



## Introduction to using the new asqanet

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### 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 <u>create user accounts for staff or consultants to act as agents for the organisation</u>, 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** <u>enquiries@asqa.gov.au</u>.

## 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:
  - **Apply for initial VET or CRICOS registration:** Select this option if you are applying for initial registration as an RTO or CRICOS provider.
  - 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.
  - **Report a provider:** Select this option if you only want to make a complaint about a provider.

Need an account?					
Register to use asqanet to undertake the following:					
<ul> <li>Apply for VET and/or CRICOS registration</li> <li>Change the scope of or renew an RTO and/or CRICOS Provider</li> <li>Manage registration and contact information for an RTO and/or CRICOS Provider</li> <li>Report a provider - submit a complaint about an RTO regulated by ASQA</li> </ul>					
Register to use asqanet					

The three options for registering to use asqanet

#### 1.3 How do I update my personal details?

- 1. Log in to asqanet <u>https://asqanet.asqa.gov.au/</u>
- 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.

Update m	y details			$\otimes$
What do you v	want to update?			
<ul> <li>Name, contact</li> <li>Change my en</li> </ul>	numbers, postal address or secret questions nail address (user name)			
Please select	one or more items to update			
<ul> <li>My name</li> <li>My contact nur</li> <li>My address de</li> <li>Change my se</li> </ul>	mber/s tails cret questions and answers			
Title	Given name(s) *		Family name *	
Ms.	▼ Jane		Smith	
Phone numbe	er 🖸	Mobile 🕐		
03 9000 0000		0400 000 000		
Postal addres	s	Country *		
If your postal address isn't in Australia, please select your country first.		Australia		Ŧ
Enter your (fu	II or partial) address, then click check addres	s		
			Check Address	
Secret question 1 *		Answer to	secret question 1 *	
	,	·		
Secret question	on 2 *	Answer to	secret question 2 *	
	,	r		
	U	pdate		

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 <u>https://asqanet.asqa.gov.au/</u>
- 2. Selecting **User Management** from the drop-down menu in the top right corner.

Australian Skills Qua	lity Anthonity			User Management Help Sign Out
elcome Bob	Test.			
irrently acting	on behalf of Te	est Pty Ltd		
latifications				
ouncations				
lame	Descripti	ion	Se	nt Date
Iame ITFCTN0000717	Descripti Delegate	ion Notification Finalised Email sent	Se 12	nt Date 09/2016

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.

Home Regisa	ation • Organisation •	Provider Reports -			Signed in as: Bob.Tr
Auto Auto	alian Government alian Skills Quality Authority				asqanet
ASQA A	NX Portal A	dministration			
Add New Age	nt				
Current A	gents				
Name	Phone	Email	Role	Remove Access	Make Admin
John Test	0400 000 000	John@Test.com	Administrator	Remove	
John Test Jane test	0400 000 000	John@Test.com Jane@Test.com	Administrator	Remove	Maxe: Admin
John Test Jane test Agent Re	0400 000 000 0400 000 000 quests	John@Test.com	Administrator Agent	Remove	Mate Admin
John Test Jane test Agent Re Name	0400 000 000 0400 000 000 quests Phone	John@Test.com	Administrator Agent	Remove	Maki /Admin

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 <u>Register to use asqanet</u> 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.

Please identify the organisation you wish to represent				
Start typing in the field and select the organisation from the list.				
To add more than one RTO, click the + icon				
□ E RTO Training College Pty Ltd				
$\oplus \Theta$				
Send request				

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 asquaret 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.

Application for initial RTO registration	Application for initial RTO registration	$\otimes \textcircled{3} \overline{\bigcirc}$		
Application details	About this form			
Ownership, management structure and control of the organisation	You need to complete this form if you are applying to be registered as a national VET regulator (NVR) registered training organisation (RTO) for the first time.			
Ownership or influence by natural persons	You must refer to the Application guide - Application for initial RTO registration when preparing your application.			
(1) Person:				
Chief Executive Officer	Incomplete applications			
Other existing business registrations	When ASQA receives your application, it will undertake a 'completeness check'. If ASQA finds your application to be incomplete, you will be notified of the incompleteness and provided with ten (10) working days to rectify it. Failure to rectify the incompleteness within the prescribed timeframe will result in ASQA rejecting your application. Registration fees paid will be refunded, less a non-refundable			
Proposed RTO details and operating context				
Contacts	application ree component.			
Delivery sites	Filenames for attachments			
Financial viability assessment requirements	Please ensure that all files you attach to this application have a unique file different files have the same filename, such as fit and proper person decla	name. Where two or more		
Confirmation	assessment strategy.docx, only a single file will be retained by the system.			
	Please note that failing to use unique filenames may affect the comp application.	leteness of your		

Starting your application for initial RTO registration













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 <u>Application guide—Application for initial RTO registration</u> 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?

Save

- 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 <u>https://asqanet.asqa.gov.au/</u>
- 2. Either:
  - o access the Organisation menu and select RTO Details, or
  - 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
  - selecting the **Registration: New Application** button on your asqanet home page, and selecting **Notification of material change or event**.
  - 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 <u>https://asqanet.asqa.gov.au/</u>
- 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.

Complaint about a training organisation operating under ASQA's jurisdiction	Lodging your complaint	$\otimes \textcircled{\oplus} \textcircled{\oplus} \textcircled{\oplus}$			
Lodging your complaint	Name	Email			
About your complaint	Jane Smith	jane.smith@rto.com.au			
Resolving your complaint	Something not right? If these details are incorrect, please update them via your Account Management				
Declaration	page.				
	Disclosure of identification				
	If you wish to remain anonymous from the training p will not disclose your personal details and will make without your identity being revealed. Please be awa resolution of, your complaint.	provider that is the subject of your complaint, ASQA all reasonable attempts to investigate the complaint re that this may restrict ASQA's investigation into, or			
	Do you permit ASQA to disclose your ide you represent, if relevant) to the training complaint? *	entification (and that of the organisation organisation that is the subject of this			
	<ul> <li>Yes No</li> <li>Do you permit ASQA to disclose your ide you represent, if relevant) to other organi agencies or people that ASQA may need complaint? *</li> <li>Yes No</li> </ul>	entification (and that of the organisation isations, including other government I to contact in the investigation of this			
	Does this complaint relate to one or more lodged with ASQA? *	e complaints that you have previously			
		$(\mathfrak{S})$			

#### 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 <u>https://asqanet.asqa.gov.au/</u>
- 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 <u>https://asqanet.asqa.gov.au/</u>
- 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.