Introduction to using the new asqanet

1. Registering to use asqanet

1.1 How do I register to use asqanet if I am the Chief Executive Officer or Principal Executive Officer of a provider?

ASQA will create administrator user accounts for those people nominated as:

- Chief Executives for RTO applicants and existing RTOs, and
- Principal Executive Officers for applicant and registered CRICOS providers.

Those administrators can create user accounts for staff or consultants to act as agents for the organisation, or staff/consultants can create their own accounts by registering to use asqanet and requesting agent access to the organisation, which the administrator may grant.

ASQA will email your log in details to your email address, as registered on training.gov.au.

If you have not received your log in details by 30 September 2016, please check your junk mail folder, and/or contact the Info line **by email** enquiries@asqa.gov.au.

1.2 How do I register to use asqanet if I am *not* a Chief Executive or Principal Executive Officer of a provider?

All users of the former ASQAnet system who are not nominated as Chief Executives or Principal Executive Officers will need to re-register to use the new asqanet.

1. Select **Register to use asqanet** from the asqanet landing page, https://asqanet.asqa.gov.au/

2. You will be asked to provide details including your email address (which will be your username); password; contact details; and responses to secret questions for retrieving your username and password in the future.

3. Select one of the following three options:

   o **Apply for initial VET or CRICOS registration:** Select this option if you are applying for initial registration as an RTO or CRICOS provider.

   o **Represent an existing stakeholder:** Select this option if you are a staff member or a consultant working for an RTO or CRICOS provider. Note that your administrator (in most cases the CEO or PEO of your provider) will need to approve your access. Once this access is approved, you will be able to log in as an agent.

   o **Report a provider:** Select this option if you only want to make a complaint about a provider.
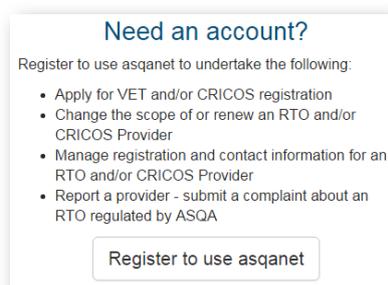
The three options for registering to use asqanet

1.3 How do I update my personal details?

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Click on your name in the top right corner of any asqanet page and select **My Account**. You will not be able to do this if you are in the process of completing a form.
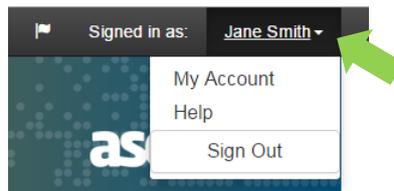
Navigating to the 'My Account' section of asqanet

3. Select **Edit Details** where your details are displayed on the left.

4. Now asqanet will guide you through the changes you want to make. You can make multiple updates at the same time and then save or cancel those changes.


Completing the 'Update my details' page in asqanet

1.4 How can an Administrator approve access for another user?

If you are an Administrator (in most cases, this will be the CEO or PEO), you will need to approve requests to register and therefore access your asqanet account from staff or contactors working for your provider.

To approve these registration requests:

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Selecting **User Management** from the drop-down menu in the top right corner.
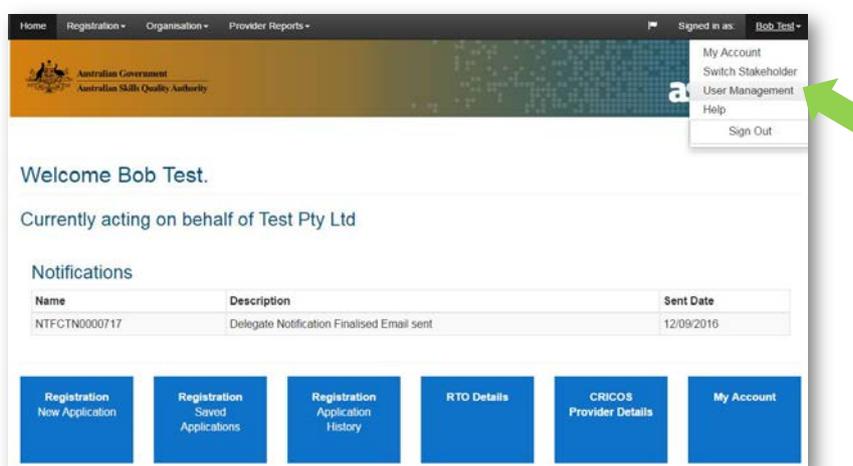
Navigating to the 'User Management' section

3. Pending Agent requests will be listed in the **User Management** section.

4. To confirm an agent request, select **Action Request**.

5. The staff member or contractor will then be granted access as an **Agent** for your organisation.

6. You can also grant a staff member or contactor the capacity to approve other requests for registration as an agent, by making them an administrator. From the **User Management** section, under **Current Agents**, you have the option to select the **Make Admin** button.
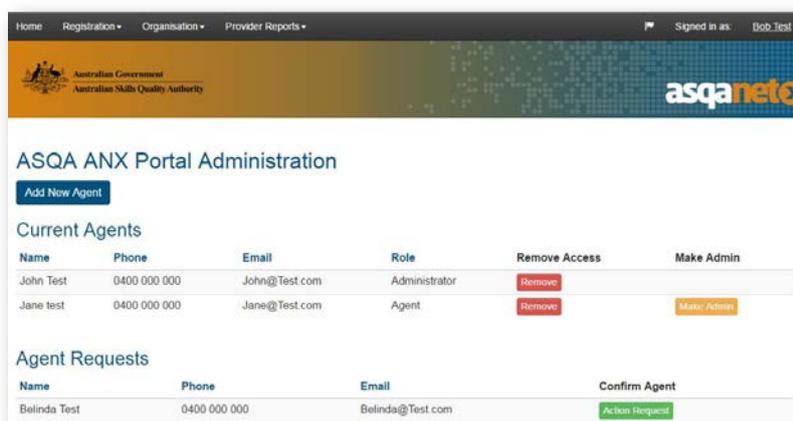
The 'User management' section

1.5 As a staff member or consultant, how do I link my user account to my organisation?

1. First, you will need to [Register to use asqanet](#) as a staff member or consultant. When registering, you should select the option **Represent an existing stakeholder**.

2. Click on your name in the top right corner of any non-form asqanet page and select **My Account.**

3. Select **Request Agent Access for Organisation**.

4. You can now search for and select your organisation. You can request agent access to one or more organisations.

Requesting access as a staff member or consultant

5. To search, begin typing the name of the organisation in the **Organisation** field and then select from the drop down list. Press the '+' (plus) icon to include additional organisations and the '-' (minus) icon to remove organisations.

6. Click **Send request** to finish the request.

7. Your **Account administrator** will need to approve your access request.
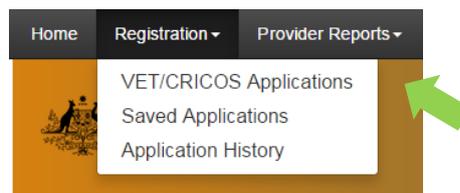
2. RTO registration applications and processes

2.1 How do I apply for initial registration as an RTO?

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Either select the **Registration: New application** button on the asqanet home page or select **VET/CRICOS Applications** from the **Registration** menu within asqanet.
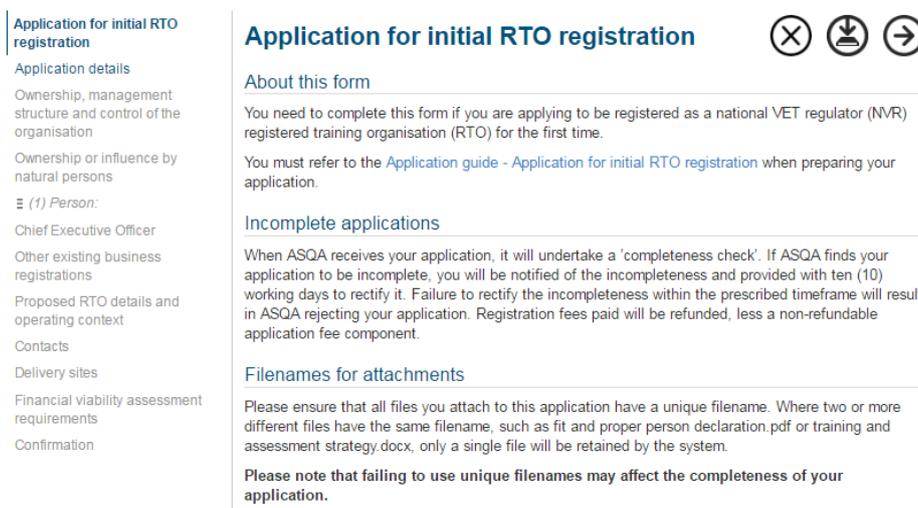

'New application' button on the asqanet home page

Choosing 'VET/CRICOS Applications' from the 'Registration' menu in asqanet

3. Follow the prompts as asqanet guides you through to the application landing page for you to start completing your application. You can either use the left-hand side menu or the icons to move through the application process.

Starting your application for initial RTO registration

| Cancel | ⊗ | Save | ⊻ | Back | ← | Next page | → |

Use the buttons at the top of the page to navigate through your application or to save your application at any time

Refer to the Application guide—Application for initial RTO registration on the ASQA website for help with completing your application.

2.2 How do I add an item to my RTO's scope of registration?

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Either:

   o select the **Registration: New application** button on your asqanet home page, or

   o select **VET/CRICOS Applications** from the **Registration** menu within asqanet.

3. Choose the scope items you would like to add from the drop-down list.

4. Follow through the prompts as asqanet guides you to complete this application.

Which scope items would you like to add? *

☑ Qualifications ☐ Accredited courses ☑ Units of competency/modules

☐ Add existing VET scope to CRICOS registration ☐ ELICOS course for CRICOS

Selecting scope items to add to your registration

3.3 How do I remove items from my RTO's scope of registration?

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Either:

   o access the **Organisation** menu and select **RTO Details**, or

   o Select the **RTO Details** button on your asqanet home page and select **Update minor details** from the **Actions** drop-down menu.

3. Follow the prompts as asqanet guides you through removing items from your RTO's scope of registration

2.4 How do I renew my RTO's registration?

1. Log in to asqanet https://asqanet.asqa.gov.au/
2. Either:
   o select the **Registration: New application** button on your asqanet home page, or
   o select **VET/CRICOS Applications** from the **Registration** menu within asqanet.
4. Choose **Renew my RTO's Registration** from the list.
5. Follow the prompts as asqanet guides you through the process of renewing your RTO registration.

2.5 How do I notify ASQA of changes to my RTO or CRICOS Provider?

If the change relates to your provider's legal entity or legally responsible person:

1. Submit a **Notification of Material Change** form by:
   o accessing the **Registration** menu and selecting **Notification of Material Change**, or
   o selecting the **Registration: New Application** button on your asqanet home page, and selecting **Notification of material change or event**.
   o Follow the prompts as asqanet guides you through the changes.

For general changes, such as changes to contact details or VET delivery locations:

1. Access the **Organisation** menu and select either **RTO Details** or **CRICOS Provider Details**, or
2. Select the **RTO Details or CRICOS Provider Details** button on your asqanet home page and select **Update minor details** from the **Actions** drop down.
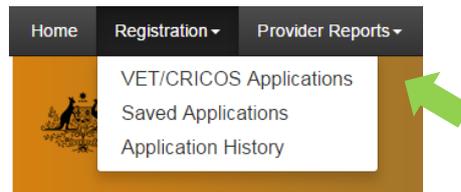3. Follow the prompts as asqanet guides you through making the required changes.

3. CRICOS provider registration

3.1 How do I apply for registration as a CRICOS provider?

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Either select the **Registration: New application** button on the asqanet home page or select **VET/CRICOS Applications** from the **Registration** menu within asqanet.

'New application' button on the asqanet home page

Choosing 'VET/CRICOS Applications' from the 'Registration' menu in asqanet

3. Follow the prompts as asqanet guides you through to the application landing page for you to start completing your application. You can either use the left-hand side menu or the icons to move through the application process.

4. Making reports about a provider

4.1 How do I make a report about a provider?

If you are using asqanet as an agent or administrator on behalf of an RTO or CRICOS provider:

1. Log in to asqanet https://asqanet.asqa.gov.au/
2. Access the **Provider Reports** menu
3. Select **Report a Provider**
4. Either use the left-hand side navigation menu, or the icons across the top right-hand side of your screen, to navigate your way through the form.
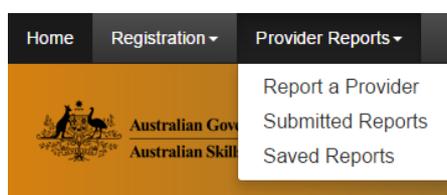5. All required fields must be completed before you are able to **Submit** this form.

4.2 Where do I view the progress of my provider report?

If you are using asqanet as an agent or administrator on behalf of an RTO or CRICOS provider:

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. Access the **Provider Reports** menu

3. Select **Submitted Reports**

Checking the status of your submitted reports

If you registered to use asqanet specifically to submit a complaint about the VET sector:

1. Log in to asqanet https://asqanet.asqa.gov.au/

2. You can either:

    o access the **Provider Reports** menu and select **Submitted Reports**, or

    o select the **Provider Submitted Reports** button on your asqanet home page.