

asqanet user guide for providers

Guide



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Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

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1. Registering to use asqanet

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

We will create an administrator user account if you are the:

- Chief Executive of an existing or recently approved RTO
- Principal Executive Officer of an existing or recently approved CRICOS provider.

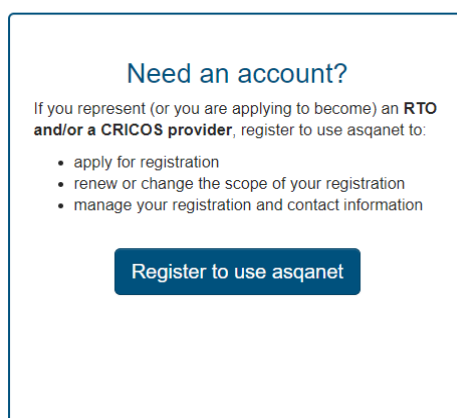
We will email your login details to your email address as it is listed on training.gov.au or PRISMS.

If you are the Chief Executive or Principal Executive Officer and you do not have an asqanet login, please contact us via our [online enquiry form](#).

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

Administrators can create user accounts for staff or consultants to act as agents for their organisation. Alternatively, staff and consultants can create their own accounts by registering to use asqanet. They will need to request agent access to the organisation, which the Administrator may grant. To register for an account:

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



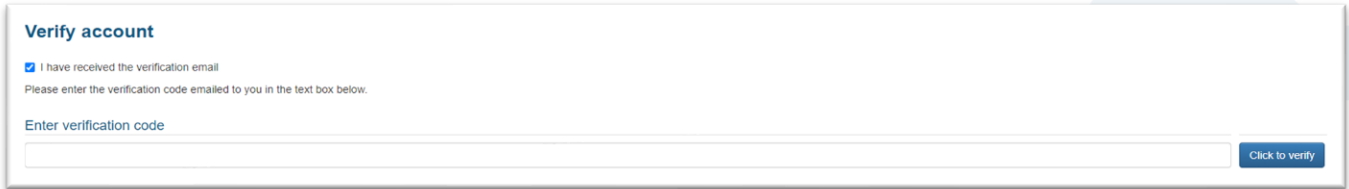
2. You will be asked to provide details such as your name, email address (which will be your username), and contact phone number.

3. Select the type of account you need from the following options:

- I wish to apply for initial VET registration (**note: you may also apply for initial CRICOS registration as part of this process**)
- I wish to apply for initial CRICOS-only registration to provide ELICOS
- I am a Stakeholder representative
(**Select this option if you are a staff member or a consultant working for an RTO or CRICOS provider. You will need to enter the RTO or CRICOS code of the organisation. Note that the organisation's administrator (in most cases, the Chief Executive or PEO)**)

will need to approve your access. Once this access is approved, you will be able to log in as an agent.)

4. A four-digit verification code will then be sent to your nominated email address. Once received, tick the **I have received the verification email** box and enter the code.



Verify account

I have received the verification email

Please enter the verification code emailed to you in the text box below.

Enter verification code

[Click to verify](#)

5. Enter your password, ensuring it meets minimum password requirements; note that password will be masked to display six characters.



Enter password *

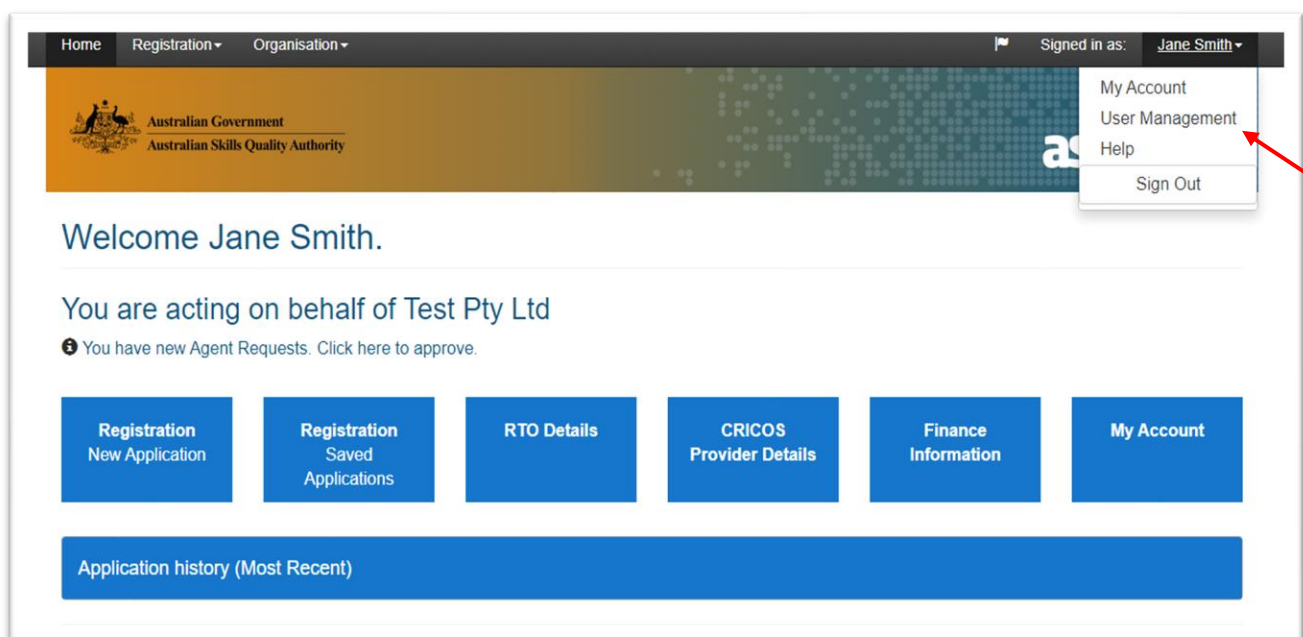
.....

6. Accept the privacy policy and select **Submit**.

1.3 How can an administrator approve access for another user?

If you are an asqanet administrator (in most cases, the organisation's Chief Executive or PEO), you can approve requests from staff or contractors to be associated with your organisation. To approve these registration requests:

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



Home Registration Organisation Signed in as: Jane Smith

Australian Government
Australian Skills Quality Authority

My Account
User Management
Help
Sign Out

Welcome Jane Smith.

You are acting on behalf of Test Pty Ltd

You have new Agent Requests. Click here to approve.

Registration New Application Registration Saved Applications RTO Details CRICOS Provider Details Finance Information My Account

Application history (Most Recent)

- Pending Agent requests will be displayed.
- To confirm or deny an agent request, select **Action Request**.
- Once confirmed, the staff member or contractor will have access as an Agent for your organisation.
- You can also grant a staff member or contractor administrator access, which grants the capacity to approve or deny other agent requests. In the **User Management** section, under Current Agents, you can select the **Make Admin** button.

The screenshot displays the ASQA ANX Portal Administration interface. At the top, there are navigation links for Home, Registration, and Organisation, along with a user profile indicator showing 'Signed in as: Jane Smith'. The header features the Australian Government and Australian Skills Quality Authority logos, and the 'asqaneto' logo. The main content area is titled 'ASQA ANX Portal Administration' and includes an 'Add New Agent' button. Below this, there are two sections: 'Current Agents' and 'Agent Requests'. The 'Current Agents' section contains a table with columns for Name, Phone, Email, Role, Remove Access, and Make Admin. The 'Agent Requests' section contains a table with columns for Name, Phone, Email, and Confirm Agent.

Name	Phone	Email	Role	Remove Access	Make Admin
John Test	0400 000 000	john@test.gov.au	Agent	Remove	Make Admin

Name	Phone	Email	Confirm Agent
James Test	0400 000 000	james@test.gov.au	Action Request

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

A staff member or consultant can access one or multiple organisations through the same asqanet login. Requesting access to one or additional organisations can be done through the **My Account** section:

- Select **My Account** from the drop-down menu in the top right corner.

or

Select **My Account** from the home page.

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

Organisation Name	Role	Remove Association
Test Pty Ltd	Administrator	<button>Remove</button>

Request Agent Access for Organisation

3. To search, begin typing the name of the organisation in the **Organisation** field and select your organisation from the drop-down list. Press the + (plus) icon to add organisations and the - (minus) icon to remove organisations. You can request agent access to multiple organisations.

4. Select **Send request**.

Request agent access ⓧ

If you represent a stakeholder and the administrator has not yet granted you access, you can initiate a request for access. Select the type of stakeholder and you will be prompted to identify the organisation. After you send the request, the stakeholder's administrator will be emailed your request for processing.

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

RTO Training College Pty Ltd

+ -

Send request

5. Your request to access the organisation will be pending. An administrator will need to approve your request (see 1.3 of this guide).

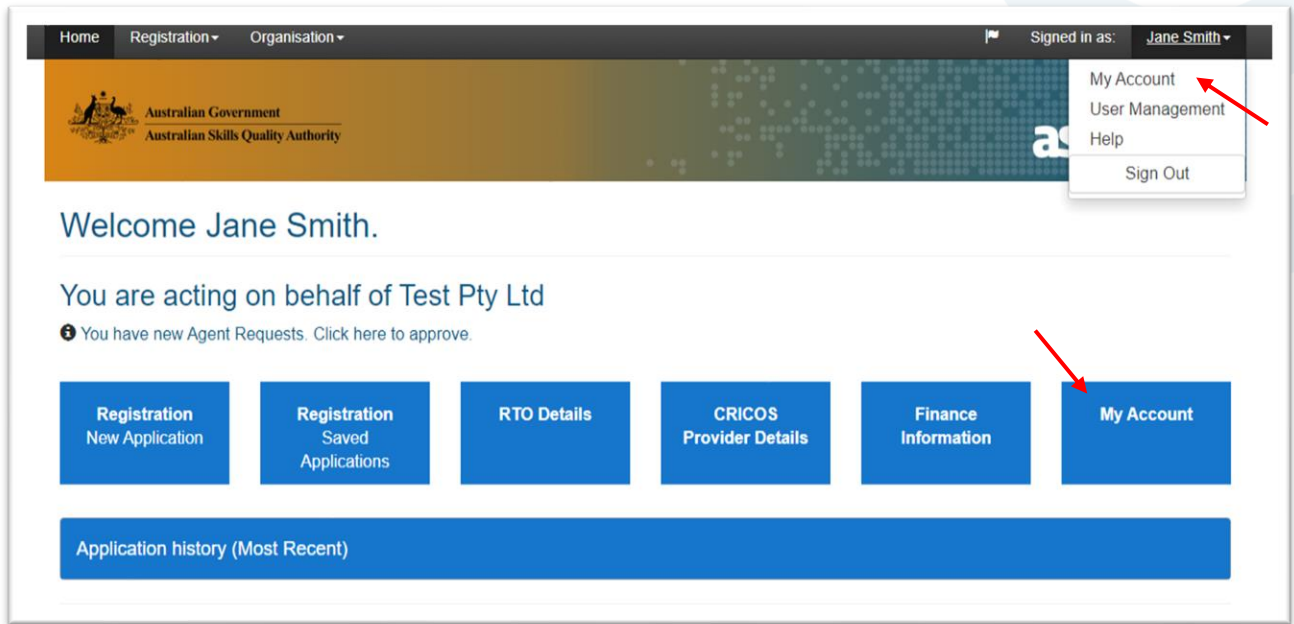
1.5 How can I update my personal details?

The contact details in asqanet are for the user account only. Updating your details through this section will **not** update training.gov.au or PRISMS.

1. Select **My Account** from the drop-down menu in the top right corner.

or

Select **My Account** from the home page.



2. Select **Edit Details** under your details on the left of the page.
3. asqanet will guide you through the changes you want to make. You can make multiple updates at the same time.

Update my details

What do you want to update?

Name, contact numbers or postal address

Change my email address (user name)

1.6 How can I update my password?

1. Select **My Account** from the drop-down menu in the top right corner.
or
Select **My Account** from the home page.
2. Select **Change Password** under your details on the left of the page.
3. Enter your **current password** and the **new password** (ensuring it meets the minimum requirements).

4. After confirming your new password, select **Change Password**.

Change Password

Passwords must:

- be at least 10 characters
- consist of at least one character in three of the following character sets:
 - Lowercase alphabetic characters (a-z)
 - Uppercase alphabetic characters (A-Z)
 - Numeric characters (0-9)
 - Special characters.

Current password

New password

Confirm new password

Change password

2. Managing your applications and registration details

2.1 How do I update minor RTO details or remove scope items?

A minor change form in asqanet can be used to remove scope items and/or update your VET registration details such as:

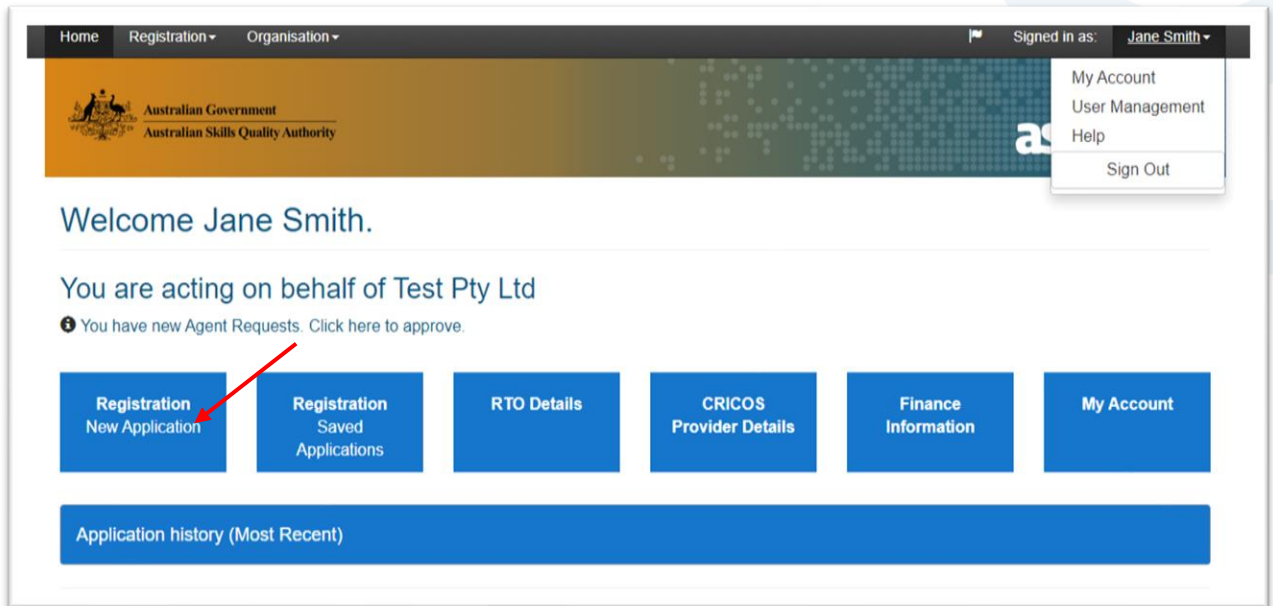
- a change in head office details including website and addresses
- contact details for the Chief Executive
- contact information for management and ownership personnel
- registration or general enquiry contacts
- VET delivery states and offshore delivery
- delivery locations for VET scope items.

To access the **Update minor VET details and remove scope** form:

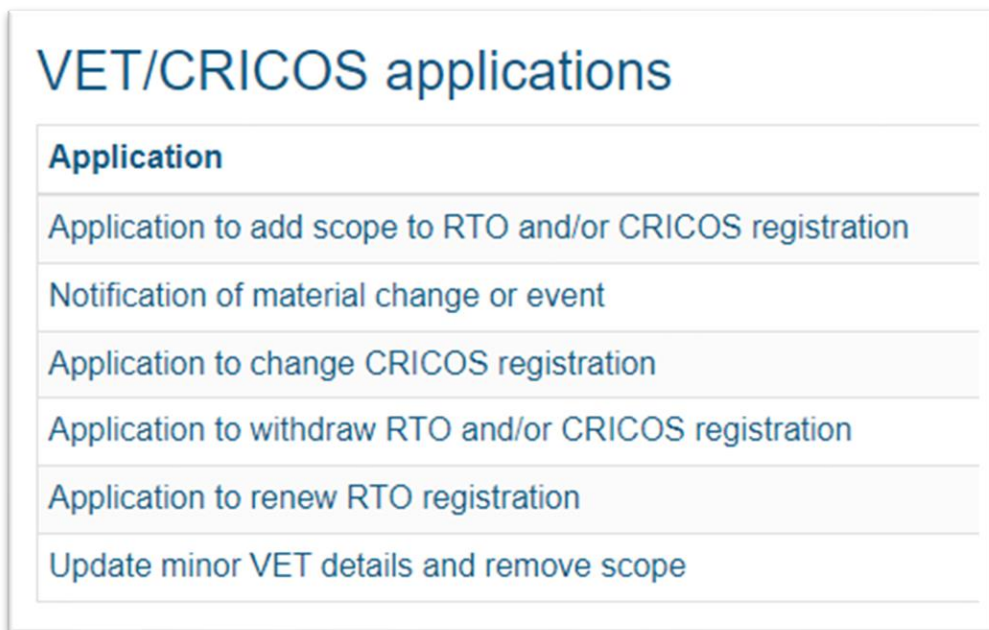
1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.



2. Select **Update minor VET details and remove scope** from the **VET/CRICOS applications** menu.



3. Use the arrows to navigate through the application. Please note you can make multiple detail changes in the one notification.



For information regarding updating your delivery locations, please see our [User guide: updating your delivery location](#).

CRICOS providers please note: You cannot remove a VET scope item that you also deliver on CRICOS, and these items will not be displayed. You will first need to submit a **Change CRICOS**

application (see 2.3) to have the scope item removed from your CRICOS registration and once approved, you will be able to remove that scope item from your VET registration via this form.

This form will only update training.gov.au and **not** PRISMS or CRICOS. Please [contact](#) us via our [online enquiry form](#) to change CRICOS details such as:

- trading name
- web address
- head office location
- postal address or
- PEO Contact details

For all other minor CRICOS changes, please contact the PRISMS Helpdesk prisms@education.gov.au.

2.2 How do I amend details for my CRICOS registration?

An **Application to change CRICOS registration** form is used to:

- add or remove courses from your CRICOS scope
- add or remove permanent CRICOS delivery sites (this includes both adding sites and replacing sites)
- increase or decrease overall student capacity
- change the duration of a course
- increase or decrease student tuition fees for a course
- change the mode of delivery for a course.

This form will only update PRISMS and CRICOS, not training.gov.au.

To access the **Application to change CRICOS registration** form:

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Application to change CRICOS registration** from the **VET/CRICOS applications** menu.

3. Use the arrows to navigate through the application. Please note you can make multiple detail changes in the one notification.



2.3 How do I inform ASQA of significant changes to my organisation?

The **Notification of material change or event** is used to notify us of any changes to your organisation's [ownership](#), management, financial administration status, change in Chief Executive or PEO, or of other significant changes that may affect your operations.

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Notification of material change or event** from the **VET/CRICOS applications** menu.

Please note you can notify us of multiple material changes or events in the one notification.

Material change or event

Please indicate the nature of the changes that have occurred *

- New executive officer/high managerial agent
- Change to legal name but not legal entity
- Change to legal entity which has registration
- Change in ownership and/or control (including sale of business)
- Change to financial administration status, for example, bankruptcy or liquidation
- Other significant event
- Remove executive officer/high managerial agent

Please make your selection/s and click the forward arrow to continue

3. Use the arrows to navigate through the application.



2.4 How do I add an item to my VET or CRICOS scope of registration?

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Application to add scope to RTO and/or CRICOS registration** from the **VET/CRICOS applications** menu.

3. Choose the scope items you would like to add from the drop-down list.
4. Use the arrows to navigate through the application.



If you would like to add multiple items in the same application, select the + (plus) icon at the bottom of the form.



You can find more information regarding [adding items to your VET scope](#) and [adding items to your CRICOS scope](#) on our website.

2.5 How do I renew my RTO's registration?

To maintain your registration, you must apply to renew your registration before it expires. We must receive your renewal application **at least 90 days** before your registration expiry date.

Please note: the renewal application will become available to you **12 months** before your registration expiry date.

To access the application:

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Application to renew RTO registration** from the **VET/CRICOS applications** menu.
3. Use the arrows to navigate through the application.



You can find details on [how to renew your RTO's registration](#) and [how we evaluate registration renewal applications](#) on our website.

If you hold CRICOS registration, you must **also** apply to renew your CRICOS registration prior to expiry. See below for details.

2.6 How do I renew my CRICOS registration?

To maintain your registration, you must apply to renew your registration before it expires. We must receive your renewal application **at least 90 days** before your registration expiry date.

Please note: the renewal application will become available to you **12 months** before your registration expiry date.

To access the application:

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Application to renew CRICOS registration** from the **VET/CRICOS applications** menu.

3. Use the arrows to navigate through the application.



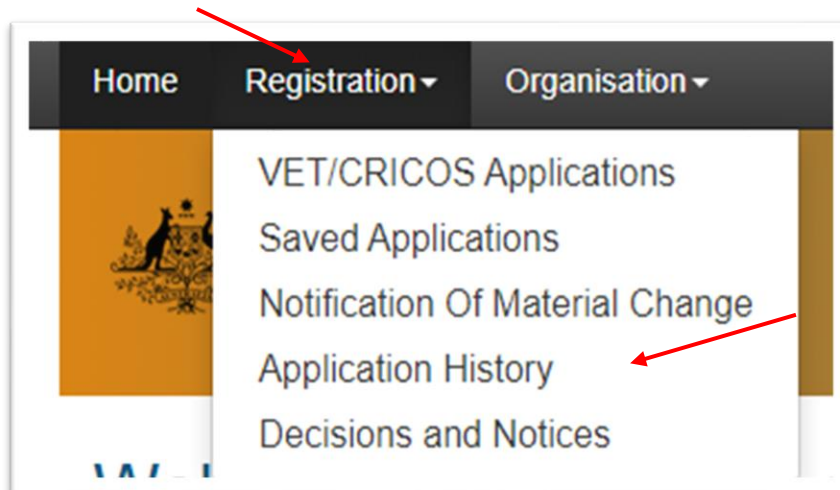
You can find information on [how to renew your CRICOS registration](#) on our website.

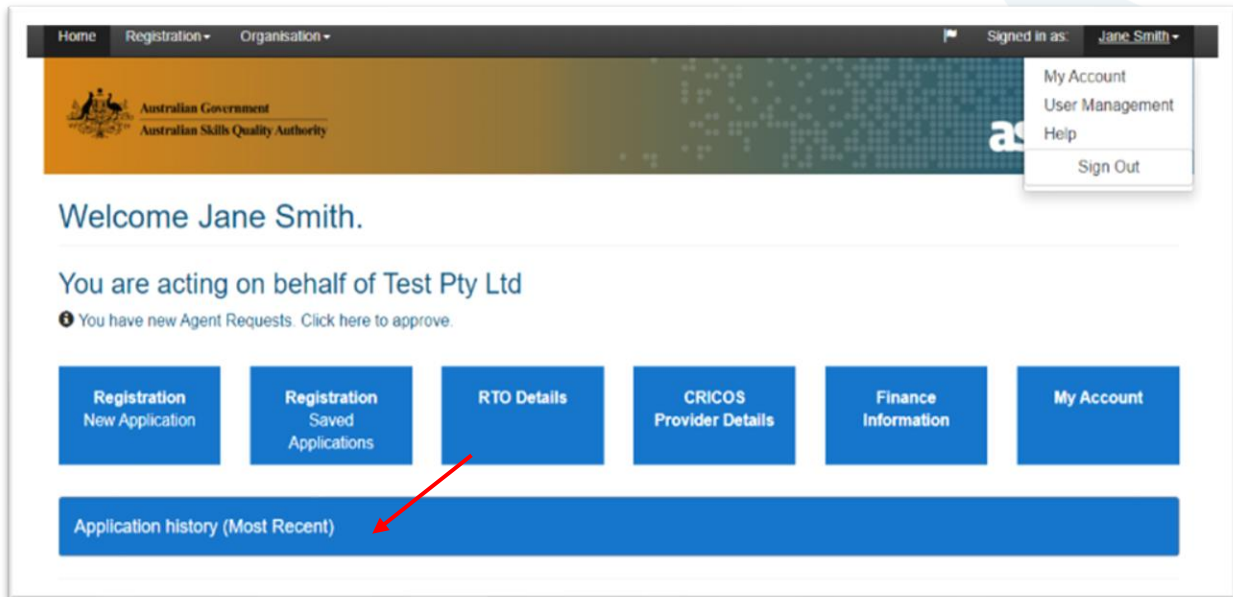
2.7 Where can I view the progress of my application or notification?

1. Select **Application History** from the **Registration** drop-down menu.

or

Select **Application History (Most Recent)** from the home page.





You can refer to the [glossary of asqanet application and performance assessment status terms](#) on our website.

2.8 How do I withdraw my registration?

You need to apply to us to withdraw your registration.

1. Select **VET/CRICOS applications** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.

2. Select **Application to withdraw RTO and/or CRICOS registration** from the **VET/CRICOS applications** menu.

3. Use the arrows to navigate through the application.

You can find information regarding [withdrawing your RTO registration](#) and [withdrawing CRICOS registration](#) on our website.

2.9 How do I withdraw an application that is still undergoing assessment?

If you have submitted an application in error or would like to apply to withdraw an open application, please have your Chief Executive or Principal Executive Officer [contact our Service Delivery](#) team. Please remember to include the application ID in your query.

2.10 How do I change the name of a VET delivery site?

Each delivery site has a name associated with it. The **name** of the location (not the address) can be amended via the **RTO details** section. To change, add or remove your delivery locations, see 2.1.

1. Select **RTO details** from the **Organisation** drop-down menu.

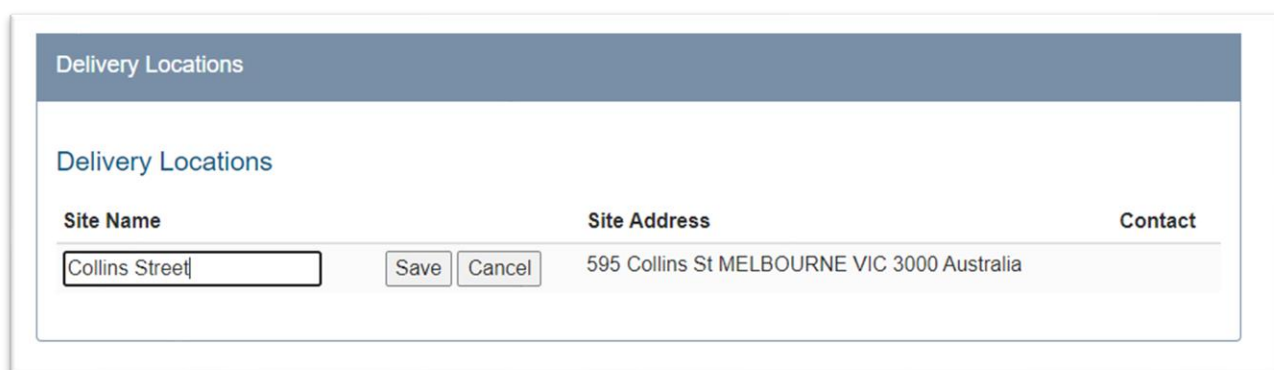
or

Select **RTO details** from the home page.

2. Select the **Delivery Locations** tab on the **RTO Details** page.

3. Select **Change** next to the delivery site name you wish to amend.

4. Select **Save**.



The screenshot shows a web interface for managing delivery locations. At the top, there is a header 'Delivery Locations'. Below this, there is a sub-header 'Delivery Locations'. The main content area contains a table with three columns: 'Site Name', 'Site Address', and 'Contact'. The 'Site Name' column has a text input field containing 'Collins Street'. To the right of this field are two buttons: 'Save' and 'Cancel'. The 'Site Address' column contains the text '595 Collins St MELBOURNE VIC 3000 Australia'. The 'Contact' column is currently empty.

2.11 How do I access my saved applications?

When completing an application, you can save your process by selecting this icon 

Saved applications can only be accessed by the user account that originally saved the application. Please note saved applications cannot be accessed by ASQA.

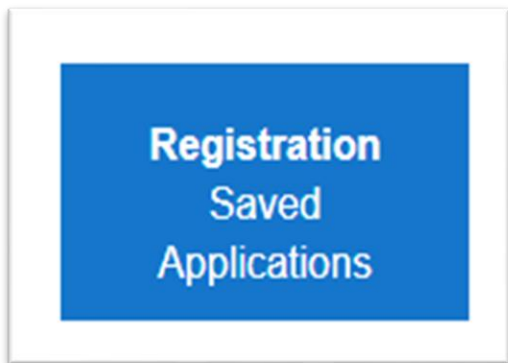
There are two ways to see your saved applications:

1. Select **Registration (Saved Applications)** from the home page.

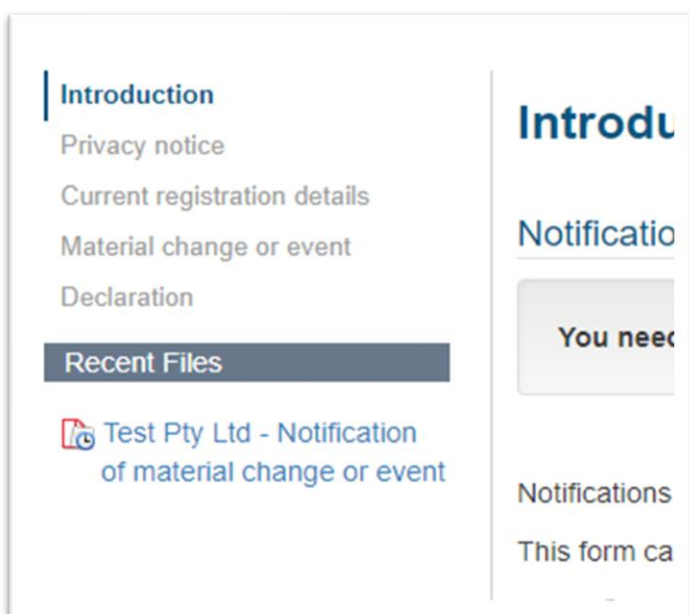
2. Select **Registration (New Application)** from the **Registration** drop-down menu.

or

Select **Registration (New Application)** from the home page.



The saved application will then be available in the contents section on the left under **Recent Files**.

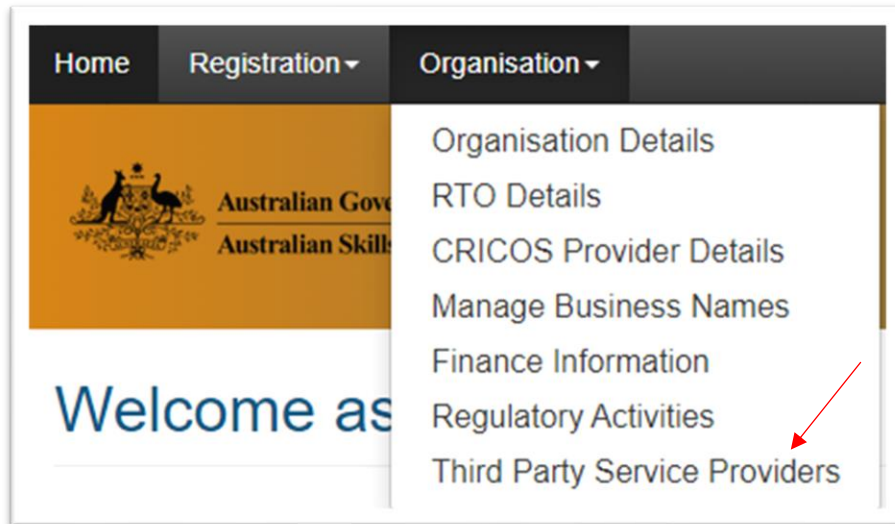


3. Third Party Reports

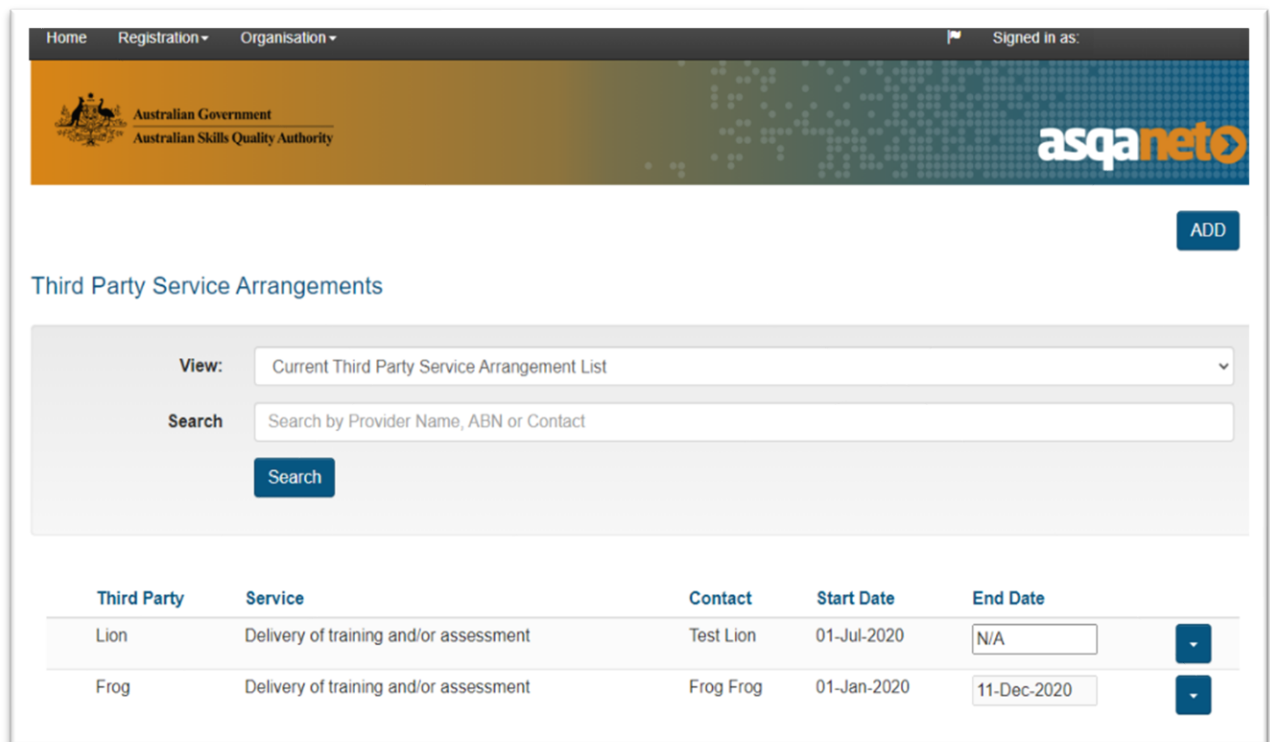
3.1 How do I report commencement or cessation of a third party arrangement?

To report the commencement or cessation of an arrangement:

1. Select **Third Party Service Providers** from the **Organisation** drop-down menu.



2. You can add a new arrangement or add an end date to an existing arrangement on this page.



You can find information regarding reporting [Third-party agreements](#) on our website.

3.2 Am I able to edit an existing third party arrangement?

No, you will need to end the existing arrangement and add a new arrangement with the amended details.

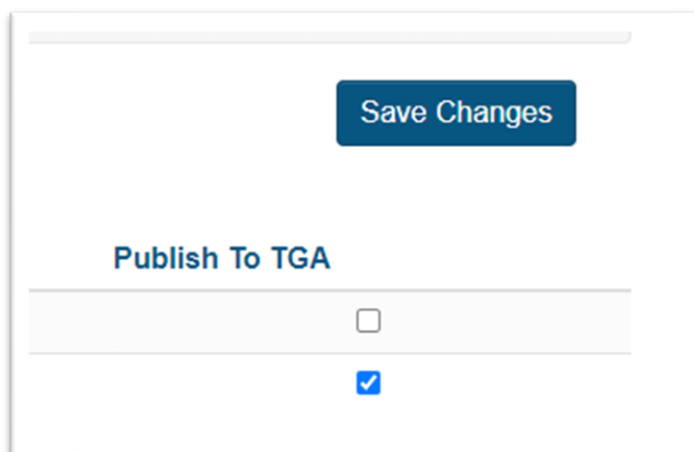
4. Business names

4.1 How do I change my listed business names on training.gov.au?

We no longer require providers to inform us of the business names associated with their legal entity. Instead, this data is sourced directly from the Australian Business Register (ABR) and applied to your Organisation Details within asqanet.

To amend which of your business names appear on training.gov.au:

1. Select **Manage Business Names** from the **Organisation** drop-down menu.
2. Any business name registered on ABR for your organisation will be visible in this section. Simply check or uncheck the **Publish to TGA** box for those you wish to be published.
3. Select **Save Changes**.

A screenshot of a web interface showing a 'Publish To TGA' section. At the top, there is a blue button labeled 'Save Changes'. Below it, the text 'Publish To TGA' is displayed. Underneath, there is a horizontal line with a small square checkbox on the right side. Below the line, there is a blue checkmark icon, indicating that the checkbox is selected.

Changes to training.gov.au will take approximately 24-48 hours to update.

5. Finance

5.1 How do I view my organisation's invoices?

Payment history including invoices and credit notes can be found under the **Finance Information** section. Invoices that are payable online can be paid via this section.

1. Select **Finance Information** from the **Organisation** drop-down menu.

or

Select **Finance Information** from the home page.