



Australian Government
Department of Employment
and Workplace Relations

APPLICANT PAYMENT USER GUIDE

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Introduction

This user guide outlines the steps to follow when applying for a Trades Recognition Australia (TRA) skills assessment for the TSS Skills Assessment Program (TSS Program) and Offshore Skills Assessment Program (OSAP).

Selecting a TRA-Approved RTO

When applying for any of TRA's programs, you are encouraged to read the relevant Applicant Guidelines on the TRA website (www.tradesrecognitionaustralia.gov.au).

The first step in the TSS Program or OSAP is to select a TRA-approved RTO to conduct your skills assessment. This can be done using '[RTO Finder](#)' on the TRA website.

Once you have selected a TRA-approved RTO, you should contact the RTO to confirm if you are eligible for an assessment, discuss the program requirements, and to find out where the RTO can conduct the skills assessment i.e. the Region and Country where the skills assessment will take place. You must formally accept the location of the assessment before your assessment can be initiated.

If you are eligible, and decide to proceed with a skills assessment, the TRA-approved RTO will provide you with an RTO Assessment Payment Identifier Code (payment code) that you should input into the TRA Online Portal to make payment for your assessment.

Registering an account

You should register an account only after you have confirmed with your RTO that you wish to proceed with an assessment.

You can register an account by using the TRA Online Portal (<https://extranet.employment.gov.au/trades/Interface/Pages/Security/Logon.aspx>) and selecting the skills assessment program you have chosen from the drop-down menu under *Register*.

The screenshot shows the top of the TRA Online Portal. On the left is the Australian Government logo. In the center is the TRADES RECOGNITION AUSTRALIA logo. Below the logos is a blue horizontal bar. Underneath the bar is a small line of text: "If you have not signed into the online portal before please click below to register for a program. If you already have an account for the online portal please enter your details to sign in. You can reset your password by using the security questions created when first registering your online portal account. If you have forgotten your username or password, please contact Trades Recognition Australia." Below this text are two forms. The left form is titled "Register" and contains a dropdown menu labeled "Which program do you want to register for?" with the text "Select an option ..." and a link "Not sure? Find the right program for you." The right form is titled "Sign in" and contains two input fields: "Username" and "Password". Below the password field is a link "Forgotten your password?". At the bottom of the sign-in form are two buttons: "Sign in" and "Clear".

Complete the *Account Registration* page, ensuring all mandatory fields (marked with an asterisk – see screenshot below) are completed. Account registration includes creating a password which you will use to log into your account, and three security questions/answers which can be used to identify you e.g. if you need to reset your password. Once you have completed all of the mandatory fields, click *Register*.

Important – Please ensure you keep your password and three security questions/answers in a safe place. This information will be required to login to your account (password) or to change to your password using the security questions.

Once you have successfully registered an account, you will be returned to the *Login* page, where your newly created account username will be displayed above the Sign in fields (see screenshot below). An email confirming your username and account registration will also be sent to your nominated email account.



When first entering the Online Portal you will be asked to update your personal details. Please click *Save* before proceeding with the payment.

If you wish to add an Agent or Representative to your account, you can do, so by selecting *Yes* to the question *Do you wish to authorise an Agent/Representative to act on your behalf?*

This will open the agent details section where you can enter all relevant details for your agent before clicking *Save*.

Agent/ Representative Details

Do you wish to authorise an Agent/Representative to act on your behalf? Yes No

If a migration agent/representative has assisted you in completing this application, please fill out the following details.

By providing these details, you authorise the Department, in relation to any RTO Skills Assessment Services application made by you, to:

- send correspondence to the above mentioned agent/representative;
- receive any correspondence from that agent/representative on your behalf, and
- liaise directly with that agent/representative, unless you direct us to do otherwise.

Agent Name

Organisation

Address Line 1

Address Line 2

City/Suburb

State

Post Code

Country

Contact Number

Agent/ Representative Email

Agent Number (MARA)

Making a payment

Once you have confirmed with your RTO that you wish to proceed with an assessment, your RTO will issue you with a payment code for your assessment. This code will be specific to the RTO and a step of the skills assessment process.

Before you can make a payment, you will need to log into your account on the TRA Online Portal using your login details.

From the home page, select the *Continue to Payment* button at the bottom of the screen (Fig 1 below). This will open the payment selection section within the screen (Fig 2 below).

Fig 1

RTO Skills Assessment Services Current user: C11UJ02001 [Sign Out](#)

Welcome to the RTO Skills Assessment Services

Your Personal Information has been partially populated from the Registration page, please provide additional information, then press the Save button. Once Saved, you can Proceed to Payments or Update to edit your Personal Information

TRA File Number

First Name

Other Names

Last Name

Email Address

Date of Birth

Gender

Applicant's phone number

Agent/ Representative Details

Do you wish to authorise an Agent/Representative to act on your behalf? Yes No

Previous Payments Received

Fig 2

You will need to input the payment code into the *RTO Assessment payment identifier* field and select *Validate*.

Once a valid payment code has been confirmed, the system will display the RIO, payment type and payment amount the code relates to.

You must confirm the details of your payment are correct by selecting the *I confirm that the detail is correct and I am ready to make a payment* checkbox, then select *Continue to Payment* (see below).

You will be directed to a Privacy notice and Declaration page before your payment can be finalised. Please read this information carefully before providing your declarations in the corresponding checkboxes. Once you have read the Privacy notice and Declaration, if you consent to proceed, select the *Make payment* button (see below).

You will then be directed to the Payment Screen for completion of your payment. The details in this screen should match your personal details and the payment you have selected (see below). When you are ready to pay, you will need to complete your Credit Card details from a valid card type.

Important – The payment facility only accepts payments made by Visa or Mastercard credit and debit cards.

Once you have entered the details of your credit card, please click *Pay now*.

TRA File Number	TRA19777302134
First Name	Jo
Other Name/s	
Last Name	Citizen
Email Address	JoCitizen@email.com
Date Of Birth	1/01/1990

Payment Details	
Payment Type	Documentary Evidence - TRS
Payment Amount	\$1280.00
Customer Reference Number	32586205425473

YOU ARE PAYING AN AMOUNT OF

\$1280.00

Card Number <input style="width: 90%;" type="text"/>	
MM / YY	CVV / CVC

Cardholder Name

Secure payments provided by **bambora**

At the successful completion of a payment, the TRA Online Portal will email a payment receipt containing your TRA Reference Number, name and the type of payment made to your nominated email account. You must submit this payment receipt to your chosen RTO with your skills assessment application form.

Reprinting a payment receipt

You are able to reprint your payment receipts through the TRA Online Portal at any time.

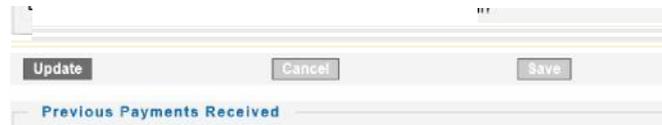
This can be done by:

1. Logging into the TRA Online Portal. Payments you have made are listed under *Previous Payments Received* at the bottom of the page
2. Click *Select to Print* on the relevant payment and click *Print*. A new window will pop-up allowing you to reprint your receipt.

Previous Payments Received					
Payment Date	Payment Type	CRN	Receipt Number	Amount	
21/02/2019 11:51:48 PM	Documentary Evidence - TRS - 99990D121	32586205425473	11281770	\$1,280.00	Select to Print
<input type="button" value="Print"/>					

Updating details

You may update details in the TRA Online Portal including the email address, gender and phone number by logging in to the TRA Online Portal, clicking the *Update* button and amending the relevant information. Once you have updated your information, Click *Save*.



A screenshot of a web form with three buttons: 'Update', 'Cancel', and 'Save'. Below the buttons is a section titled 'Previous Payments Received'.

Refunds

The *TRA Payment and Refund Policy* outlines the circumstances in which TRA will refund payments and the process for obtaining a refund. This along, with the *Refund Request Form*, can be found on the Forms & Policy page on the TRA website (www.tradesrecognitionaustralia.gov.au).

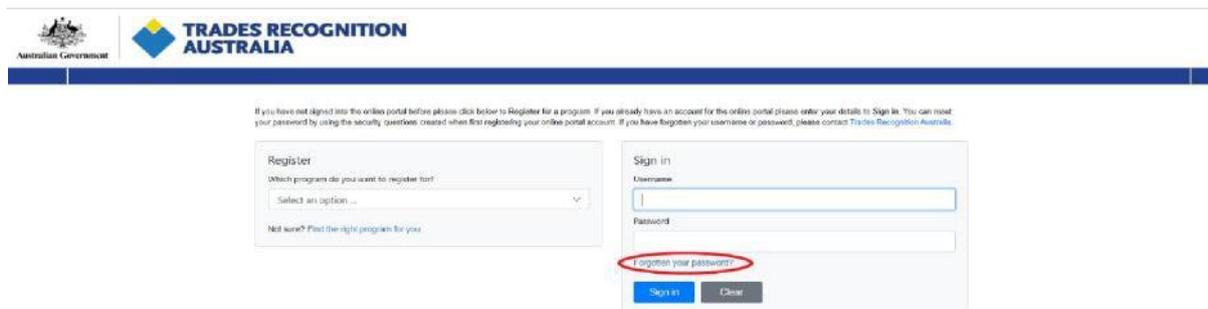
Password resets and locked accounts

Resetting your password – if your security questions/answers are known.

If you would like to change your password, you can do this at any time using the ‘Click here if you have forgotten your password’ button on the TRA online portal home page (see screenshot Fig 1 below).

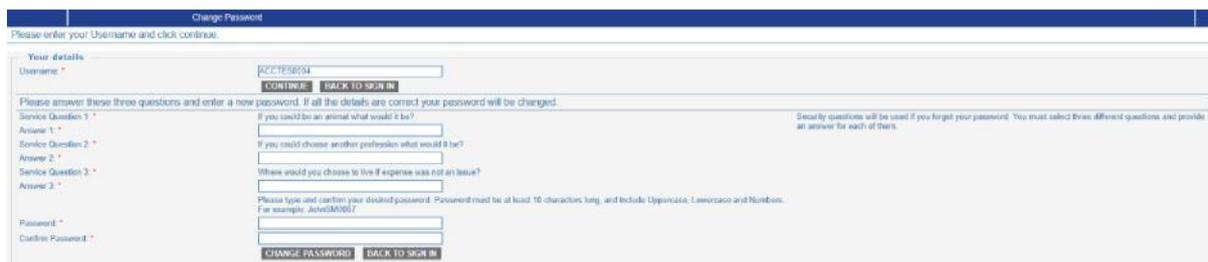
You will be prompted to enter your username, and then answer the three security questions (see screenshot Fig 2 below), that you created when registering your account– See the ‘Registering an account’ section on page 2 of this document.

Fig1



A screenshot of the TRA Online Portal home page. The header includes the Australian Government logo and 'TRADES RECOGNITION AUSTRALIA'. Below the header is a navigation bar. The main content area has a 'Register' section with a dropdown menu and a 'Sign in' section with 'Username' and 'Password' input fields. A red circle highlights the 'I forgot my password?' link in the sign-in section. There are 'Sign in' and 'Clear' buttons at the bottom of the sign-in section.

Fig 2



A screenshot of the 'Change Password' form. The title is 'Change Password' and the instruction is 'Please enter your Username and click continue.' The form has a 'Your details' section with a 'Username' input field and 'CONTINUE' and 'BACK TO SIGN IN' buttons. Below this is a section for security questions: 'Please answer these three questions and enter a new password. If all the details are correct your password will be changed.' It includes three questions with input fields and 'Answer 1', 'Answer 2', and 'Answer 3' labels. A 'Password' input field and a 'Confirm Password' input field are also present. At the bottom are 'CHANGE PASSWORD' and 'BACK TO SIGN IN' buttons. A note at the bottom right states: 'Security questions will be used if you forget your password. You must select three different questions and provide an answer for each of them.'

Unlocking account and resetting passwords (if security questions/answers are not known)

If you have locked yourself out of your account or forgotten your password and forgotten the three security questions you created at account registration, you should contact TRA for assistance.

TRA will undertake a verification process to confirm your identity and if successful, can unlock the account and reissue a password.

Enquiries

If you require assistance, you can contact TRA by:

- Phone** Monday to Friday: 10.00 am – 12.00 pm and 1.00 pm – 4.00 pm
Australian Eastern Standard Time, excluding public holidays (GMT +10 hours)
Outside Australia: +61 2 6240 8778
Within Australia: 1300 360 992
- Email** traenquiries@dewr.gov.au
- Web** www.tradesrecognitionaustralia.gov.au
- Post** Trades Recognition Australia
Department of Employment and Workplace Relations
GPO Box 9880
CANBERRA ACT 2601
AUSTRALIA