



TRA Fees, Payment and Refund Policy

April 2026

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1. What is Trades Recognition Australia?

1.1 Introduction

Trades Recognition Australia (TRA) is a business unit within the Australian Government Department of Employment and Workplace Relations ([DEWR](#)). It is the skills assessing authority for a range of technical and trades occupations specified by the Australian Government Department of Home Affairs ([Home Affairs](#)).

A skills assessment is an official evaluation, often required for Australian visa applications, that confirms qualifications, work experience, and proficiency meet Australian standards for a nominated occupation.

1.2 Program eligibility

The payment and refund information in this policy document relates to the following TRA programs:

- Provisional Skills Assessment (PSA)
- Job Ready Program (JRP)
- Migration Skills Assessment (MSA)
- Migration Points Advice (MPA)
- Offshore Skills Assessment Program (OSAP)
- Temporary Skills Shortage Assessment Program (TSS)

1.3 TRA Fee Schedules

The Fee Schedules for skills assessment services provided under each of TRA's programs are published in the relevant guidelines for each program.

TRA charges fees for skills assessments as specified in the legislative instrument in sub regulation 5.40 (1) of the Migration Regulations 1994 (see: Migration (Fees for assessment of qualifications and experience) Instrument (LIN 23/002) 2023).

TRA Fee schedules are subject to change. TRA will give reasonable notice of any proposed fee increases or decreases.

Skills assessment fees are Goods and Service Tax exempt (GST- free).

Notices regarding proposed fee changes will be published on the TRA website and, where changes are in effect, the fee changes will also be published in the relevant TRA program guidelines.

1.4 Registered migration agents and authorised representatives

Registered migration agents or authorised representatives acting on behalf of a TRA applicant may make payments for an applicant, where the applicant has submitted an [Agent Nomination Form](#) (available from the [TRA website](#)).

If the fee payment was made on the applicant's behalf, both the applicant and registered migration agent or authorised representative sign the [TRA Refund Request Form](#).

It is the applicant's responsibility to discuss with their registered migration agent or authorised representative of any further arrangements.

1.5 Contacting TRA

Online	www.tradesrecognitionaustralia.gov.au
Email and TRA refund enquiries	TRAdminSupport@dewr.gov.au
Phone (in Australia)	1300 366 092
Phone (from overseas)	+61 2 6240 8778
Postal address	Trades Recognition Australia (TRA) Department of Employment and Workplace Relations (DEWR) GPO Box 9880 Canberra ACT 2601 Australia

2. Making TRA payments

2.1 Making a payment in the TRA Online Portal

TRA applicants need to register and apply in the TRA Online Portal.

Refer to and read the relevant program guidelines before registering and making payment in the Online Portal.

TRA only accepts payment with Visa or MasterCard credit and debit cards. Other payment methods such as electronic funds transfer, cheque, money order and BPAY are not offered. Payments cannot be made in instalments.

An email receipt will be sent to the registered email account after each payment. It is important to retain the email receipt as evidence of payment.

If an applicant believes a payment has been made but they did not receive a receipt, they should not attempt to pay again. Applicants should contact TRA for advice (see above section [1.5 Contacting TRA](#)).

2.2 Offshore Skills Assessment Program (OSAP) and Temporary Skills Shortage (TSS) applicants

Before paying, OSAP and TSS applicants must obtain the required Assessment Payment Identifier Codes (payment codes) from their nominated TRA approved RTO.

Payment codes issued by the RTO can only be used once for an application.

When a payment is made, the applicant provides the payment receipt to the nominated RTO to start the skills assessment process.

3. Refunds

3.1 Approved Refunds

TRA may approve a refund in accordance with [Section 77](#) of the [Public Governance, Performance and Accountability Act 2013 \(PGPA Act\)](#).

The validity and eligibility of a refund request is checked and verified against both TRA records and payment system.

Applicants will only be refunded, where TRA receives a completed and valid TRA [Refund Request Form](#) and can satisfy one of the relevant requirements:

- an applicant pays duplicate fees for the same service,
- an applicant pays for a program, or program step, other than the one they wish to apply for, and TRA has not commenced the assessment OR undertaken any work to progress the assessment,
- a registered migration agent or authorised representative makes a payment in a name other than the applicant's name,
- an original assessment decision is overturned following a Review without new evidence being considered, as described in the Assessment Review Policy.

3.2 Discretionary and partial refunds

TRA may, at its discretion, refund a fee (in part or in whole) for reasons other than those described above.

Refund decisions are made by the TRA delegate as mandated in the principles for the [Australian Public Service \(APS\) Code of Conduct and APS Values](#).

Applicants seeking discretionary and partial refunds must submit a completed Refund Request Form to TRA for delegate consideration. TRA will advise the applicant of the outcome of the refund request.

3.3 Not-approved Refunds

TRA does not refund assessment fees where an applicant:

- does not meet program eligibility requirements,
- fails to provide the application documents within the specified time periods,
- withdraws the application after work is undertaken by TRA or the RTO,
- fails to attend a Technical Assessment/Technical Interview, Practical Assessment, or Workplace Assessment without providing appropriate notice, and is subsequently assessed as unsuccessful in their application outcome,
- has their outcome revoked due to providing fraudulent documents or qualifications.

NOTE: TRA applicants who wish to reapply for the same TRA program after withdrawing, must start a new application and pay the full TRA program fee.

3.4 Requesting a refund

The applicant, registered migration agent or authorised representative, or cardholder who made the payment may request a refund by completing the TRA [Refund Request Form](#) available on the TRA website.

The Refund Request Form must be completed and emailed to TRAdminSupport@dewr.gov.au for assessment.

Where a payment is made on the applicant's behalf by an agent, both the applicant and the registered migration agent or authorised representative sign the Refund Request Form.

3.5 Payment of approved refunds

TRA will assess each Refund Request Form to determine whether the request is complete, valid, and supported by appropriate evidence.

TRA will notify the applicant, or their nominated registered migration agent or authorised representative, of the outcome of the refund request.

The standard refund processing timeframe is 15 business days from the date TRA receives a valid Refund Request Form. Processing timeframes may vary outside of TRA's control due to the destination country of the payment and the processing arrangements of the relevant bank or financial institution.

Refunds will only be paid to the debit or credit card used to make the original online payment. Where the original payment was made by a registered migration agent or authorised representative, the refund must, where circumstances permit, be passed on to the applicant.

If the original debit or credit card has expired, the cardholder must complete the bank transfer section of the Refund Request Form to enable the refund to be processed via domestic or international bank transfer.

If the original debit or credit card has been cancelled, or reported lost or stolen, the cardholder must provide written confirmation from the relevant bank or financial institution confirming that the card or associated account is no longer active.

All refunds are issued in Australian dollars (AUD). DEWR does not accept responsibility for any foreign exchange differences or losses resulting from currency conversion or international banking arrangements.

Bank transfers are sent to the Service Delivery Office at the Australian Government Department of Finance ([DoF](#)) for processing and may take longer. Most refunds are credited back to the nominated bank account within 30 business days of TRA completing the refund.

Where an applicant made payment via the TRA Online Portal prior to 12 April 2025, the approved refund will be processed as a domestic or international bank transfer.

4. Document particulars

- TRA may, in its discretion, amend this refund policy at any time and without notice.
- If TRA amends this refund policy, all refund applications made on or after the date of amendment will be assessed under the amended policy.
- Applicants, registered migration agents, and authorised representatives are to familiarise themselves with this refund policy at the time of making an application for a refund request.

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4.1 Document change history

Version	Date published	Authors	Summary of change	Authorised by
7.0	March 2015	TRA	Change to Department name	Dr Melissa McEwen, General Manager, TRA
8.0	March 2017	TRA	Minor clarification of refund process. Refunds now processed to credit cards	Anne Flynn A/g Branch Manager Foundation Skills and TRA
9.0	June 2017	TRA	Removal of references to the Optional Skills Assessment Service	Anne Flynn, A/g Branch Manager Foundation Skills and TRA
10.0	April 2018	TRA	Update information to reflect the new Department of Home Affairs (formerly the Department of Immigration and Border Protection) Change program name to reflect abolition of the Temporary Work (Skilled) visa (subclass 457) and the introduction of the Temporary Skill Shortage (TSS) visa	Kevin Brahim, Branch Manager, State Network and TRA

11.0	March 2019	TRA	Update to include the TSS, OSAP and TRS programs General revision	Dr Richard Chadwick Branch Manager, Tuition Assurance Taskforce and TRA
12.0	November 2020	TRA	Update to include fee schedule information General revision	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch
13.0	July 2022	TRA	Updates to reflect the recent Government changes including department name and brand changes as TRA transitions to the new Department of Employment and Workplace Relations.	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch
14.0	April 2024	TRA	Review of refund policy, refund request form, and processes	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch
15.0	July 2025	TRA	Review of TRA Fees, Payment and Refund policy. Updates to wording to reflect current practices. TRA Refund request form also reviewed.	Dr Bronwyn Meyrick Assistant Secretary, Trades Recognition Australia Branch
16.0	April 2026	TRA	Review of TRA Fees, Payment and Refund policy. Updates to wording to reflect current practices. Inclusion of new TRA logo. TRA Refund request form also reviewed and reformatted. Agent Nomination Form checked and reviewed. Removal of reference to TRA Agent No.	Dr Bronwyn Meyrick Assistant Secretary, Trades Recognition Australia Branch