



**Australian Government**  
**Department of Education,  
Skills and Employment**



**TRADES RECOGNITION  
AUSTRALIA**

# **APPLICANT PAYMENT USER GUIDE**

## Table of Contents

<b>Introduction</b> .....	3
<b>Selecting a TRA-Approved RTO</b> .....	3
<b>Registering an account</b> .....	3
<b>Making a payment</b> .....	5
<b>Reprinting a payment receipt</b> .....	7
<b>Updating details</b> .....	8
<b>Refunds</b> .....	8
<b>Password resets and locked accounts</b> .....	8
<b>Enquiries</b> .....	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](http://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.education.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 navigation bar with the Australian Government logo and the Trades Recognition Australia logo. Below the navigation bar is a blue header with the 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 header are two main form sections: "Register" and "Sign in". The "Register" form has a dropdown menu for "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 "Sign in" form has input fields for "Username" and "Password", a link "Forgotten your password?", and "Sign in" and "Clear" buttons.

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.

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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 used to match the Applicant's payment to the Applicant's application. You must enter only the details relating to the Applicant.

**Applicant Registration**

Applicant's First Name : \* [Text Field] The Applicant's personal information

Applicant's Other Name(s): [Text Field]

Applicant's Family Name: [Text Field]

Applicant's Date of Birth : \* [days] [months] [years]

Applicant's Email : \* [Text Field]

Confirm Email : \* [Text Field]

Applicant's Phone Number : \* [Text Field]

Service Question 1 : \* [Please select a security question] Security questions will be used to verify your identity

Answer 1 : \* [Text Field]

Service Question 2 : \* [Please select a security question]

Answer 2 : \* [Text Field]

Service Question 3 : \* [Please select a security question]

Answer 3 : \* [Text Field]

Password : \* [Text Field] You must create a Password with 8 characters

Confirm Password : \* [Text Field]

[REGISTER] [BACK TO SIGN IN]

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.



You have successfully registered with the TRA Online application tracking system. Your username is **DOEJES0001**. You must ensure that you remember your username and password details.

Please enter your Username and Password to Sign In and view your application.

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 Services Current user: CITLJO0001 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: [Text Field]

First Name: [Text Field]

Other Name's: [Text Field]

Last Name: [Text Field]

Email Address: [Text Field]

Date Of Birth: [Text Field]

Gender: [Dropdown]

Applicant's phone number: [Text Field]

**Agent/ Representative Details**

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

[Update] [Cancel] [Save] [Continue to Payment]

**Previous Payments Received**

[Print]

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

Address Line 1

Address Line 2

City/Suburb

State

Post Code

Country

Contact Number

Agent/ Representative Email

Agent Number (MARA)

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.

## 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: CITLJO0001 | 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 Name/s

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

Welcome to the RTO Skills Assessment Services

To select your payment, please enter the RTO Assessment Payment Identifier supplied to you by your RTO and then press the validate button.

TRA File Number	TRA20777296255
First Name	Jo
Other Name/s	
Last Name	Citizen
Email Address	JoCitizen@email.com
Date Of Birth	5/01/1900
Gender	Indeterminate/Intersex/Unspecified
RTO Assessment Payment Identifier	
RTO	
Payment Type	
Payment Amount	

I confirm that the detail is correct and I am ready to make a payment

Previous Continue to Payment

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Environment - TEST Version - 4.4.3.7

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

RTO Assessment Payment Identifier 99999D121 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 99999D121 Validate

RTO DEMO RTO

Payment Type Documentary Evidence - TRS

Payment Amount \$1280

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, select the *Make payment* button (see below).

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 [education.gov.au/privacy](http://education.gov.au/privacy) or by requesting a copy from the department at [privacy@education.gov.au](mailto:privacy@education.gov.au).

**Important:** If you have not accessed and read this notice, please read the Applicant Guidelines on [TRA's website](http://TRA's website)

**Declaration**

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.

\* 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 precludes an entity subject to the Australian Privacy Principles from collecting sensitive information about an individual without that individual's consent.

Previous Make Payment

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	Jo
Other Name/s	
Last Name	Citizen
Email Address	JoCitizen@email.com
Date Of Birth	1/01/1900
<b>Payment Details</b>	
Payment Type	Documentary Evidence - TRS
Payment Amount	\$1280.00
Customer Reference Number	32586205425473

YOU ARE PAYING AN AMOUNT OF  
**\$1280.00**

Card Number		<input type="text"/>
MM / YY	CW / CVC	
Cardholder Name		
<input type="button" value="Pay Now"/>		

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.

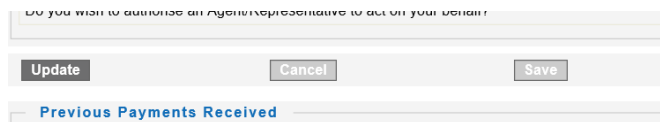
This can be done by:

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 - 99999D121	32586205425473	11281770	\$1,280.00	<a href="#">Select to Print</a>
<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*.



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

[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](http://www.tradesrecognitionaustralia.gov.au)).

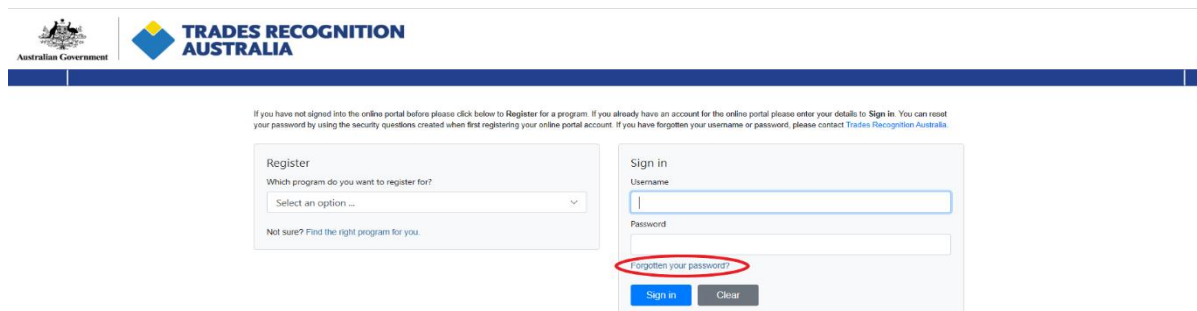
## Password resets and locked accounts

**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



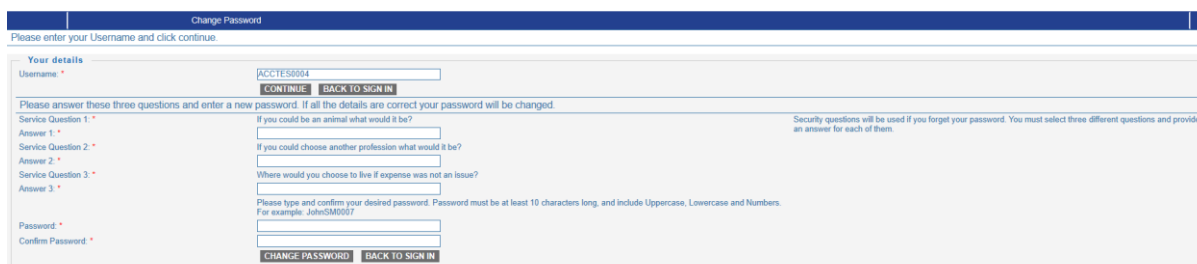
Australian Government TRADES RECOGNITION AUSTRALIA

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.

**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?](#)

Fig 2



Change Password

Please enter your Username and click continue.

Your details  
Username: \* ACC1ESS004

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

Service Question 1: \*  
Answer 1: \* If you could be an animal what would it be?  
Service Question 2: \*  
Answer 2: \* If you could choose another profession what would it be?  
Service Question 3: \*  
Answer 3: \* Where would you choose to live if expense was not an issue?

Please type and confirm your desired password. Password must be at least 10 characters long, and include Uppercase, Lowercase and Numbers.  
For example: JohnSM007

Password: \*  
Confirm Password: \*

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@dese.gov.au](mailto:traenquiries@dese.gov.au)
- Web** [www.tradesrecognitionaustralia.gov.au](http://www.tradesrecognitionaustralia.gov.au)
- Post** Trades Recognition Australia  
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