

**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), Offshore Skills Assessment Program (OSAP), and Trades Recognition Service (TRS).

# **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, OSAP or TRS is to select a TRA-approved RTO to conduct your skills assessment. This can be done using ‘[RTO Finder’](https://tradesrecognitionaustralia.gov.au/programs-tss-skills-assessment/rto-finder) on the TRA website.

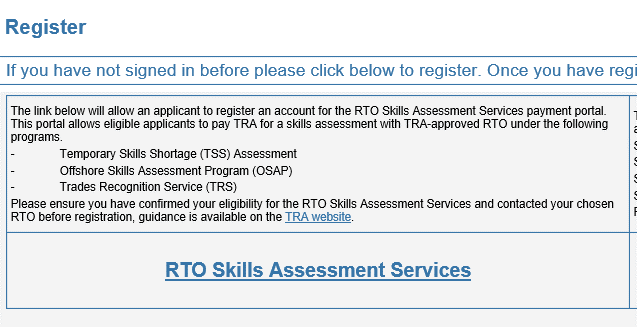
Once you have selected a TRA-approved RTO, you should contact the RTO to confirm if you are eligible for an assessment, discuss the program requirements, and to find out where the RTO can conduct the skills assessment i.e. the Region and Country where the skills assessment will take place. You must formally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

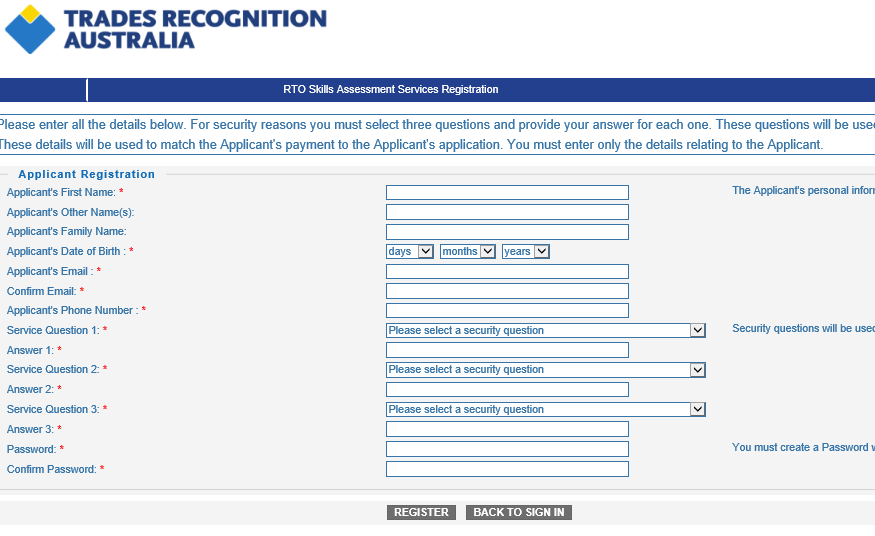
You should register an account only after you have confirmed with your RTO that you wish to proceed with an assessment.

You can register an account by using the TRA Online Portal (<https://extranet.education.gov.au/trades/Interface/Pages/Security/Logon.aspx>) and selecting *RTO Assessment Services* located under *Register*.

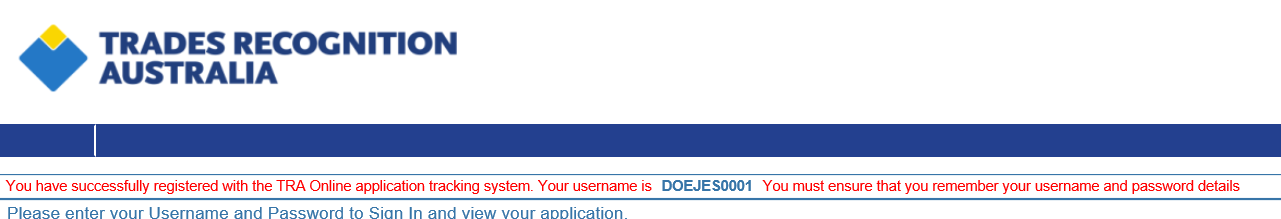


Complete the *Account Registration* page, ensuring all mandatory fields (marked with an asterisk – see screenshot below) are completed. Account registration includes creating a password which you will use to log into your account, and three security questions/answers which can be used to identify you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

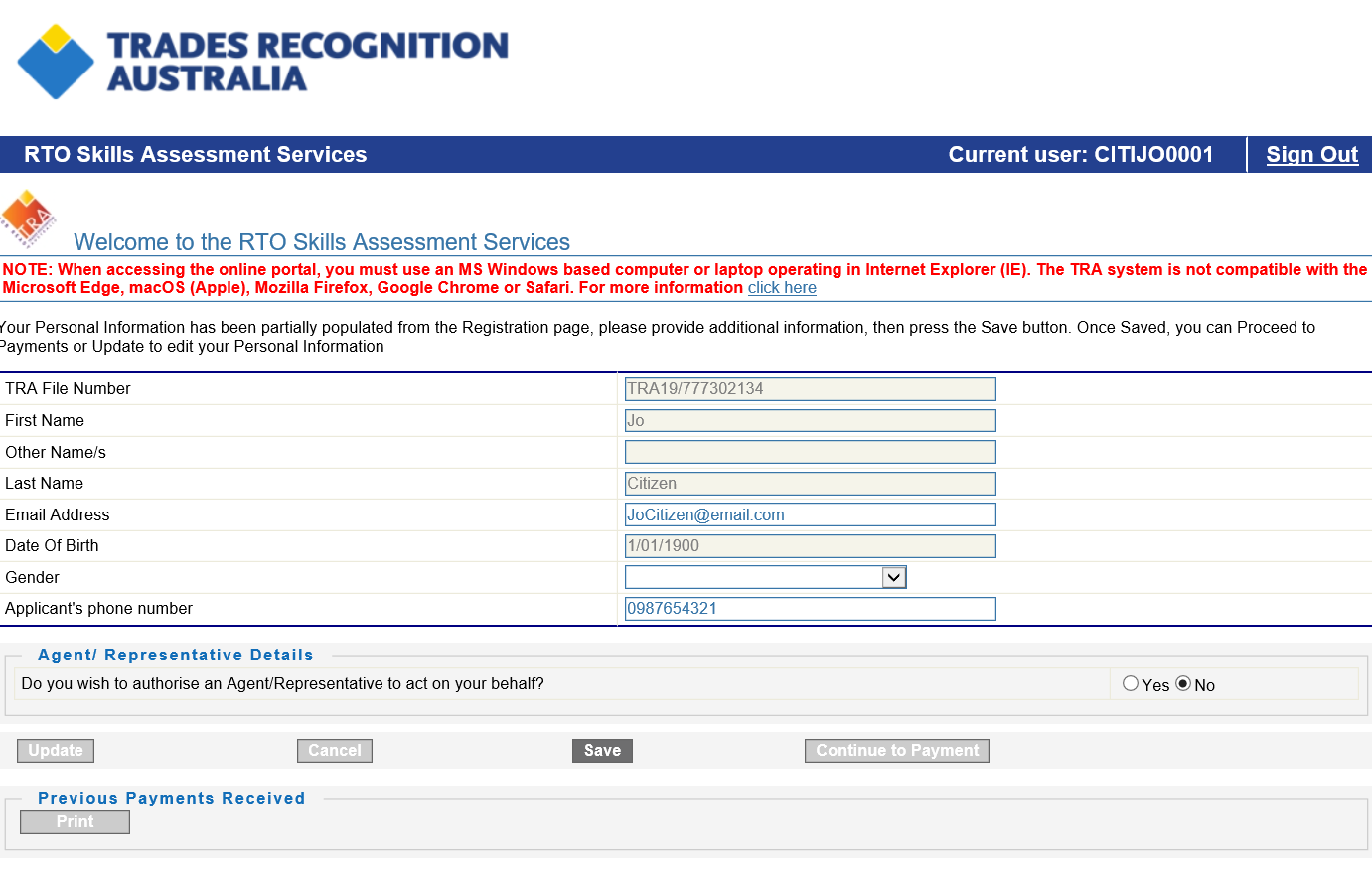
**Important** – Please ensure you keep your password and three security questions/answers in a safe place. This information will be required to login to your account (password) or to change to your password using the security questions.



Once you have successfully registered an account, you will be returned to the *Login* page, where your newly created account user name 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.

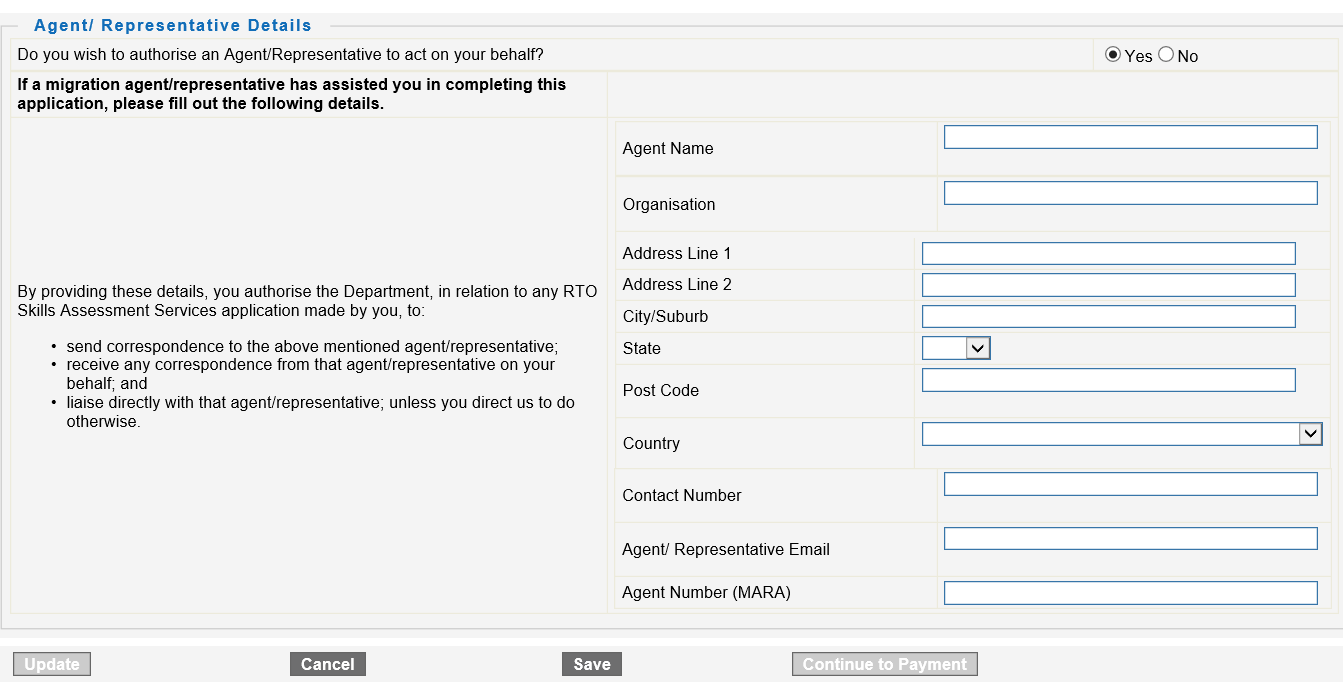


When first entering the Online Portal you will be asked to update your personal details. Please do this before proceeding to payment.



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.*



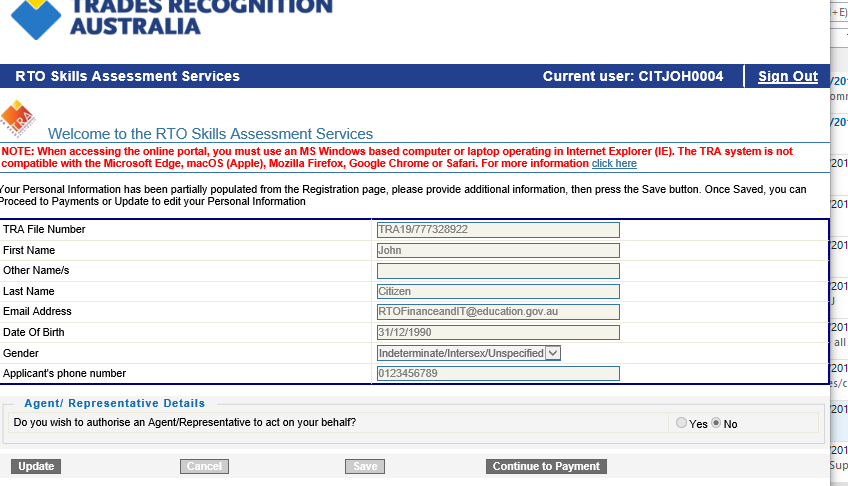
# **Making a payment**

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.

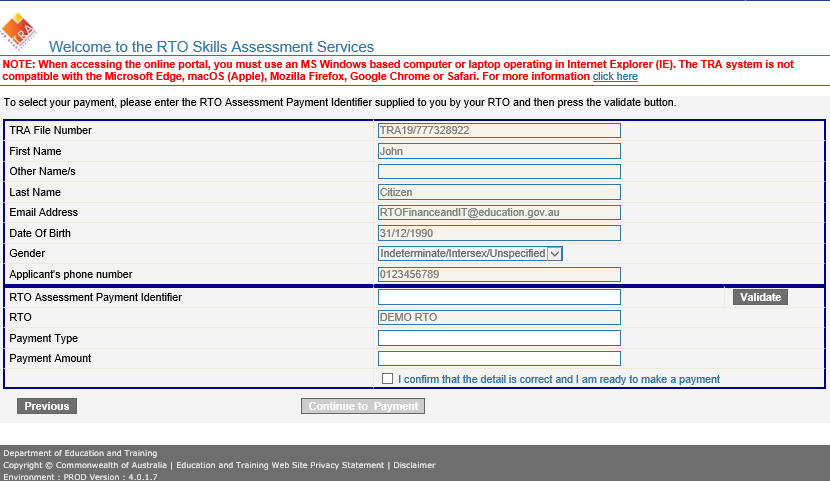
Before you can make a payment, you will need to log into your account on the TRA Online Portal using your login details.

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**



**Fig 2**

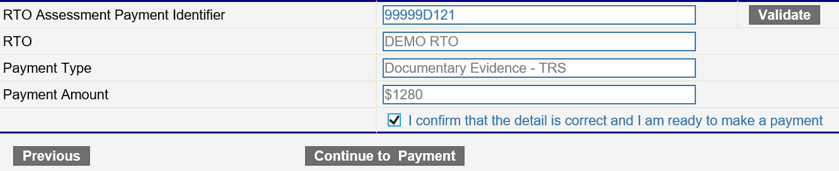


You will need to input the payment code into the *RTO Assessment payment identifier* field and select *Validate*.

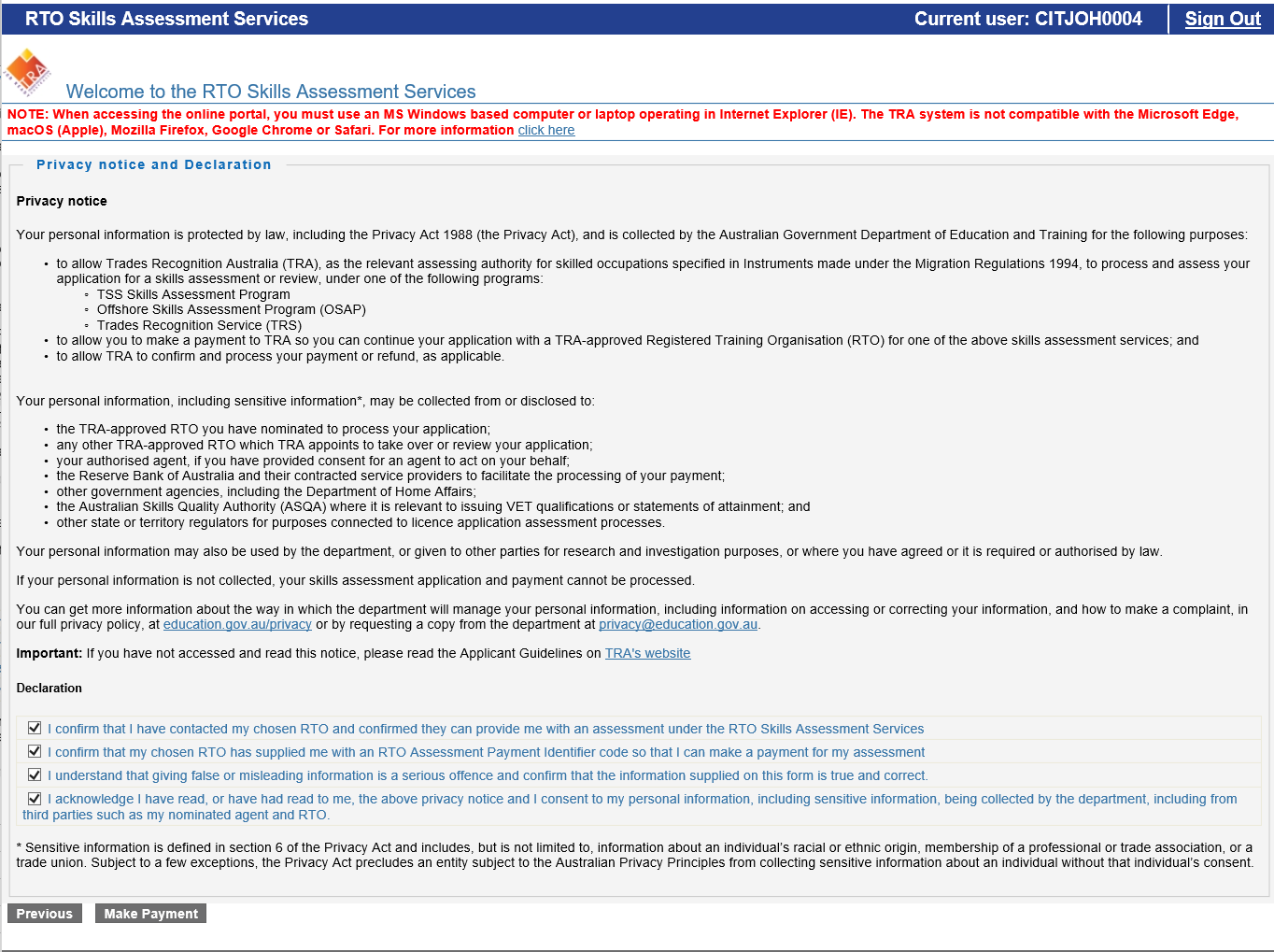


Once a valid payment code has been confirmed, the system will display the RTO, payment type and payment amount the code relates to.

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).



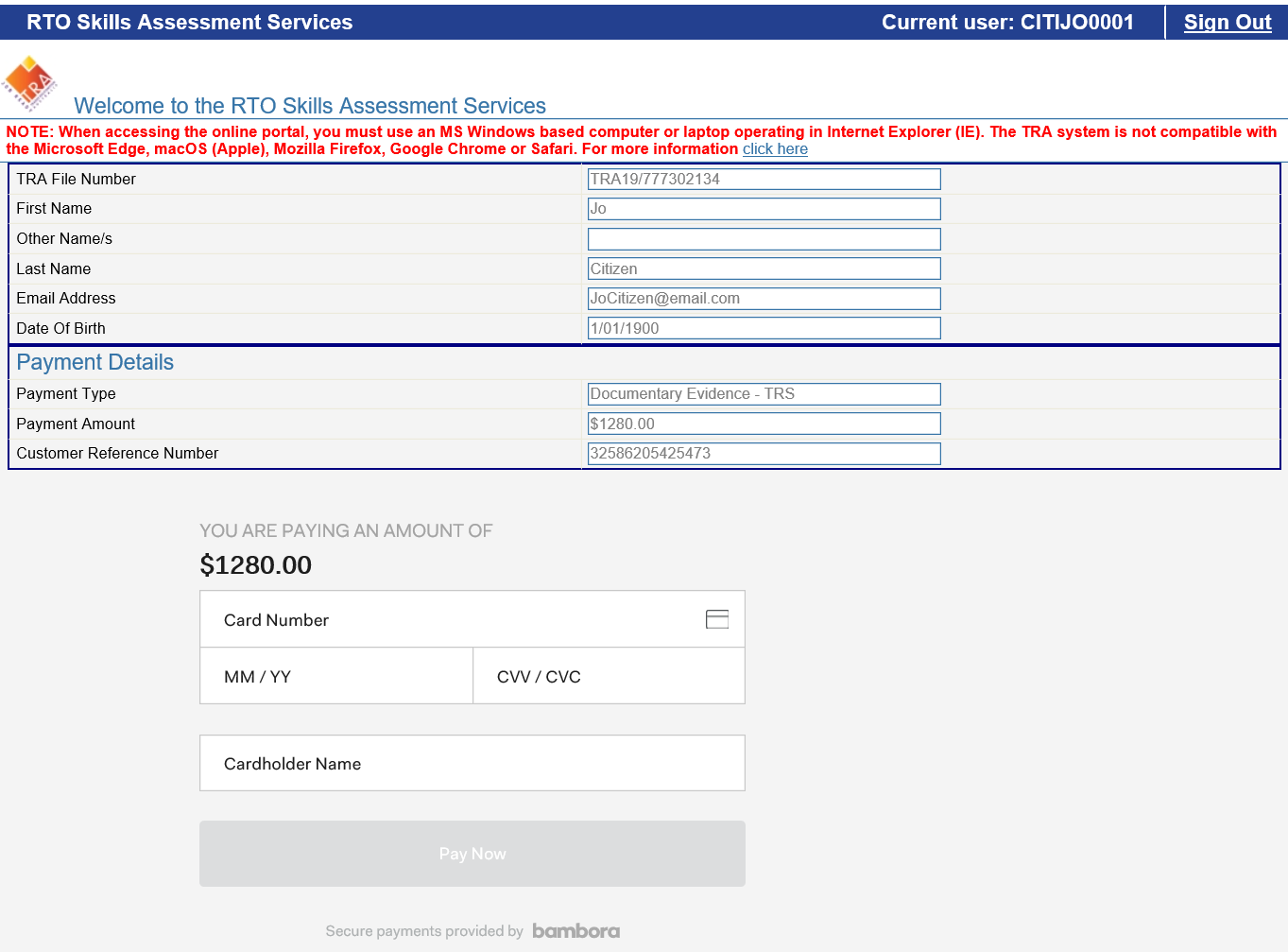
You will be directed to a Privacy notice and Declaration page before your payment can be finalised. Please read this information carefully before providing your declarations in the corresponding checkboxes. Once you have read the Privacy notice and Declaration, if you consent to proceed, select the *Make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



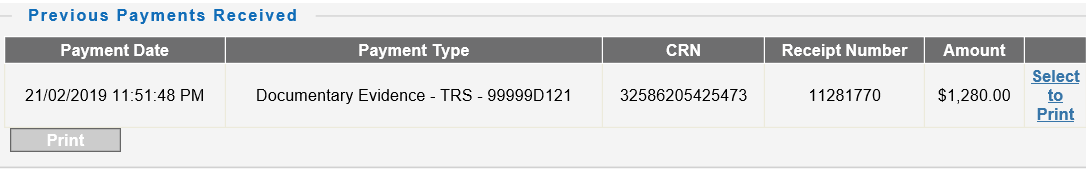
At the successful completion of a payment, the TRA Online Portal will email a payment receipt containing your TRA Reference Number, name and the type of payment made to your nominated email account. You must submit this payment receipt to your chosen RTO with your skills assessment application form.

# **Reprinting a payment receipt**

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

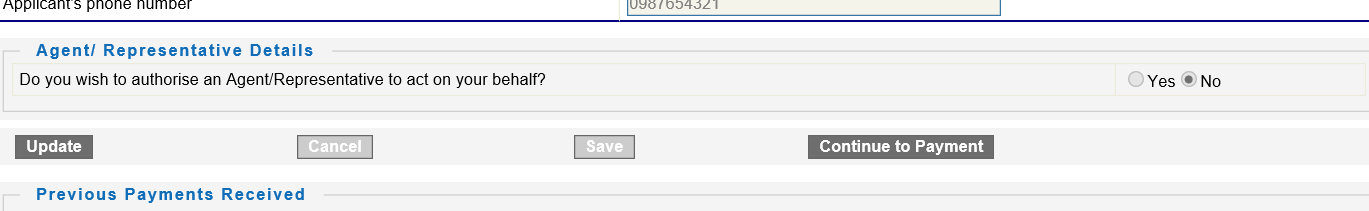
This can be done by:

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



# **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*.



# **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).

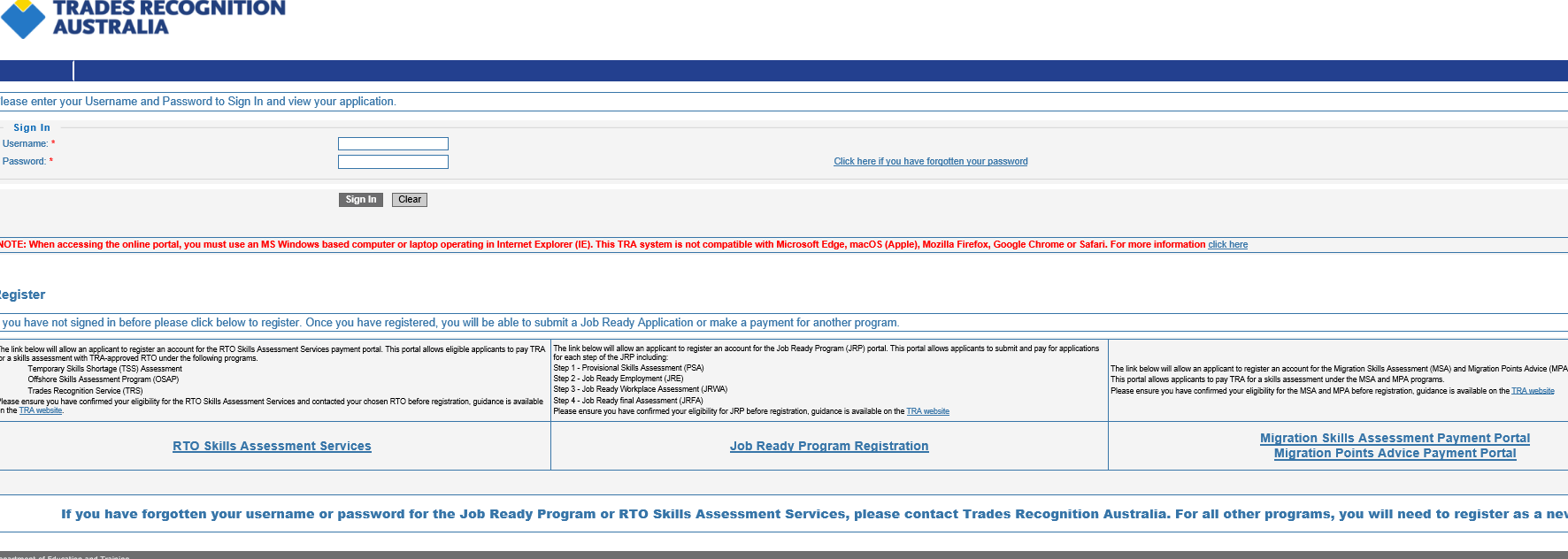
# **Password resets and locked accounts**

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

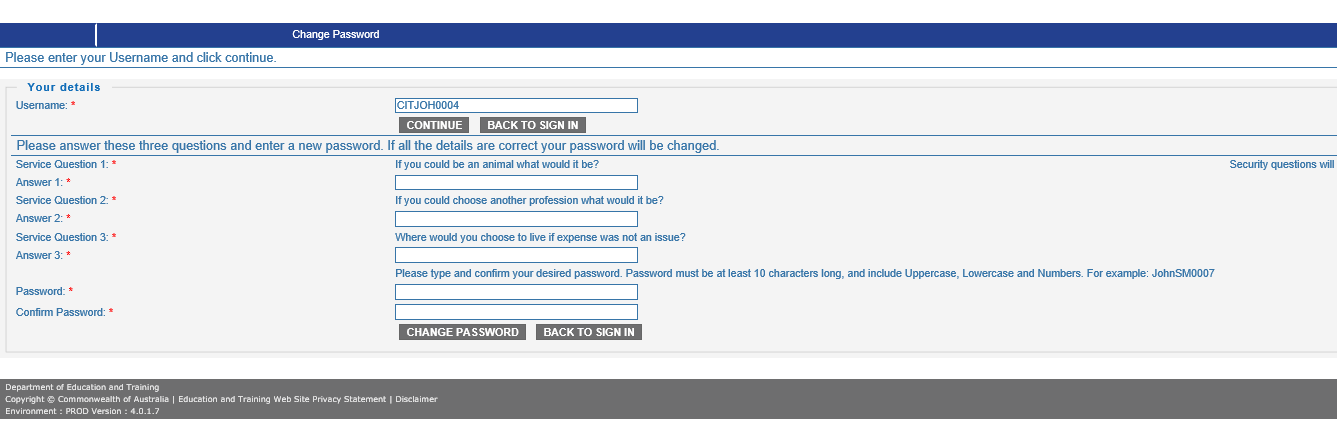
If you would like to change your password, you can do this at any time using the ‘Click here if you have forgotten your password’ button on the TRA online portal home page (see screenshot Fig 1 below).

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**



**Fig 2**



**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 at the time of the call.

# **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 Department of Education, Skills and Employment GPO Box 3022 CANBERRA ACT 2601 AUSTRALIA |