

Australian Government

Department of Employment and Workplace Relations

APPLICANT PAYMENT USER GUIDE

Table of Contents

ntroduction	.3
electing a TRA-Approved RTO	.3
Registering an account	.3
Aaking a payment	.5
Reprinting a payment receipt	.7
Jpdating details	.8
Refunds	.8
Password resets and locked accounts	.8
nquiries	.9

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 <u>'RTO Finder'</u> 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 <u>(https://extranet.employment.gov.au/trades/Interface/Pages/Security/Logon.aspx)</u> and selecting the skills assessment program you have chosen from the drop-down menu under *Register*.

Australian Government	RADES RECOGNITION USTRALIA		
	It you have not signed into the online portal patter please clock below to register your password by using the socurity questions created when first registering your	or a program. It you arready nave an account for the onithe perial prease whe partial account. If you have forgotten your username or passwerd, p	enser your estails to sign in, rou can reset, please contact Trades Recognition Australia,
	Register Which program do you want to register for?	Sign in Username	
	Select an option	× I Paceword	

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.

	RTO Skills Assessment Services Registration		
Please enter all the details below. For	security reasons you must select three questions and provide	your answer for each one.	These questions will be us
These details will be used to match the	Applicant's payment to the Applicant's application. You must	enter only the details relati	ng to the Applicant.
Applicant Registration			
Applicant's First Name: *			The Applicant's personal info
Applicant's Other Name(s):			
Applicant's Family Name:			
Applicant's Date of Birth : *	days 🛩 months 🛩 years 🛩		
Applicant's Email			
Confirm Email: *			
Applicant's Phone Number : *			
Service Question 1: *	Please select a security question	Ý	Security questions will be us
Answer 1: *			
Service Question 2:*	Please select a security question	V	
Answer 2: *			
Service Question 3: *	Please select a security question	~	
Answer 3: *			
Password: *			You must create a Password
Confirm Password: *			

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.

RTO Skills Assessment Servic				Carrent user: CT1300001	sign out
Welcome to the RT Your Personal Information has been p	O Skills Assessment Services antally populated from the Registration page, please provide addit	ional information, then press the Save t	oution. Once Saived, you can Proceed to Payments o	r Updale lo edit your Personal Information	
TRA File Number			116426777286258		
First Name			Jo.		
Other Namels					
Last Name			CR246		
Email Address			Jocatzengemai.com		
Date Of Birth			5/04/1000		
Gender					
Applicant's phone number			000000000		
Agent/ Representative Do Do you wish to authoritie an Agent	etails Representative to act on your behalf?			⊖ Yesi ® No	
spinis	Canad	Save	Series	the Parameter	
Previous Payments Rece	lived				

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.

o you wish to authorise an Agent/Representative to act on your behalf?		
a migration agent/representative has assisted you in completing this pplication, 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	Agent Name	
	Organisation	
	Address Line 1	
	Address Line 2	
	City/Suburb	
	State	V
	Post Code	
otherwise.	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).

			<u>Fig 1</u>			
RTO Skills Assessment Servi	ices.					Current user: C111J08001 Sign D
Welcome to the RT	TO Skills Assessment Services					
Your Personal Information has been p	partially populated from the Registration page, please provide addl	onal information, then press the Save button.	Once Saved, you can	Proceed to Payments or	Update to edit your Personal Information	
TRA File Number		ALC:	00/77296259	1		
First Name		40				
Other Namers						
Last Name		(302)				
Email Address		Joci	tizen@email.com			
Date Of Bitts		5/23				
Gender				~		
Applicant's phone number		0000	000000			
Agent/ Representative Dr Do you wish to authorise an Agen	betails nt/Representative to act on your behalf?					ा Yes € No
	General	Save		(Freedown		
Previous Payments Rece	elved			-		

Fig 2

TRA File Number	(10/2077/29/29)	
First Name	[Ju	
Other Name/s		
ast Name	(Caluma)	
Email Address	[JuCitorig]tersalt core	
Date Of Birth	[5/0 V1900	
Sender	Endedne meller at a Medicine of Ching on Ching Star	
Ny firm display to the second s		
RTO Assessment Payment Identifier		Validate
RTO		
Payment Type		
Payment Amount		
	I confirm that the datal is correct and I am ready to make a comment.	

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

P			
RTO Assessment Payment Identifier	99999D121	×	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).

RTO Assessment Payment Identifier	99999D121	Validate
RTO	DEMO RTO	
Payment Type	Documentary Evidence - TRS	
Payment Amount	\$1280	
	I confirm that the detail is correct and I a	m ready to make a payment

Previous

Continue to Payment

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).

1	Privacy notice and Declaration
1	Privacy notice
	Your personal information is protected by law, including the Privacy Act 1988 (the Privacy Act), and is collected by the Australian Government Department of Education and Training for the following purposes:
	to allow Trades Recognition Australia (TRA), as the relevant assessing authority for skilled occupations specified in instruments made under the Migration Regulations 1994, to process and assess your application for a skills assessment review, under one of the following programs:
	to more revisit on an interpretation of particular of control, as applicable.
	Your personal information, including sensitive information*, may be collected from or disclosed to:
	the TRA-approved RTO you have nominated to process your application; any other TRA-approved RTO which TRA appoints to take over or review your application; your authorised agent, if you have provided consent for an agent to act on your obhaif, the Reserve Bank of Australia and their contracted service providers to facilitate the processing of your payment; other government agencies, including the Department of Home Attains; the Australian Skills Quality Authority (ASQA) where it is relevant to issuing VET qualifications or statements of attainment; and other state or termotry regulators for purposes connected to licence application assessment processes.
	Your personal information may also be used by the department, or given to other parties for research and investigation purposes, or where you have agreed or it is required or authorised by law.
	If your personal information is not collected, your skills assessment application and payment cannot be processed.
	You can get more information about the way in which the department will manage your personal information, including information on accessing or correcting your information, and how to make a complaint, in our full privacy policy, at education gov autorized or by requesting a copy from the department at privacy@education.gov.au.
	Important: If you have not accessed and read this notice, please read the Applicant Guidelines on TRA's website
	Declaration
	C confirm that I have contacted my chosen RTO and confirmed they can provide me with an assessment under the RTO Skills Assessment Services
	2 confirm that my chosen RTO has supplied me with an RTO Assessment Payment Identifier code so that I can make a payment for my assessment
	A understand that giving false or misleading information is a serious offence and confirm that the information supplied on this form is true and correct.
	I acknowledge I have read, or have had read to me, the above privacy notice and I consent to my personal information, including sensitive information, being collected by the department, including from third parties such as my nominated agent and RTO.
	* Sensitive information is defined in section 6 of the Privacy Act and includes, but is not limited to, information about an individual's racial or ethnic origin, membership of a professional or trade association, or a trade union. Subject to a few exceptions, the Privacy Act preduces an entity subject to the Australian Privacy Principles from collecting sensitive information about an individual without that individuals consent.

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		TRA19/777302134		
First Name		oL		
Other Name/s				
Last Name		Citizen		
Email Address		JoCitizen@email.com		
Date Of Brith		1/01/1900		
Payment Details				
Payment Type		Documentary Evidence	e TRS	
Payment Amount		\$1280.00		
Customer Reference Num	ber	32586205425473		
	Card Number	cvv / cvc		
Cardholder Name Pay Now				
	Secure payments prov	ided 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 - 99999D121	32586205425473	11281770	\$1,280.00	<u>Select</u> <u>to</u> Print	
[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*.

Update	Cancel	Save

н. С

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

1

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.

			6-	
Australian Government	TRADES RECOGNITION AUSTRALIA			
				1
	If you have not signed into the online potal terfore please click below to Regist your password by using the security questions created when that registrating p	ster for a program. If your online ponal accos	ou aiready have an account for the online portal ; unt. If you have forgotion your username or passy	rasse entry your distalls fit. Sign is, You can noiset well, please conract Tractics Recognition Ausmalia
	Register Which program de you want to regider fait		Sign in Osemane	
	Select an option	×.	[]	
	Not sare? Plast the right program for you.		Password	
			Chargotten your pasewart?	
			Desite	
		Fi	g 2	
		Fi	g 2	
		Fi	g 2	
	Change Parsword	Fi	g 2	
Please enter your Usemanio and click	Change Password continue	Fi	g 2	
Please enter your Usemame and click Year details	Change Password continue.	Fi	g 2	
Please enfor your Dummanic and click Your duratio Uservane, *	Charge Personal accelinate (ACCE1556)(M	Fi	g 2	
Please only your Username and click Your divisits Userame.*	Change Passwort confinate RCC1155004 CONTINUE CONTINUE CONTINUE	Fi	g 2	
Please order your Username and click Your details Username * Please answer these three questions	Charge Password continue <u>RCCH198694</u> continue continue and enter a new password. If all the details are correct your password will be ch	Fi	g 2	
Please online your Osemanno and clock Your divisitio Usemanne * Please annwer Bless Breve questions Sonive Question 1 *	Charge Password Contrace Contraction and onter a new pacaward. If all the detable are correct your pacaward will be ch If you candbe and and value that value that ?	Fig	g 2	. Secondry questions will be used if you knypt your personned. You must saled three different questions and pro-
Please order your Username and click Your defails Username * Please amove Tasse Tasse Tasse Tasse devolves Service Counters 1 * Answer 1 *	Change Personal continue CONTINUE CONTINUE and only in one password. If all the details are correct your password will be ch if you subtle an animal shall shall be?	Fi	g 2	. Smoothy quantitation with the scaled if your forget your patients of . You must taked three different quantities and peri- , an alternative the each of them.
Please enter your Usermanie and club Your desists Userane * Please answer these three questions Service Question 2 *	Charge Password continue. CONTINUE and enter a new poorword. If all the deable are correct your password will be ch Provided and a second will be ch	Fi	g 2	. Secondry questions will be used if you larget your personnel. You must belied three different questions and period - an attract for each of Twent.
Please enter your Usemamo and click Your defails Usemanne * Please amount these three questions Sovice Question 1 * Answer 1 * Sovice Question 2 * Answer 2 *	Change Pessword continue. CONTINUE CONTINUE and enter an ever persowerd. If all the details are correct your pessword will be ch if you said the an aximal what would it le? If you said these an other periods what would it be?	Fi a	g 2	Security powerloade will be used if you forget your password. You must tailed three different questions and peor an arrow for each of them.
Please only your Usermanne and click Your defails Useranne * Service Guadates 1 * Service Guadates 2 * Anner 2 * Service Quadates 2 *	Charge Personnel continue	Fig	g 2	. Severity perform with to saled if you key of your parameter. You must taked three different questions and perf , an alreader for each of them.
Please only your Diamamo and club Your details Userane: * Please answer these three questions Sovice Ouelling 2 * Answer 2 * Sovice Ouelling 2 * Answer 2 *	Clarge Password continue: CONTINUE: and order is now password. If all the delable are correct your password will be ch Tryes caudd an an and ward and and a lab? Tryes caudd an and ward and and and all be? Where wind syste choses as other performance and an anse? Planar type and carton your distant password "Password read he at hase	Fig.	g 2	Secondry quantitions will be used if your largert your presenced. You must tasked from different quantitions and prov an account for each of Two.
Please enter your Usemamo and click Year defails Userame * Please amover these three questions Service Question 1 * Answer * * Service Question 2 * Answer 2 * Service Question 2 * Answer 2 *	Change Personal continue	Fig.	g 2	Smarthy buenfolds will be used if you forget your password. You must taked three different quantions and previ all allower for each of them.
Planae enfor your Usermanio and click Year details Useraine * Planae answer these three question Sovie Question 2 * Answer 2 * Planae 2 * Planae 2 * Planae 1 *	Charge Password continue.	Fig.	g 2	Secondry questions will be used if your forget your personnel. You must saled three different questions and prov at another for each of theirs.
Please enter your Usemamo and click Year datatte Usemame * Please answer these three questions Sovice Question 1 * Answer * Sovice Question 2 * Answer 2 * Sovice Q * Planseed * Castley Passeed *	Change Personal continue. PCC18566/64 CONTINUE EACK TO SUBLIN and onler is new possword. If all the detable are correct your possword will be ch Pyre said draws another perforsion while wold? be? Pyre said draws another perforsion while wold? be? Where wold grup choses to be Programs used to be? Phone wold grup choses to be Programs used to be? Program travelet on the states Program travelet on the sta	Fig.	g 2	Smarthy business will be used if you legal your password. You must taked three different quastions and previ an attenue 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 threesecurity 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:

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			
traenquiries@dewr.gov.au			
www.tradesrecognitionaustralia.gov.au			
Trades Recognition Australia Department of Employment and Workplace Relations GPO Box 9880 CANBERRA ACT 2601 AUSTRALIA			