

Occupational Recognition Service – Frequently Asked Questions

Applications

Can I post my documents?

No. Applications must be submitted through your Occupational Recognition Service portal.

Where do I send my application?

Applications are to be sent to the South Australian Skills Commission through the Occupational Recognition Service website portal.

Where can I get my documents translated? What translations are accepted?

All translations must be carried out by an accredited translator.

Translations undertaken in Australia must be by an accredited National Accreditation Authority for Translators and Interpreters (NAATI) translator. For a list of accredited translators visit the [NAATI website](#).

You may be eligible to have your documents translated into English at no cost through the Adult Migrant English Program (AMEP). Check your eligibility by visiting the [AMEP website](#).

Do you accept overseas translations?

Any documents translated outside of Australia must be endorsed by the translator showing their full name, address, telephone number, details of the qualifications and experience in the language being translated.

What are 'certified copies' of documents?

A certified copy is a copy (often a photocopy) of a primary document that has on it an endorsement or certificate that it is a true copy of the primary document. It does not certify that the primary document is genuine, only that it is a true copy of the primary document.

Will I have an opportunity to resubmit evidence if I am informed I have not provided the required documentation?

All required documents must be submitted with an application at the time of lodgement. You cannot submit additional documents. If you need to submit additional information, you will be contacted by the South Australian Skills Commission or standing offer provider for more information.

Fees

What is the application fee?

The application fee is the first of the prescribed fees for the Occupational Recognition Service. It must be submitted with the application and is non-refundable.

If I submit more than one application, will I be charged twice?

You will be charged an application fee for each application you submit.

How do I pay the fee?

You will be asked to pay the fee at time of application submission with your credit card.

Is there an alternative to paying the application fee by credit card?

The only payment method is by credit card. The only credit cards accepted are VISA and Mastercard. A surcharge of 1.17% is applied to cover the cost of processing your payment.

Can I request for my application fee to be refunded?

No, processing fees are non-refundable. The processing fee is the charge applied for the South Australian Skills Commission to accept your application.

Who do I contact if my fee payment doesn't work?

If you have an issue with your fee payment, please contact the South Australian Skills Commission by submitting an online enquiry through the Occupational Recognition Service portal.

How do I know the fee payment worked and my application was submitted?

You will receive an email confirmation that the application has been submitted. You can access your invoice/receipt through the email and through the 'My Application' page.

How can I check if I accidentally made the fee payment more than once?

Go to the 'My Application' page and select the receipt/invoice. If there is more than one receipt that would indicate multiple payment. Please contact the South Australian Skills Commission if this has occurred.

Eligibility

Do you have to be an Australian Citizen or permanent resident to be eligible?

No, you do not need to be an Australian Citizen or permanent resident to be eligible for ORS, however, at the time of application you must either live in South Australia, or be relocating to South Australia, or be contracted to work in South Australia.

Can I apply if I live interstate?

You may apply for ORS if you live interstate, however, at the time of application you must either live in South Australia, or be relocating to South Australia, or be contracted to work in South Australia.

Can I apply for the recognition if I have a qualification that was obtained overseas?

Yes, you can apply for occupational recognition providing you meet the other eligibility requirements.

What if I want to apply for a Fee Waiver after I've submitted my application?

You must apply for a fee waiver before lodging an application.

You cannot apply for a fee waiver after submitting an application form whether successful or unsuccessful.

Portal

How do I create a registered user account for the Occupational Recognition Service?

1. Go to the Occupational Recognition Service portal
2. For a first-time user, you will need to create a new account
3. Enter your details, email address, and click Submit
4. You will receive an email with a link provided to confirm your registration.
5. Confirm your registration via the link in the email immediately

Which browser should I use?

This system is accessible from a range of browser and mobile devices. Compatible browsers are Google Chrome, Firefox, Safari and Microsoft Edge. Note the system supports N, N-1, N-2 versions of the browsers (where N is the current release). Please ensure you refresh your cookies by pressing Ctrl and F5 at the same time.

What file types are acceptable for uploading?

Only the following document file types are acceptable for uploading:

GIF | JPG | PNG | PDF | TIF

Please Note: Word documents are not accepted.

What is the document size?

Each question which requires documents to be uploaded has the capacity to accept up to 4Mb per single document upload with a maximum capacity of 16Mb in total. Documents cannot be larger than the 4Mb per document limit. If your documents are larger than this, save the document as a PDF to reduce the file size.

Further information:

- resolution of the scan should be maximum 300 dpi
- size of the scan should be maximum A4

What if I forget my password?

As long as you know your email address you can reset your password:

- go to the Occupational Recognition portal Login page
- select 'Forgotten your password' and follow the instructions.

This can also be used if you have incorrectly set up your account and need to reset your password.

Why am I receiving email notifications?

You will receive emails throughout the occupational recognition process. The purpose of the emails is to inform you of the next step of the process or alert you to a change in application status. The emails will be sent to the email nominated by the registered user and not the email provided in the application form. The emails are automated and no response is required.

General

What is an Occupational Certificate?

An Occupational Certificate is a certification awarded by the South Australian Skills Commission to acknowledge that a person has developed the skills and knowledge through employment or training in an occupation related to a trade or declared vocation, not under a training contract.

What is the difference between a Trade Certificate and an Occupational Certificate?

A Trade Certificate is issued when a person has successfully completed both the on and off job training of an apprenticeship or traineeship in a trade qualification under a training contract.

An Occupational Certificate is a certification issued to certify that the applicant is adequately trained in a vocation due to experience and knowledge gained outside of a training contract.

How long will it take me to hear if I've been successful?

This will depend on the volume of applications and the capacity of the standing offer provider contracted to manage the occupational recognition service application and assessments stages, including the availability of technical industry experts for the assessments.

However, the South Australian Skills Commission would expect most applications could be finalised within six weeks of being lodged.

How long will it take to get my Occupational Certificate?

The South Australian Skills Commission will review the report about the outcomes of an assessment at their monthly meetings. Depending on when the assessment took place, finalising the Occupational Certificate may take up to four weeks.

What is the difference between Occupational Recognition and Recognition of Prior Learning (RPL)?

RPL is a process that allows a person to have their skills and knowledge assessed by a Registered Training Organisation against the units of competency in an Australian Qualification Framework Certificate Qualification. When successful the applicant will be issued with a nationally recognised AQF Certificate, or formal qualification.

Occupational Recognition does not provide a formal qualification; however, it does award an Occupational Certificate that certifies your skills and knowledge in the core competencies of the specified occupation.

Will I be required to pay for any gap training?

Yes, you will be required to pay any fee if you require gap training. You can choose any Registered Training Organisation that can deliver the units of competency required. The standing offer provider will be able to assist you with finding an RTO.



What if I can't find the occupational title for the qualification, I am applying to have recognised?

Have you checked the Traineeship and Apprenticeship Pathways Schedule?
If you still can't find the occupational title, please call SASC on 1800 673 097.

How will you use, transfer, and store my personal information? Who will have access to my personal information?

This information can be found in the occupational recognition service privacy statement, which can be found at the bottom of the webpage.

What if I've submitted my application and want to withdraw it?

You will be required to pay the first prescribed fee when you lodge your application and will not be refunded if you decide to withdraw your application.

Will you call my employers (past and/or present)?

Depending on the evidence provided and the outcome of an interview there is a possibility that past and present employers will be contacted.

How will the Commission contact me to advise me of the outcome of my application (e.g., email, phone, letter)?

You will be notified of the outcome of your application by email. Please allow up to four weeks to receive a copy of your certificate in the mail.

If my application is 'rejected', what do I do next? Who can help? Can I resubmit at a later date?

Your application will not be rejected if you have provided all the requested evidence, where required the evidence has been certified and you have worked in the occupation the equivalent of the nominal term of the training contract. However, there is a possibility that you may not be successful in an interview, competency assessment, examination, or test. A recommendation will be made to you about further training.

Does it matter if the qualification I've completed has been superseded?

No, it won't matter, as it will come down to your skills and experience.

Is there a guide/checklist available to help me collect the best evidence to support my application?

Yes, there is a checklist available within the application form.

I am experienced in a licensed trade, will an Occupational Certificate allow me to work in that field?

An Occupational certificate will assist in your application for a license. You will need to take your Occupational Certificate to the licensing body for additional processing to achieve your license. More information can be found here – [Consumer and Business Services](#).