

Frequently Asked Questions

(FAQs)

Migration Skills Assessment

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Pre-Assessment

1. Do I need a skills assessment for my visa application?

Check if you need a [skills assessment](#) for your visa subclass and ensure you understand the details of your personal visa requirements as set by the Department of Home Affairs.

2. Is Chartered Accountants ANZ the correct assessment body for my skills assessment application?

Skills assessments are issued by relevant [skills assessing authorities](#). A skills assessing authority is an organisation that checks that your skills meet the standards they set to work in a relevant occupation. The [combined list of eligible skilled occupations](#) sets out all relevant occupations under four occupation lists. Most occupations in each list have their own skills assessing authority.

3. How can I check if my nominated occupation is on the list of eligible skilled occupations from the Department of Home Affairs?

Visit the Department of Home Affairs website to check if your nominated occupation is on the [combined list of eligible skilled occupations](#).

4. What are the requirements for migration skills assessment?

Please visit our website for [skills assessment requirements](#).

5. What extra steps do I need to take if using My eEquals?

If you are submitting your documents via the [My eEquals service](#):

- you can download a cryptographically signed pdf copy of the document and upload it during your application process. These e-records should include a blue ribbon which signifies that the documents have not been altered or,
- you can share documents via [My eEquals service](#) and provide the PIN to migration@charteredaccountantsanz.com. Ensure the link's validity period is active when sharing documents.

6. I am a citizen from a country where English is the spoken language. Do I have to provide evidence of English Language proficiency?

Yes. All applicants, regardless of their background or country of origin, are evaluated using the same assessment criteria. This ensures fairness and consistency in the process. Even citizens from English-speaking countries and members of Chartered Accountants Australia and New Zealand (CA ANZ) must provide evidence of English language proficiency.

7. Can I apply for skilled employment only without a valid qualification assessment?

No, you must hold a suitable and valid qualification assessment outcome under the same nominated occupation from CA ANZ to apply for a skilled employment assessment.

8. Do I need a migration agent to apply for a skills assessment?

Both Individual and migration agents can submit applications. Migration agents can now have the ability to manage their client's skills assessment applications from their own CA ANZ account.

You may choose to appoint a Migration agent to handle your application. A [CA ANZ Third-party Authorisation Form](#) will be required during application submission. This form is necessary to authorise, change, or remove a migration agent's details.

Application process

1. What is the application fee and how long does it take to process?

The fees and processing times can be found on our website under [Fees and processing times](#). Our processing times are estimates and may change due to factors such as high volume of applications or end-of-year closure. CA ANZ will conduct an initial assessment of your application within 10 business days after submission. This assessment aims to verify that your application is complete and contains all the required documentation. Incomplete submissions or requests for additional information may extend this time.

Important note: all applications are processed in order of lodgement and completeness (decision-ready), with provisions for urgent requests supported by appropriate evidence.

2. How do I submit a Migration Skills Assessment?

All applications must be submitted through the Migrations Skills Assessment portal. You are required to create an account with CA ANZ to submit your application. The link to create an account and login to the portal can be found [here](#).

Refer to 'Access the Migration Skills Assessment Portal' in the Appendix for detailed instructions.

3. What do I do if I can't remember my account details?

All accounts are created with unique email address. If you have an existing account with CA ANZ, ensure you include the same email address you have created your account.

If you do not remember your password or would like to reset your password, click '[Forgot Password](#)'. If you can't remember your login email, please [Contact Us](#).

4. Can I create multiple accounts?

No. If you have an existing account with CA ANZ, ensure you continue to use the same email account with your login details. If you cannot remember your password, please follow the [Forgot Password](#) link.

5. What is the correct supporting documentation format?

Supporting documentation is limited to a file size of 20MB for attachments and PDFs are required where possible. Further information on supporting documentation can be found [here](#).

6. Where do I upload supporting documentation?

Question 5 in the Application allows applicants to upload supporting documentation. Refer to 'Upload Supporting Documentation' in the Appendix for detailed screen shots of this function.

7. How do I pay for my Migration Skills Assessment?

Complete the application payment immediately after submitting your migration skills assessment application.

Refer to the Appendix 'Pay the Application Invoice' for detailed instructions or the end of our video [learning byte](#) for a demonstration of the payment function.

8. Why is the 'Save and Continue' button not available in the Application?

Under question 1, 2 and 3, 'Personal Information' and 'Contact Details' ensure your details is complete and up to date. Then click 'Actions' to include residential and postal addresses. Lastly then click 'Create/Update Account info'.

Refer to 'Updating your Personal Information and Contact Details' in the Appendix for detailed screen shots of this function.

9. What actions are available after I login to the Migrations Skills Assessment portal?

The portal Dashboard will allow you to view and track the status of an application, submit a new application, pay or provide additional information/documentation.

10. Where can I get an update on the status of my application?

The Migration Skills Assessment Portal Dashboard will be able to provide you with the status of your application under *My Applications*.

11. How long is my skills assessment outcome letter valid for?

Your skills assessment outcome letter (including outcome letter of review/update application) is valid with the Department of Home Affairs for three (3) years from the date of issue.

12. How long is my Skills Assessment application valid for?

Your application with CA ANZ is valid for three (3) years from the date of your **initial skills assessment outcome**.

Post-Assessment

13. What is reassessment?

You can request a [reassessment](#) of your migration skills assessment for the following reasons:

- Evaluating any new evidence that was not available during your initial application.
- Assessing additional courses or subjects to address any insufficient coverage of the required competency areas, particularly if the initial assessment was deemed not suitable.
- Including new English test results, particularly if the initial assessment was deemed not suitable.
- Adding newly acquired qualifications and/or employment roles.
- Obtaining an additional occupation (ANZSCO code).
- Transitioning from a provisional to a full (permanent) skills assessment.

Your **initial skills assessment outcome** must be valid to apply for a reassessment.

14. What is internal review (review of the decision)?

- If you disagree with your outcome or suspect an error has been made, you can apply for an [internal review \(review of the decision\)](#) within 60 days of receiving your outcome.
- The internal review must include detailed reasons for disputing the original decision.
- An internal review will be based on evidence available to the decision maker at the time of making the original decision. As such, a review of the decision should not allow new evidence to be introduced.

Your **initial skills assessment outcome** must be valid to apply for a reassessment.

15. How can I submit an external appeal?

- [External appeals](#) provide a final avenue for you to appeal both the original and review assessment, where both processes had an outcome of not suitable.
- You may seek an independent review from the:
 - [Administrative Appeals Tribunal](#) or
 - the [Commonwealth Ombudsman](#).
- An external appeal will be based on evidence available to the decision maker at the time of making the original decision and the time of an internal review. As such, new evidence should not be introduced and considered as part of the external appeal process.

Your **initial skills assessment outcome** must be valid to apply for an external appeal.

16. How can I request a skills assessment for an additional occupation (ANZSCO code)?

If you have a valid application with CA ANZ, you can submit a [reassessment](#) application to obtain an additional occupation (ANZSCO code). Your **initial skills assessment outcome** must be valid to apply for a reassessment. You need to submit a reassessment application and pay a fee for each additional occupation.

17. I am trying to submit a reassessment, but I cannot see my previous application in the Migration skills assessment portal.

To apply for a reassessment, you need to ensure you are using the same email address you have used for your initial/previous application.

If you can't remember your login email, please contact the Migration Skills Assessment team via [Contact Us](#).

Support Material

1. Where can I find additional support material?

Support material can be found in the Migration Skills Assessment portal under the *Help* menu. Additionally, links to the learning bytes can also be found below:

- [Introduction & Skills Assessment information](#)
- [Create a New Account](#)
- [Individual Qualification Only Assessment Application](#)
- [Agent Dashboard and Permission Request](#)

Appendix

Access the Migration Skills Assessment Portal

- To access the Migration Skills Assessment Portal firstly [login](#) into your MyCA Account.

The screenshot shows the login page for Chartered Accountants Australia-New Zealand. At the top, there is a navigation bar with links: Membership Renewal, Migration Assessment, Contact us, Library, CA Store, My Capability, Acuity, and My CA (highlighted with a red box). Below the navigation bar, there are links for 'Become a member', 'Learning + events', and 'Member services'. On the right, there are buttons for 'Find a CA' and 'Login', along with a search icon. The main content area features the Chartered Accountants logo, followed by input fields for 'EMAIL' and 'PASSWORD', and a blue 'LOGIN' button. Below the login button, there are links for 'Forgot Password' and 'Create an Account'. A note states: 'By logging in, you agree to our Privacy Policy and Terms of Use'. At the bottom, there is a link: 'Can't remember your login email? Contact Us'.

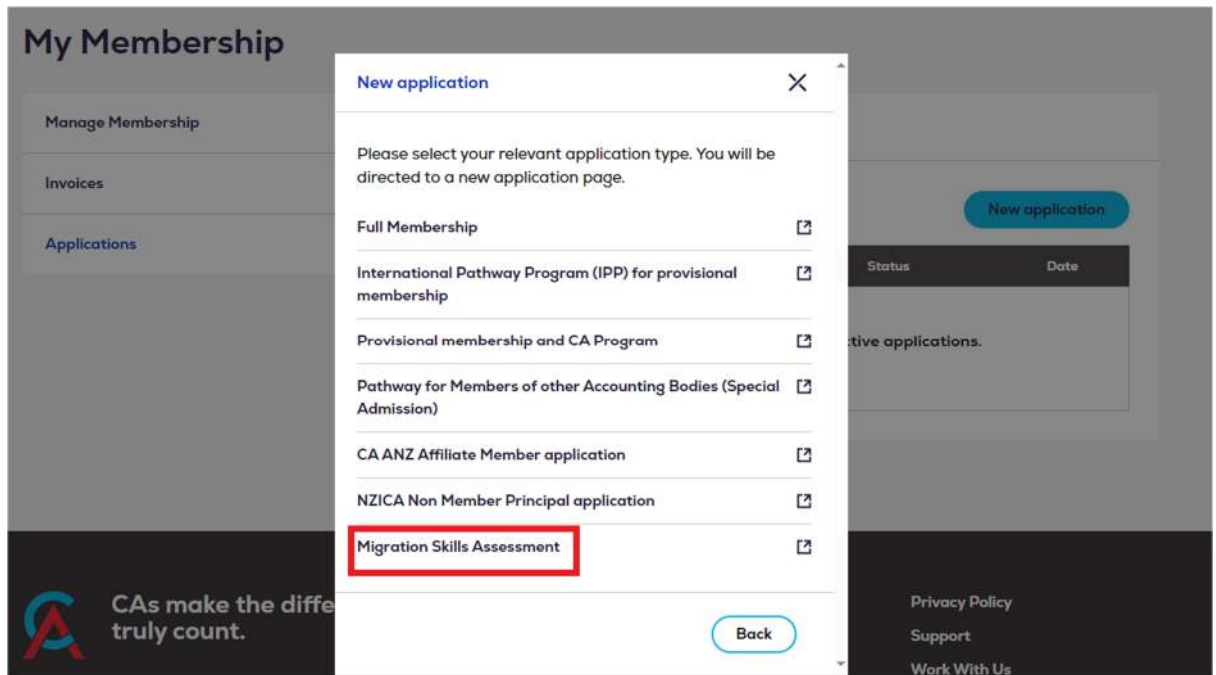
- From the Homepage select **My Membership**, then select **Applications**.



- Then select **New Application**

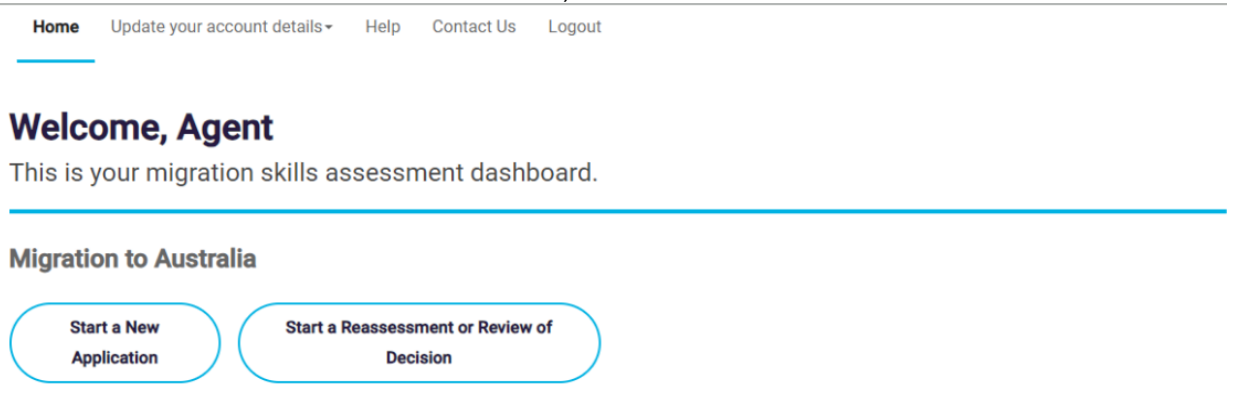
The screenshot shows the 'Applications' page. At the top, there is a navigation bar with links: My Membership, My Learning, and My Preferences. Below the navigation bar, there is a header with the title 'My Membership'. The main content area features the 'Applications' title, followed by tabs: Active applications and Historic applications. Below the tabs, there is a blue button labeled 'New application' (highlighted with a red box). Below the button, there is a table with columns: Application Name, Type, Status, and Date. The table is currently empty, and a message states: 'You currently do not have any active applications.'

- From the Application list, select **Migration Skills Assessment > Application Dashboard**



Pay the Application Invoice

- [Login](#) to the Migration Skills Assessment Dashboard (see Accessing the Migration Skills Assessment Portal for more detailed information)



- In the Dashboard scroll down to **Submitted application(s)**

Submitted application(s)									
Further Action	Applicant First Name	Applicant Last Name	Application Date	Updated On	Application Status	Application Type	Assessment Type	Application No	Invoice & Payment
	██████	██████	25/06/2024	25/06/2024	Payment Required	Migration Assessment	Reassessment	AFA-379225	Click here

- In the **Invoice & Payment** column select **Click here**.

Submitted application(s)									
Further Action	Applicant First Name	Applicant Last Name	Application Date	Updated On	Application Status	Application Type	Assessment Type	Application No	Invoice & Payment
	██████	██████	25/06/2024	25/06/2024	Payment Required	Migration Assessment	Reassessment	AFA-379225	Click here

- In the Invoice screen scroll down to the payment details



CHARTERED ACCOUNTANTS
Australia • New Zealand

[SEND THIS INVOICE TO MY EMAIL](#)

TAX INVOICE ABN: 50 084 642 571




COPY - NOT ORIGINAL


Kira McNeill L 4 33 Erskine St SYDNEY NSW 2000	Transaction Number: INVAU61925407 Transaction Date: 15/11/2022 Customer ID: 4190456	
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- Enter your payment details and select **Pay Now**
 - You can pay for your application by:
 - **Credit card**
 - Visa
 - Mastercard
 - American Express
 - **Bpay**

Description	Ex. GST	GST	Total
AU Migration – Qualification Assessment Only – Standard time	\$550.00	\$0.00	\$550.00
Total Amount Due AUD:			\$550.00

Pay by Credit Card



Card number (required)

Expiry Date (required)

CVV (required)

Name on card (required)

PAY NOW >>

- Once the invoice is paid, the application status will update to 'Applied'.

			05/09/2024	05/09/2024	Applied	Migration Assessment	Reassessment	AFA-408059	Click here
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- When an assessor is assigned, the status will change to 'Submitted for Assessment'.

			05/09/2024	05/09/2024	Submitted for Assessment	Migration Assessment	Reassessment	AFA-408059	Click here
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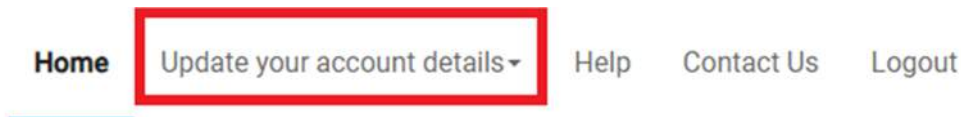
Update your Personal Information and Contact Details

In 'Question 2 Personal Information' and 'Question 3 Contact Details', note the instructional text to review and update your information to ensure it is correct.

Note: Please verify the displayed information on your personal and contact details sections, and:

- If your personal and contact details are not displayed, please complete all mandatory fields, and then click on below button CREATE / UPDATE ACCOUNT INFO to create your account and proceed.
- If you need to update your preferred name and/or your contact details, please edit the relevant fields, and then click on the below button CREATE / UPDATE ACCOUNT INFO to update your account.

- Click 'Update your account details'.



Welcome, Agent

This is your migration skills assessment dashboard.

- To update your contact information, click the edit pencil and update the fields.



Actions	Address Type	Street	City / Locality	State / Province	Postcode	Country
	Residential	L 1 33 Erskine St	SYDNEY	New South Wales	2000	Australia
	Postal	L 1 33 Erskine St	SYDNEY	New South Wales	2000	Australia

- In the application screen click **Create/Update Account Info**

Note: Please verify the displayed information on your personal and contact details sections, and:

- If your personal and contact details are not displayed, please complete all mandatory fields, and then click on below button CREATE / UPDATE ACCOUNT INFO to create your account and proceed.
- If you need to update your preferred name and/or your contact details, please edit the relevant fields, and then click on the below button CREATE / UPDATE ACCOUNT INFO to update your account.
- If you update your residential or postal address, please click on the below button CREATE / UPDATE ACCOUNT INFO to update your account.



Upload Supporting Documentation

Before uploading supporting documentation, please ensure that your attachments meeting the [CA ANZ requirements](#).

- Where supporting documentation is required, the Application screen will support applicants to **Browse from local file**.

- To upload a document, click **Browse from local files** and select the relevant files.

Upload your documents below

Only PDF or JPEG or PNG format documents less than 20MB can be uploaded. We recommend to combine all documents in one PDF for each section. Ensure your PDFs are not password protected / encrypted.

Browse from local files

- Click **Upload** - Please note to click 'Upload' after selecting **each** document.

Upload your documents below

Only PDF or JPEG or PNG format documents less than 20MB can be uploaded. We recommend to combine all documents in one PDF for each section. Ensure your PDFs are not password protected / encrypted.

Browse from local files

✔ passport.pdf

PLEASE CLICK UPLOAD BUTTON TO CONTINUE

Upload

- Once files have been uploaded, they will appear under **Uploaded Documents**

✔ passport.pdf

Uploaded Documents

Actions	Purpose	File Name
<div>Remove</div>	Agent Authorisation	AU Migration_Third-party authorisation form.pdf
<div>Remove</div>	Personal Details File	passport.pdf

- You can remove/delete an incorrect attachment by clicking **Remove**.

✔ passport.pdf

Uploaded Documents

Actions	Purpose	File Name
<div>Remove</div>	Agent Authorisation	AU Migration_Third-party authorisation form.pdf
<div>Remove</div>	Personal Details File	passport.pdf

- Click **Confirm** if you are sure that you want to delete the file.

×

Are you sure that you want to delete this file?

passport.pdf

Cancel

Confirm

- Click **Save and Continue** after all required documents have been uploaded.

Back

Create / Update Account Info

Save & Continue