



Australian Government

**Department of Employment
and Workplace Relations**



**TRADES RECOGNITION
AUSTRALIA**

**APPLICANT PAYMENT
USER GUIDE (OSAP&TSS)**

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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](#).

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 the [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](#) and selecting either Temporary Skill Shortage (TSS) or Offshore Skills Assessment from the drop-down menu under *Register*.

The screenshot shows the TRA Online Portal interface. At the top left is the Australian Government logo, and next to it is the TRADES RECOGNITION AUSTRALIA logo. Below the logos is a blue horizontal bar. The main content area contains instructions for users: 'If you are' followed by two bullet points: 'Signing in for the first time to the TRA Online Portal, please complete the Register section below.' and 'Currently participating in a TRA program and you have a Username and Password, please enter your details in the Sign In section below.' Below this is a 'PLEASE NOTE' section with two bullet points: 'You can reset your password by clicking on the link Forgotten your password? and answering the security questions you created when you registered your account.' and 'If you have forgotten your Username or Password, please contact Trades Recognition Australia. Please include your full name and TRA reference number in the enquiry.' There are two main form sections: 'Register' and 'Sign in'. The 'Register' section has a dropdown menu for 'Which program do you want to register for?' with the text 'Select an option ...' and a note 'Not sure? Find the right program for you.' The 'Sign in' section has input fields for 'Username' and 'Password', and links for 'Forgotten your password?' and 'Forgotten your username?'. At the bottom of the sign-in section are 'Sign in' and 'Clear' buttons. At the very bottom of the page, there is small text: 'Department of Employment and Workplace Relations', 'Copyright © Commonwealth of Australia | Privacy Statement | Disclaimer', and 'Environment - PROD Version 5.0.1.1'.

Complete the *Applicant 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 the mandatory fields, click *Register*.

Applicant 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 used if you forget your password. These details will be used to match the Applicant's payment to the Applicant's application. You must enter only the details relating to the Applicant.

Applicant's First Name *	Applicant's Other Name(s)	Applicant's Family Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Applicant's Date of Birth *		
days <input type="text"/>	months <input type="text"/>	years <input type="text"/>
Applicant's Email *	Confirm Email *	
<input type="text"/>	<input type="text"/>	
Applicant's Phone Number *	<input type="text"/>	
Service Question 1 *	Answer 1 *	
Please select a security question <input type="text"/>	<input type="text"/>	
Service Question 2 *	Answer 2 *	
Please select a security question <input type="text"/>	<input type="text"/>	
Service Question 3 *	Answer 3 *	
Please select a security question <input type="text"/>	<input type="text"/>	
Password *	Confirm Password *	
<input type="text"/>	<input type="text"/>	

If you have only one name, enter it in the 'Applicant's Family Name' field. The Applicant's personal information will be stored by TRA and will be used to match the payment to the Applicant's application – so please ensure that the details recorded here match the details entered on the Applicant's application form.

Security questions will be used if you forget your password. You must select three different questions and provide an answer for each of them.

You must create a Password which you will use to log in and make a payment. Password must be at least 14 characters long and include at least one CAPITAL letter, at least one lowercase letter and at least one numeral.

[Back to Sign In](#) [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.



RTO Skills Assessment Services Registration

You have successfully registered with the TRA Online application tracking system. Your username is **SMIJOH0094** You must ensure that you remember your username and password details

When logging in for the first time, you will be required to update your email address. This email address will be used to receive one-time codes required each time you log in. Please enter and confirm your email address and click the *Update Email Address* button and then click the *Continue* button. You will then be sent a one-time code to your updated email address. Please enter the code and click the *Continue* button to complete the process (see screenshots below).



Update Registered Email Address

We have introduced multifactor authentication to Trade Recognition Australia's Online Portal to improve how we secure the personal information of our applicants. Multifactor authentication helps protect against unauthorized access, phishing attacks, and password breaches by requiring additional verification beyond just a password.

When accessing your application, you will be asked to enter a six-digit One Time Passcode that will be sent to your email address. This passcode only remains valid for 10 minutes.

Please note that only one email address can be used to receive a passcode. If you share access to this application with someone else (such as a migration agent), they will not be able to receive the One Time Code unless they have the same email address.

Please enter the email address you wish to use to receive a One Time Passcode below and select 'Update Email Address', then select 'Continue'.

Registered Email *

Confirm Email *

[← Back to Sign In](#)

[Update Email Address](#)

[Continue →](#)



Update Registered Email Address

We have introduced multifactor authentication to Trade Recognition Australia's Online Portal to improve how we secure the personal information of our applicants. Multifactor authentication helps protect against unauthorized access, phishing attacks, and password breaches by requiring additional verification beyond just a password.

When accessing your application, you will be asked to enter a six-digit One Time Passcode that will be sent to your email address. This passcode only remains valid for 10 minutes.

Please note that only one email address can be used to receive a passcode. If you share access to this application with someone else (such as a migration agent), they will not be able to receive the One Time Code unless they have the same email address.

Please enter the email address you wish to use to receive a One Time Passcode below and select 'Update Email Address', then select 'Continue'.

Registered Email *

Confirm Email *

[← Back to Sign In](#)

[Update Email Address](#)

[Continue →](#)

Email address update has been successful. Please click on Continue button to get one-time passkey.

One Time Passcode

We have sent a One Time Passcode to the email address associated with this account. This may take a minute or two to arrive. Please enter the One Time Passcode below and select 'Continue' to verify your access.

Please note that the One Time Passcode is time-limited. If not used within the time period indicated below then you will need to select 'Send new code'.

If you do not receive an email from us, a different email address may be associated with your application. If you share access to your application with another person, such as a migration agent, this may be their email address. Only one email address may receive a One Time Passcode. If you wish to change the email address used for this purpose, please [contact us](#).

Enter One Time Passcode *

[← Back to Sign In](#)

[Send new code](#)

[Continue →](#)

Code expires in: 9:58

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

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

TRA25/777531759

First Name

John

Middle Name

-

Last Name

Smith

Email Address

@dewr.gov.au

Date Of Birth

1/01/1900

Gender *

Different Term

Applicant's phone number *

0400123456

Occupation *

Country of Passport *

Country of Residence *

Agent/Representative Details

Do you wish to authorise an agent/representative to act on your behalf?

Yes No

[Update](#)

[Cancel](#)

[Save](#)

[Continue](#)

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:

Agent Name *	Organisation *	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	
Address Line 1 *	Address Line 2	
<input type="text"/>	<input type="text"/>	
Suburb *	State	Post Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country *	<input type="text"/>	
Contact Number *	Agent/Representative Email	Agent Number (MARA)
<input type="text"/>	<input type="text"/>	<input type="text"/>

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.

Once you have entered and confirm your details (and if applicable, your agent's details), you will be required to upload mandatory documentation. Follow the instructions on screen and then click the *Continue to Payment* button after your documents have been uploaded.

Welcome to the RTO Skills Assessment Services

Upload Documents

Document Requirements

Your documents must:

- Be in Portable Document Format (PDF)
- Be in full colour
- Have a quality of at least 150 Dots Per Inch (DPI)
- Not exceed the maximum size of 90MB for entire application
- Not be password protected or locked
- Not have filename exceeding 190 characters

TRA will not accept documents that are:

- In any other format that is not PDF (e.g. MS Word)
- Sent via file sharing platforms (e.g. Google Drive or Drop Box)
- Sent as email attachments or embedded in emails

After uploading your documents, you must confirm and submit them and proceed to payment to complete your application

Passport Required number of documents: 1 <input type="button" value="Click on an uploaded document icon to download and view it."/>	<input type="text" value="Click here or drag and drop files to upload"/>	<input type="checkbox"/> I confirm that I have viewed the document and it is correct
Agent nomination form (Optional) Maximum number of documents: 1 <input type="button" value="Click on an uploaded document icon to download and view it."/>	<input type="text" value="Click here or drag and drop files to upload"/>	<input type="checkbox"/> I confirm that I have viewed the document and it is correct

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* button at the bottom of the screen. You will need to upload the required documents (if you haven't already). This will open the payment selection section within the screen.

You will need to input the payment code into the *RTO Assessment Payment Identifier* field and click the *Validate* button.

RTO Assessment Payment Identifier

Validate

Once a valid payment code has been confirmed, the system will display the RTO, 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

Validate

RTO	Payment Type	Payment Amount
Future Skills International	Documentary Evidence - OSAP - Review	\$700

I confirm that the detail is correct and I am 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, tick all available checkboxes and select the *Click to Pay* button (see below).



Welcome to the RTO Skills Assessment Services

Privacy notice and Declaration

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 or review, under one of the following programs:
 - TSS Skills Assessment Program
 - Offshore Skills Assessment Program (OSAP)
 - Trades Recognition Service (TRS)
- to allow you to make a payment to TRA so you can continue your application with a TRA-approved Registered Training Organisation (RTO) for one of the above skills assessment services; and
- to allow TRA to confirm and process your payment or refund, 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 behalf;
- 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 Affairs;
- the Australian Skills Quality Authority (ASQA) where it is relevant to issuing VET qualifications or statements of attainment; and
- other state or territory 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 dever.gov.au/using-site/privacy or by requesting a copy from the department at privacy@dever.gov.au.

* Sensitive information is defined in section 8 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 precludes an entity subject to the Australian Privacy Principles from collecting sensitive information about an individual without that individual's consent.

Declaration

Important: If you have not accessed and read this notice, please read the Applicant Guidelines on TRA's website.

- I confirm that I have contacted my chosen RTO and confirmed they can provide me with an assessment under the RTO Skills Assessment Services
- I 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
- I 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.

Previous

Click to Pay

You will then be directed to the Payment Screen for to begin the payment process. The details in this screen should match your personal details (see below). When you are ready to pay, you will need to enter a valid card holder email address and the click the *Pay with ANZ Worldline* button.

Welcome to the payment screen

You are about to make a payment for your application.
Click *Pay with ANZ Worldline* to complete your payment. A receipt will be sent to the email address provided on the Personal Details screen.
If you have authorised an agent/representative to act on your behalf, they will receive a copy of the receipt sent to their email address.
If you click *Cancel*, your payment will not be made and you will return to the previous page.



Applicant details TRA file number <input type="text" value="TRA25/777302839"/> First name <input type="text" value="John"/> Other name/s <input type="text"/> Last name <input type="text" value="Smith"/> Date of birth <input type="text" value="1/01/2000"/> Email address <input type="text" value="email.address@email.com"/> Card holder details Card holder email address * <input type="text" value="email.address@email.com"/>	Payment details Payment type <input type="text" value="Documentary Evidence - OSAP - Review"/> Payment amount (AUD) <input type="text" value="\$700.00"/> Customer reference number <input type="text" value="32183093901235"/>
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CancelPay with ANZ Worldline

You will now be redirected to the ANZ Worldline payment page which will allow you to enter your card details and pay.

Important – The ANZ Worldline 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 Securely*.

 **Trades Recognition Australia**

Shopping cart Payment details Payment complete

Card number <input type="text" value=""/> Cardholder's name <input type="text" value=""/> Expiry date <input type="text" value="01"/> <input type="text" value="2025"/> Card verification code <input type="text" value=""/> <input type="text" value=""/>	Order overview Total charge: AUD 700.00 Order reference: 32183093901235 <div style="text-align: center; margin-top: 10px;">Pay Securely Cancel</div>
---	--

Payment processed by



[About ANZ Worldline Payment Solutions](#) | [Security](#) | [Legal info](#)

If the payment is successful, you will be redirect back to the TRA Online Portal and will receive confirmation that your application has been paid and submitted.

Welcome to the payment screen

Applicant details

TRA file number
TRA25/777302839

First name
John

Other name/s

Last name
Smith

Date of birth
1/01/2000

Email address
email_address@email.com

Payment details

Payment type
Documentary Evidence - OSAP - Review

Payment amount (AUD)
\$700.00

Customer reference number
32183093901235

Payment successful - Receipt Number: 900000458726195000 - Transaction Date: 30/05/2025 15:30
Your application has been successfully paid and submitted. Please click *Next* to continue.
Visit our [website](#) for further information (including processing times), [frequently asked questions](#) or to [contact us](#).

Next →

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 address (and if applicable, your agent's email address). You must submit this payment receipt to your chosen RTO with your skills assessment application form.

Reprinting a payment receipt

You can 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.

Payment Date	Payment Type	CRN	Receipt Number	Amount
8/05/2023 3:31:02 PM	Documentary Evidence - OSAP - 88137D187	31353147230839	27780519	\$1,120.00

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 Continue

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 [Policy and forms](#) page on the [TRA website](#).

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 by selecting the *Forgotten your password?* button on the TRA Online Portal home page (see screenshots below).

You will be prompted to enter your username and then answer the three security questions, that you created when registering your account – See the *Registering an account* section on page 3 of this document.



If you are:

- **Signing in for the first time** to the TRA Online Portal, please complete the Register section below.
- **Currently participating** in a TRA program and you have a **Username** and **Password**, please enter your details in the *Sign In* section below.

PLEASE NOTE

- You can **reset your password** by clicking on the link *Forgotten your password?* and answering the security questions you created when you registered your account.
- If you have forgotten your Username or Password, please contact [Trades Recognition Australia](#). Please include your full name and TRA reference number in the enquiry.

Register

Which program do you want to register for?

Not sure? [Find the right program for you.](#)

Sign in

Username

Password

[Forgotten your password?](#)

Forgotten your username?

Change Password

Please enter your Username and click continue.

Username *

YOURUSERNAME

Continue Back to Sign In

Please answer these three questions and enter a new password. If all the details are correct your password will be changed.

Service Question 1 If you could be an animal what would it be? *

Answer 1 *

Service Question 2 If you could choose another profession what would it be? *

Answer 2 *

Service Question 3 Where would you choose to live if expense was not an issue? *

Answer 3 *

Security questions will be used if you forget your password. You must select three different questions and provide an answer for each of them.

Please type and confirm your desired password. Password must be at least 14 characters long, and include Uppercase, Lowercase and Numbers. For example: M1chael5m1th07

New password *

Confirm password *

Change Password Back to Sign In

Resetting your password – if your 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.

Forgotten username

If you have forgotten your username, please first check your email account as we sent you a confirmation email when you first created your account.

Alternatively, you can retrieve your username at any time by selecting the *Forgotten your username?* button on the TRA Online Portal home page (see screenshots below).

You will be required to provide your registered email address, TRA Number, and date of birth. If you do not have these details, you should [contact TRA](#) for assistance.

If you are:

- **Signing in for the first time** to the TRA Online Portal, please complete the Register section below.
- **Currently participating** in a TRA program and you have a **Username and Password**, please enter your details in the *Sign In* section below.

PLEASE NOTE

- You can **reset your password** by clicking on the link *Forgotten your password?* and answering the security questions you created when you registered your account.
- If you have forgotten your Username or Password, please contact [Trades Recognition Australia](#). Please include your full name and TRA reference number in the enquiry.

Register

Which program do you want to register for?

Select an option ...

Not sure? Find the right program for you.

Sign in

Username

Password

Forgotten your password?

[Forgotten your username?](#)

Sign in **Clear**

Forgot Username

Forgot Username

Please enter the following details and click continue.

Registered Email Address *

TRA Number *

Date of Birth *

days months years

Continue

Back to Sign In

Enquiries

If you require assistance, you can contact TRA by:

- Phone** Monday to Friday: 10.00 am to 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
- Enquiry** [Contact Us | Trades Recognition Australia](#)
- Web** www.tradesrecognitionaustralia.gov.au
- Post** Trades Recognition Australia
Department of Employment and Workplace Relations.
GPO Box 9880
CANBERRA ACT 2601
AUSTRALIA