



Australian Government
Department of Employment
and Workplace Relations

Trades Recognition Australia Fees, Payment and Refund Policy

June 2024

Table of Contents

1. General Information	3
1.1 Introduction	3
1.2 Program eligibility	3
1.3 Fee Schedules.....	3
1.4 Registered migration agents and authorised representatives	4
1.5 Contacting TRA.....	4
2. Online Payments	4
2.1 Making an online payment	4
3. Refunds	5
3.1 Fees will only be refunded by TRA where:.....	5
3.2 Discretionary refunds.....	5
3.3 TRA will <u>not refund</u> fees where an applicant:.....	5
3.4 Requesting a refund	5
3.5 Payment of approved refunds	6
4. Document particulars	6
5. Recent document change history	7

1. General Information

1.1 Introduction

Trades Recognition Australia (TRA) is a business unit located within the Australian Government Department of Employment and Workplace Relations. It is the skills assessing authority for a range of technical and trades occupations specified by the Australian Government Department of Home Affairs (Home Affairs) (<https://www.homeaffairs.gov.au/>).

TRA skills assessments are intended to ensure that a successful applicant can perform at the required skill level for their nominated occupation. Skills assessments also provide an assurance to government and to the individual that their training and experience is relevant and appropriate for the Australian labour market. TRA skills assessments are intended to support skilled migrants seeking a visa to live and work in Australia.

1.2 Program eligibility

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

- Job Ready Program (JRP)
- Provisional Skills Assessment (PSA)
- Migration Skills Assessment (MSA)
- Migration Points Advice (MPA)
- Offshore Skills Assessment Program (OSAP)
- Temporary Skills Shortage Assessment Program (TSS).

1.3 Fee Schedules

The Fee Schedules for skills assessment services provided under each of TRA's programs are published in the relevant guidelines for each program.

The fees that TRA charges for skills assessments under its programs are specified in the legislative instrument made under sub regulation 5.40 (1) of the *Migration Regulations 1994* (see: [Migration \(Fees for assessment of qualifications and experience\) Instrument \(LIN 23/002\) 2023](#)).

The Fee schedules are subject to change. TRA will give reasonable notice of any proposed fee increases or decreases. Notices regarding proposed fee changes will be published on the TRA

website and once changes are in effect, will also be published in the relevant program guidelines.

1.4 Registered migration agents and authorised representatives

Registered migration agents or authorised representatives 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).

Only the cardholder who made the payment may request a refund - applicants and representatives are to keep this in mind when making payments. If the payment has been made on the applicant's behalf, both the applicant and cardholder/agent are required to sign the *TRA Refund Request Form*. Where a refund is paid to an authorised representative, the full refund amount should be passed on to the applicant.

1.5 Contacting TRA

Online	www.tradesrecognitionaustralia.gov.au
Email	TRAdminSupport@dewr.gov.au
Phone	+61 2 6240 8778 (outside Australia)
Phone	1300 360 992 (within Australia)
Post	Trades Recognition Australia Department of Employment and Workplace Relations GPO Box 9880 CANBERRA ACT 2601 AUSTRALIA

2. Online Payments

2.1 Making an online payment

All sections or stages of an application including appropriate evidence documentation need to be completed to enable an online payment.

All online payments are made through the TRA Online Portal via the [TRA website](#) (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 are to contact TRA for advice on the contact details provided in [section 1.5](#) of this policy document.

OSAP and TSS program applicants

Before commencing the payment process, applicants for the OSAP and TSS programs must obtain the relevant Registered Training Organisation (RTO) Assessment Payment Identifier Code (payment code) from the TRA approved RTO- they have selected to conduct their skills assessment. Payment identifier codes can only be used once for an application.

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

3. Refunds

3.1 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 and TRA has not already commenced the assessment.
- A registered migration agent or authorised representative makes a payment in a name other than the applicant's name.
- An applicant has an original assessment decision overturned following a Review without new evidence being considered, as described in the Assessment Review Policy.

3.2 Discretionary refunds

TRA may, at its discretion, refund a fee (in part or in whole) for reasons other than those described above. The applicant is to submit a refund request to TRA for delegate consideration. TRA will advise the applicant of the outcome of the request.

3.3 TRA will not refund fees where an applicant:

- Does not meet program eligibility requirements.
- Fails to provide the application documents within the specified timeframes.
- Withdraws application after an assessment has commenced.
- Withdraws after documentary evidence has been supplied to their chosen RTO and assessment completed.
- For Technical Assessments, withdraws after the technical Interview/practical assessment has taken place.
- Fails to attend a technical interview, practical assessment, or workplace assessment without providing appropriate notice, and is subsequently assessed as unsuccessful in their application.

3.4 Requesting a refund

The cardholder who made the payment can request a refund by completing and signing a *TRA Refund Request Form* available from the *Forms & Policy* section on the TRA website. If the payment has been made on the applicant's behalf, both the applicant and registered migration agent or authorised representative/cardholder are required to sign the *TRA Refund Request Form*.

The *TRA Refund Request Form* must be emailed as a PDF document to TRAdminSupport@dewr.gov.au. TRA will consider the refund request and determine whether a refund will be provided, based on the above criteria.

For OSAP and TSS programs, applicants that have withdrawn are required to provide evidence that 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 TRAdminSupport@dewr.gov.au.

3.5 Payment of approved refunds

TRA will notify the applicant (or nominated registered migration agent or authorised representative) of the outcome of the refund request. The standard processing time is 15 business days from receipt of a valid *TRA Refund Request Form*. This may vary depending on the country the payment is being made to and the financial institution.

All refunds will be paid directly back onto the debit/credit card used in the original online payment. If this is to an authorised agent, the refund should then be provided to the applicant.

If the original debit/credit card has expired, the cardholder will be required to complete the bank transfer section in the *TRA Refund Request Form* to enable a bank transfer.

All refunds will be paid in Australian dollars. The Department of Employment and Workplace Relations is not responsible for any foreign exchange losses.

Please note, bank transfers are progressed through the Service Delivery Office of Department of Finance for processing and may take longer than usual times. Most refunds will be credited back to the nominated bank account within 30 business days of TRA completing the refund.

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, registered migration agents and authorised representatives are to familiarise themselves with this refund policy at the time of making an application for a refund request.

TRIM ID	ED11/017630	File	Trades Recognition Australia Fee Refund Policy
Content last updated	April 2024	Document status	Final
Due for review	April 2025		
Point of contact	Trades Recognition Australia (TRA)		
Approval authority	Assistant Secretary, Trades Recognition Australia Branch		
Date of first approval to publish	21 October 2011		
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>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 (creativecommons.org/licenses/by/3.0/au) licence.</p> <p>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 (creativecommons.org/licenses/by/3.0/au/legalcode).</p> <p>The document must be attributed as the Trades Recognition Australia Payment and Refund Policy.</p>			

5. Recent document change history

Version	Date published	Authors	Summary of change	Authorised by
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"> Update information to reflect the new Department of Home Affairs (formerly the Department of Immigration and Border Protection) Change program name to reflect abolition of the Temporary Work (Skilled) visa (subclass 457) and the introduction of the Temporary Skill Shortage (TSS) visa 	Kevin Brahim, Branch Manager, State Network and TRA
11.0	March 2019	TRA	<ul style="list-style-type: none"> Update to include the TSS, OSAP and TRS programs General revision 	Dr Richard Chadwick, Branch Manager, Tuition Assurance Taskforce and TRA.
12.0	November 2020	TRA	<ul style="list-style-type: none"> Update to include fee schedule information General revision 	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch
13.0	July 2022	TRA	Updates to reflect the recent Government changes including department name and brand changes as TRA transitions to the new Department of Employment and Workplace Relations.	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch
14.0	April 2024	TRA	Review of policy, refund request form and processes	Jane Hayden Assistant Secretary, Trades Recognition Australia Branch