



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

# **Trades Recognition Australia**

## **Payment and Refund Policy**

**March 2019**

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# 1. General Information

## 1.1 Introduction

Trades Recognition Australia (TRA) is a business unit located within the Australian Government Department of Education, Skills and Employment. It is the skills assessing authority for a range of technical and tradesperson occupations specified by the Australian Department of Home Affairs (Home Affairs) ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)).

TRA skills assessments are intended to ensure that a successful applicant is able to perform at the required skill level for their nominated occupation. They also provide an assurance to government and to the individual that their training and experience is relevant and appropriate for the Australian labour market.

## 1.2 Program eligibility

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

- Job Ready Program (JRP)
- Migration Points Advice (MPA)
- Migration Skills Assessment (MSA)
- Offshore Skills Assessment Program (OSAP)
- Trades Recognition Service (TRS)
- TSS Skills Assessment Program (TSS)

## 1.3 Migration agents and authorised representatives

Registered migration agents or authorised persons acting on behalf of a TRA applicant may make payments for an applicant, so long as the applicant has submitted an *Agent Nomination Form* (available from the TRA website).

Migration agents or authorised representatives may request a refund on behalf of an applicant if the payment has been made on the applicant's behalf. Both applicant and agent are required to sign the *Refund Request Form*.

## 1.4 Contacting TRA

|               |   |
|---------------|---|
| <b>Online</b> | <a href="http://www.tradesrecognitionaustralia.gov.au">www.tradesrecognitionaustralia.gov.au</a>                              |
| <b>Email</b>  | <a href="mailto:traenquiries@dese.gov.au">traenquiries@dese.gov.au</a>  |
| <b>Phone</b>  | +61 2 6240 8778 (outside Australia)   |
| <b>Phone</b>  | 1300 360 992 (within Australia)   |
| <b>Post</b>   | Trades Recognition Australia<br>Department of Education, Skills and Employment<br>GPO Box 3022<br>CANBERRA ACT 2601 AUSTRALIA |

## 2. Online Payments

### 2.1 Making an online payment

All online payments are made through the TRA Online Portal via the [TRA website](http://www.tradesrecognitionaustralia.gov.au) ([www.tradesrecognitionaustralia.gov.au](http://www.tradesrecognitionaustralia.gov.au)).

Online payments can only be made by Visa or MasterCard credit and debit cards. Other methods such as electronic funds transfer, cheque, money order and BPAY are not offered for TRA programs.

Payments cannot be made in instalments.

After payment, an email containing the receipt will be sent automatically to the email address nominated on the application. It is important to retain the email receipt as evidence of payment.

If an applicant believes a payment has been made but they have not received a receipt, they should not attempt to pay again. Applicants should contact TRA for advice on the contact details provided in section 1.4 of this policy document.

#### **OSAP, TRS and TSS program applicants**

Before commencing the payment process, applicants for the OSAP, TRS and TSS programs must obtain the relevant RTO Assessment Payment Identifier Code (payment code) from the TRA-approved registered training organisation (RTO) they have selected to conduct their skills assessment.

Once a payment has been made, the applicant should present the payment receipt to their chosen RTO to start the skills assessment process.

### 2.2 Applications received without evidence of fee payment

If TRA or a TRA-approved RTO receives an application for a skills assessment without a corresponding, valid payment, it will be returned. If they wish to proceed with a skills

assessment, applicants can then make a payment for services and resubmit their application to TRA.

Applicants should retain a copy of their payment receipt as evidence of their payment.

### 3. Refunds

Fees will only be refunded by TRA where:

- An applicant pays duplicate fees for the one service.
- An applicant pays for a program, or program step, other than the one they wish to apply for.
- A migration agent or authorised representative makes a payment in a name other than the applicant's.
- An applicant has an original assessment decision overturned following a Review as described in the *Assessment Review Policy*.

#### 3.1 Discretionary refunds

TRA may, at its discretion, refund a fee for reasons other than those described above. TRA will advise the applicant to apply for a refund should this occur.

#### 3.2 When TRA will not refund fees

TRA will not refund fees where an applicant:

- does not meet program eligibility requirements
- JRP, MPA and MSA only - submits an application online and fails to provide the application documents within the specified timeframes.
- For OSAP, TRS and TSS programs only:
  - For documentary evidence assessments - withdraws after decision ready documents have been supplied to their chosen RTO.
  - For Technical Assessments, withdraws after the Technical Interview/Practical Assessment has taken place.

#### 3.3 Requesting a refund

Applicants must complete and sign a *Refund Request Form* available from the *Forms & Policy* section on the TRA website.

If a migration agent or authorised representative requests a refund on behalf of an applicant, both the applicant and agent must sign the form.

The Refund Request Form must be emailed as a PDF document to TRA (traenquiries@dese.gov.au).

TRA will consider the refund request and determine whether a refund will be provided, based on the above criteria.

For OSAP, TRS and TSS programs, applicants that have withdrawn are required to provide evidence they have notified their RTO in writing of their withdrawal. Applicants will not be eligible for a refund if they withdraw after decision ready documents have been provided to their RTO, or the technical interview/practical assessment have taken place.

Failure to provide appropriate details or evidence to support a refund request may result in processing delays.

Enquiries about the status of a refund request can be sent to [TRAFinance@dese.gov.au](mailto:TRAFinance@dese.gov.au).

### **3.4 Payment of approved refunds**

TRA will notify the applicant (or nominated agent or authorised representative) of the outcome of the refund request. The standard processing time is 15 business days from receipt of a valid *Refund Request Form*.

All refunds will be paid directly back onto the credit card or debit card used in the original online payment.

All refunds will be paid in Australian dollars. The Department is not responsible for any foreign exchange losses.

Note: Most refunds will be credited back to the relevant credit/debit card within two weeks of TRA completing the refund. However, this may vary depending on the country the payment is being made to and the financial institution.

## **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 and agent's should familiarise themselves with this refund policy at the time of making an application for a refund.

|   |  |                        |  |
|---|--|------------------------|--|
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| <b>Point of contact</b>   | Trades Recognition Australia (TRA)                       |                        |  |
| <b>Approval authority</b>   | Assistant Secretary, Tuition Assurance Taskforce and TRA |                        |  |
| <b>Date of first approval to publish</b>  | 21 October 2011  |                        |  |
| <p>Note: This is a controlled document in its electronic form only. Paper copies of this document are not controlled and should be checked against the electronic version before use.</p>   |  |                        |  |
| <p>With the exception of the Commonwealth Coat of Arms and where otherwise noted, all material presented in this document is provided under a Creative Commons Attribution 3.0 Australia (<a href="https://creativecommons.org/licenses/by/3.0/au">creativecommons.org/licenses/by/3.0/au</a>) licence. The details of the relevant licence conditions are available on the Creative Commons website (accessible using the links provided) as is the full legal code for the CC BY 3.0 AU licence (<a href="https://creativecommons.org/licenses/by/3.0/au/legalcode">creativecommons.org/licenses/by/3.0/au/legalcode</a>).</p> <p>The document must be attributed as the <b>Trades Recognition Australia Payment and Refund Policy</b>.</p> |  |                        |  |

## 5. Recent document change history

| <b>Version</b> | <b>Date published</b> | <b>Authors</b> | <b>Summary of change</b>   | <b>Authorised by</b>                                      |
|----------------|-----------------------|----------------|--|---|
| 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 |

| <b>Version</b> | <b>Date published</b> | <b>Authors</b> | <b>Summary of change</b>  | <b>Authorised by</b>  |
|----------------|-----------------------|----------------|---|---|
| 10.0           | April 2018            | TRA            | <ul style="list-style-type: none"> <li>• Update information to reflect the new Department of Home Affairs (formerly the Department of Immigration and Border Protection)</li> <li>• Change program name to reflect abolition of the Temporary Work (Skilled) visa (subclass 457) and the introduction of the Temporary Skill Shortage (TSS) visa</li> </ul> | Kevin Brahim, Branch Manager, State Network and TRA                       |
| 11.0           | March 2019            | TRA            | <ul style="list-style-type: none"> <li>• Update to include the TSS, OSAP and TRS programs</li> <li>• General revision</li> </ul>  | Dr Richard Chadwick, Branch Manager, Tuition Assurance Taskforce and TRA. |