



**Australian Government**

**Department of Education and Training**

# **Trades Recognition Australia**

## **Payment and Refund Policy**

**April 2018**

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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 and Training. It is the skills assessing authority for approximately 130 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 only relates to the following programs:

- Job Ready Program
- Migration Points Advice
- Migration Skills Assessment

Payments and refunds for skills assessments conducted by a TRA-approved RTO in the following programs will be managed by the RTO that conducted the skills assessment:

- TSS Skills Assessment Program
- Offshore Skills Assessment Program
- Trades Recognition Service.

### 1.3 Migration agents and authorised representatives

Registered migration agents or an authorised person acting on behalf of a TRA applicant may make payments on their behalf. If the applicant has submitted the *Nomination of an Agent or Representative Form* available from the TRA website, agents and authorised representatives may request refunds on behalf of the applicant subject to conditions set out in 3.3 Requesting a Refund.

## 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@education.gov.au">traenquiries@education.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 Department of Education and Training GPO Box 3022 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 ([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 have not received a confirmation, they should not attempt to pay again. Applicants should contact TRA for advice.

### 2.2 Applications received without evidence of fee payment

If TRA receives an application without a valid payment it will be returned. Applicants can then make a payment and resubmit their application. Applicants should retain a copy of their email receipt to confirm their payment details.

## 3. Refunds

Fees will only be refunded by TRA where an applicant:

- pays duplicate fees for the one service
- makes an overpayment
- pays for a program other than the one they wish to apply for

- has an original assessment decision overturned following a review as described in the *Assessment Review Policy*, where the review overturns the assessment outcome based solely on the evidence provided in the original application.

### **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:

- submits an application online and fails to provide the application documents within the specified timeframes
- submits an application offline and fails to notify TRA in writing (via post, email) before the application is received by TRA that they wish to withdraw the application
- does not meet program eligibility requirements.

### **3.3 Requesting a refund**

Applicants must complete and sign a *Refund Request Form* available under the *Forms & Policy* on the TRA website. The TRA *Refund Request Form* may be posted or emailed as a PDF to TRA.

TRA will consider the refund request and determine whether a refund will be given based on the eligibility requirements.

If an applicant has submitted a *Nomination of an Agent or Representative Form* available from the TRA website, agents and authorised representatives may request refunds on behalf of the applicant subject to eligibility requirements. Both applicant and agent must sign the form.

Enquiries about the status of a refund request may be emailed to [trafinance@education.gov.au](mailto:trafinance@education.gov.au).

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

TRA will notify the applicant (or nominated agent or representative) of the outcome of the refund request within 10 working days of receiving the *Refund Request Form*. TRA will arrange for the refund to be processed if the refund request is approved. Processing times can take up to 15 working days depending on banking institution.

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

## 4. Document particulars

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### Document change history

Version	Date published	Authors	Summary of change	Authorised by
1.0	21 October 2011	TRA	Published	Janice Anderson Acting Branch Manager, TRA
2.0	June 2012	TRA	Change to responsible Department logo	Dr Melissa McEwen, General Manager, TRA
2.1	October 2012	TRA	Change to responsible Web and Email links	Dr Melissa McEwen, General Manager, TRA

<b>Version</b>	<b>Date published</b>	<b>Authors</b>	<b>Summary of change</b>	<b>Authorised by</b>
2.2	May 2013	TRA	Document name, general revision, inclusion of general payment policy matters, clarification of refund eligibility requirements.	Dr Melissa McEwen, General Manager, TRA
3.0	December 2013	TRA	Change to Department name General Revision	Cecilia Willis A/g General Manager, TRA
4.0	May 2014	TRA	Change to Department website Rewrite to remove question and answer format	Dr Melissa McEwen, General Manager, TRA
5.0	September 2014	TRA	Add references to TRS References to ARTC amended	Scott Neil, A/g General Manager, TRA
6.0	November 2014	TRA	Remove references to ARTC	Dr Melissa McEwen, General Manager, TRA
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

Version	Date published	Authors	Summary of change	Authorised by
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