the name).

- Pty Ltd Company with a trust
- Ltd company (a public company incorporated under the Corporations Act 2001, regulated by ASIC and has 'Limited' or 'Ltd' in the name)
- Incorporated association (a not-for-profit entity incorporated under relevant state/territory legislation and has 'Inc.' in the name)
- Partnership
- Co-operative association
- Government entity

When submitting your application, you must provide evidence of your legal entity. The following table describes different types of legal entities, and the evidence that must be submitted with your application to establish identity.

Type of legal entity	Evidence requirements
Natural person (sole trader)	Copy of driver's licence; or Birth certificate, or Citizenship certificate, or Current passport
Pty Ltd company (a proprietary company limited by shares incorporated under the Corporations Act 2001, regulated by ASIC and has 'Pty Ltd' in the name)	Copy of Certificate of Incorporation issued by ASIC; and ASIC Current and Historical Company Extract which includes details of the company as at the time of lodging your application. This extract can be ordered through the ASIC website.
Pty Ltd company with a trust	An extract from the Trust Deed Schedule which lists the trustee and trust beneficiaries, and ASIC Current and Historical Company Extract which includes details of the company as at the time of lodging your application. This extract can be ordered through the ASIC website
Ltd company (a public company incorporated under the Corporations Act 2001, regulated by ASIC and has 'Limited' or 'Ltd' in the name)	Copy of the Certificate of Incorporation issued by ASIC, and ASIC Current and Historical Company Extract which includes details of the company as at the time of lodging your application. This extract can be ordered through the ASIC website.
Incorporated association (a not-for-profit entity incorporated under relevant state/territory legislation and has 'Inc.' in the name)	Copy of Certificate of Incorporation issued by the relevant state/territory government

Type of legal entity	Evidence requirements
Partnership	For each partner: <ul style="list-style-type: none"> • Copy of driver's licence, or • Birth certificate, or • Citizenship certificate, or • Current passport
Cooperative association	Copy of certificate of registration issued by the relevant state/territory government
Government entity	No evidence requirements apply to government entities

ABN/ACN

All RTOs must have a valid ABN and/or ACN.

An Australian Business Number (ABN) is a unique identifier issued by the Australian Business Register. It is an eleven-digit number that, in the case of a company, usually includes the company's Australian Company Number (ACN).

An Australian Company Number (ACN) is a unique nine-digit identifier issued by the Australian Securities and Investment Commission (ASIC) to every company registered under the Corporations Act 2001.

In the case of a trust, the ABN of the registered trustee organisation must be used for registration purposes, and not the ABN of the trust.

Registered business training name(s)

This is the name or names under which an entity trades, for example, ABC Pty Ltd trading as 'RTO Training'. An entity may have more than one registered business/trading name.

When applying for initial registration you will need to:

- list all of the registered business/trading names under which you intend to perform RTO functions; and
- for each business/trading name listed, attach a copy or extract of the record of registration of a business name issued by ASIC, which provides current and correct business name details.

Intended student cohorts

RTOs must deliver training to students in Australia but may also operate offshore. An organisation which intends to only provide training to students outside of Australia is not eligible for registration.

ASQA does not register or regulate RTOs which deliver training to domestic students only in Victoria or Western Australia. Separate regulators register and regulate RTOs which deliver training to domestic students only in those states. These regulators are:

- the Victorian Registration and Qualifications Authority (VRQA)
- the Training Accreditation Council (TAC) in Western Australia.

Applicants with a principal place of business in Victoria or Western Australia can only apply for registration with ASQA if they will be offering courses:

- in a state or territory other than Victoria or Western Australia, including by offering courses online; and/or
- to overseas students.

Fit and Proper Persons

In August 2023, the Government announced the strengthening of rules to ensure that people who own, operate, and manage RTOs meet higher and broader 'fit and proper persons' standards. This is an initiative designed to eliminate the minority of non-genuine operators that profit from students and fail to provide the standards of education and training that students deserve. The Standards for Registered Training Organisations Amendment (Fit and Proper Person) Instrument 2023 was registered on 5 September 2023 and incorporated in an amendment to the Standards for Registered Training Organisations (RTOs) 2015 (the Standards). 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 RTO registration. Where there is concern, we may engage with other government agencies to determine if the Chief Executive Officer (CEO), executive officers, high managerial agents, and any person/s who exercises a degree of control or influence over the management or direction of the RTO 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 considers information not provided by you that could be relevant to whether you meet the Fit and Proper Person Requirements, ASQA will let you know. You will have an opportunity to see the information and make comment.

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 CEO, executive officers, high managerial agents, and any persons who will exercise a degree of control or influence over the management or direction of the registered training organisation, should it be granted registration.

If we determine that a person or persons do not meet the Fit and Proper Person Requirements, under the Standards, the application may 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.

RTO responsibilities and obligations

Before applying for initial RTO registration, you should fully understand an RTO's responsibilities and obligations.

See the [RTO Responsibilities](#) page on ASQA's website for more information.

Ongoing compliance will all components of the VET Quality Framework

Once registered, RTOs must maintain compliance with the VET Quality Framework at all times, including:

- The [Standards for Registered Training Organisations \(RTOs\) 2015](#) (Standards for RTOs)
- The [Australian Qualifications Framework](#) (AQF)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- [Data Provision Requirements](#)

Assessment of initial RTO registration applications uses a risk-based approach, evaluating the likelihood of noncompliance with all components of the VET Quality Framework. Should ASQA identify that there is unacceptable risk of noncompliance, applications will not be approved.

Co-operation with ASQA

RTOs are responsible for:

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

This includes:

- providing accurate and truthful responses to information requests from ASQA relevant to the RTO's registration.
- co-operating during performance assessments and the monitoring of RTO operations.
- providing quality/performance indicator data.
- providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with the Standards for RTOs within 90 calendar days of the change occurring.
- providing information about significant changes to its ownership within 90 calendar days of the change occurring.
- 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.

When applying for initial RTO 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 RTO 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 RTO registration, there are two fees that are payable:

Initial registration application fee or Lodgement fee	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*
Initial registration assessment fee	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†

Obtaining ESOS registration if you intend to offer courses for overseas students

Before an RTO can offer courses for overseas students, they must also be registered as an ESOS provider.

See the [How to become an ESOS or ELICOS provider](#) page on ASQA's website for more information.

* 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 RTO registration requirements

Demonstrated ability to be compliant with regulatory and legislative requirements

ASQA assesses applications for Initial RTO Registration against all components of the VET Quality Framework, including:

- The [Standards for Registered Training Organisations \(RTOs\) 2015](#) (Standards for RTOs)
- [The Australian Qualifications Framework](#)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- [Data Provision Requirements](#)

To ensure you will be compliant under the VET Quality Framework, we use a risk-based approach to assess whether you are adequately prepared to meet the following RTO responsibilities:

- Informing prospective and current learners
- Protecting pre-paid student fees
- Accepting and providing credit
- Offering recognition of prior learning
- Managing complaints and appeals
- Identifying and supporting learners with individual learning needs
- Implementing suitable training and assessment strategies
- Having sufficient and appropriate learning resources and assessment systems
- Having sufficient and appropriate facilities and equipment
- Having sufficient suitable human resources, including trainers and assessors
- Industry engagement
- Management of training package transitions
- Provision of AQF Certification
- Data and Reporting
- Fit and Proper People
- Financial Viability
- Public liability insurance

- Management of third-party service providers
- Co-operation with the VET regulator
- Self-assurance and continuous improvement

Resourcing requirements

Applicants seeking initial RTO registration are expected to have access to all required resources for each training product 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.

Resources include, but are not limited to:

- trainers and assessors
- educational and support services
- learning resources
- facilities
- equipment
- assessment systems
- an Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant student management system or data entry tool.

See the [Resourcing requirements](#) page on ASQA's website for more information.

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 VET 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 mandatory supporting evidence with your application.

Failure to provide all of the mandatory evidence at the time of submission will result in your application being considered incomplete and ineligible for assessment.

RTO responsibilities	Required Evidence
Informing prospective and current learners	<ul style="list-style-type: none"> Marketing and recruitment resources for 3 training products or courses. Information which will be provided by your organisation to potential students before they enrol or commence training. Enrolment application forms.
Protecting pre-paid student fees	<ul style="list-style-type: none"> Evidence of your organisation's fee protection mechanisms (required if your organisation will collect pre-paid student fees of over \$1500).
Accepting and providing credit	<ul style="list-style-type: none"> Policies, procedures, strategies, and/or tools that your organisation will use to accept and provide credit to learners.
Recognition of prior learning	<ul style="list-style-type: none"> Policies, procedures, strategies, and/or tools that your organisation will use to offer recognition of prior learning to individual learners.
Managing complaints and appeals	<ul style="list-style-type: none"> Policies, procedures, strategies, and/or tools that your organisation will use to manage complaints and appeals.
Identifying and supporting learners with individual learning needs	<ul style="list-style-type: none"> Policies, procedures, strategies, and/or tools that your organisation will use to identify and support learners with individual learning needs. Evidence of educational and support resources and/or services that your organisation will provide to meet the needs of the intended learner cohort/s.
Suitable training and assessment strategies	<ul style="list-style-type: none"> Your organisation's training and assessment strategies for all proposed scope items and intended student cohorts.
Sufficient and appropriate learning and assessment resources	<ul style="list-style-type: none"> Your organisation's learning resources and assessment systems for at least 3 separate units of competency.
Sufficient and appropriate facilities and equipment	<ul style="list-style-type: none"> Evidence of your organisation's existing facilities (e.g., photographs, floor plans, lease agreements, title deeds, learning management system contracts). Evidence of your organisation's equipment (e.g., photographs, purchase orders, inventories).

RTO responsibilities	Required Evidence
Sufficient suitable human resources, including trainers and assessors	<ul style="list-style-type: none"> • An overview of your organisation's staff and structure. • Employment contracts for your organisation's trainers and assessors. • Certified true copies of your organisation's trainers and assessors' resumes and qualifications. • Policies, procedures, strategies, and/or tools that your organisation will use to ensure that all trainers and assessors undertake the required professional development. • Policies, procedures, strategies, and/or tools that your organisation will use to ensure appropriate supervision of people who are not trainers or assessors (if applicable).
Industry engagement	<ul style="list-style-type: none"> • Evidence of how industry engagement informed your organisation's training and assessment strategies. • Policies, procedures, strategies, and/or tools that your organisation will use to engage with industry. • Policies, procedures, strategies, and/or tools that your organisation will use to manage and complete assessment validation. • Your organisation's 5-year assessment validation schedule (required).
Management of training package transitions	<ul style="list-style-type: none"> • Policies, procedures, strategies, and/or tools that your organisation will use to manage training package transitions.
AQF Certification	<ul style="list-style-type: none"> • Your organisation's certificate templates. • Policies, procedures, strategies, and/or tools that your organisation will use to manage student completion and certification.
Data and Reporting	<ul style="list-style-type: none"> • Evidence of your organisation's current AVETMISS compliant student management system. • Policies, procedures, strategies, and/or tools that your organisation will use to manage and keep student records.
Fit and Proper People	<ul style="list-style-type: none"> • 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.
Financial Viability	<ul style="list-style-type: none"> • Completed financial viability risk assessment tool, with supporting documents.
Public liability insurance	<ul style="list-style-type: none"> • Public liability insurance certificate of currency.
Management of third-party service providers	<ul style="list-style-type: none"> • Written agreements with third party-service providers (if applicable). • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and manage third-party service providers (if applicable).
Cooperation with the VET regulator	<ul style="list-style-type: none"> • Signed CEO Statutory Declaration.

RTO responsibilities	Required Evidence
Self-assurance and continuous improvement	<ul style="list-style-type: none"> • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and continually improve its marketing and recruitment practices. • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and continually improve its enrolment practices. • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and continually improve its student support practices. • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and continually improve its training and assessment strategies and practices. • Policies, procedures, strategies, and/or tools that your organisation will use to monitor and continually improve its student completion and certification practices.

Additional evidence

Your preparedness to commence delivery will also be tested during the assessment process via requests for additional information and documentation. This will include requests to provide evidence of resourcing specific to the training products you applied for, and any other relevant information or documents required by the assessor. When a request is made you will be provided with 5 calendar days to respond.

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

Scope

Your proposed scope can include vocational education and training (VET) training package qualifications, accredited courses, and units of competency. You can find out more information on training package requirements on the [national register of vocational education and training](#).

Industry approvals for certain training products

Some VET qualifications allow graduates to apply for a licence or work in a specific job role. To add certain training products to your scope of registration you need to show an approval from the relevant industry regulator.

See the [Other licensing and registration requirements](#) page on ASQA's website for more information.

VET accredited courses

You need to provide evidence the course owner has given you permission to deliver a VET accredited course. The [national register of vocational education and training](#) identifies course owners for each VET accredited course.

Restrictions on delivery of Training and Education (TAE) Training Package products

You need to be registered for at least 2 years to be eligible to apply for certain training products from the TAE Training Package.

See the [TAE training package evidence](#) page on ASQA’s website for more information.

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 the different types of application:

Type of application	Who should submit this type of application	Application forms
Initial RTO Registration	Organisations wanting initial RTO registration to deliver VET courses to domestic students	Initial RTO Registration Application Form
Initial RTO and ESOS Registration	Organisations wanting initial RTO registration and initial ESOS registration to deliver VET courses to domestic and overseas students.	Initial RTO Registration Application Form; AND Initial ESOS Registration Application Form
Initial ESOS Registration	Existing RTOs who want to become ESOS providers so they can deliver VET courses to overseas students.	Initial ESOS Registration Application Form
Initial ELICOS Registration	Existing RTOs who want to become ESOS providers so they can deliver ELICOS courses to overseas students. OR Non-RTOs who want to only deliver ELICOS courses (check your eligibility in the Guide to applying for Initial ELICOS Registration).	Initial ELICOS Registration Application Form
Initial RTO and ELICOS Registration	Organisations wanting initial RTO registration and initial ESOS registration to deliver both VET and ELICOS courses.	Initial RTO Registration Application Form; AND Initial ELICOS Registration Application Form

Initial Registration Application forms collect information and evidence of your organisation's intended practices, which will be considered with other information and supporting evidence available to ASQA to determine if your organisation will be compliant with the VET Quality 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.

Chief Executive Officer (CEO) Statutory Declaration

All applications must be accompanied by a signed CEO Statutory Declaration.

You can view and download the CEO 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 16 of the NVR 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.

Choosing training products

When submitting your application, you should ensure that you include all training products your organisation intends to deliver during the first 2 years of its registration.

Newly registered RTOs are not permitted to apply to add training products to their approved scope until they have been registered for a period of 24 months or more. This is to ensure new RTOs focus on providing quality training or assessment for the products they are initially approved to deliver, and so that we may ensure that the RTO has demonstrated understanding of the educational integrity and commitment required to operate in the VET sector prior to expanding its course offerings.

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 RTO 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 assessment interviews with ASQA, 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 RTO 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 Standards so that they may maintain ongoing compliance. Where owners of the organisation do not have this knowledge, it is expected that the organisation will engage people who do on an ongoing basis.

When processing initial registration applications, we may assess, decide, and grant applications in the order we deem appropriate. This means that applications are not always processed in the order of receipt. For example, we may prioritise consideration of applications which are time sensitive, address skills shortages, or will deliver in particular parts of Australia where the existing delivery of particular training products is limited. We also ensure that applications which require greater scrutiny due to potential integrity risks are considered in greater detail, which can impact on the order in which applications are considered and decided.

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 VET Quality 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 education and training 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 training products in your application

- Some training products in your application
- Training products with specific conditions.

If we approve your application, you will get:

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

If we don't 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 VET Quality Framework from the date of registration.
- You have not demonstrated commitment and/or capability to deliver quality education and training.
- 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](#).