

Skilled Migration Services Fees and Refund Policy

Version: 2

Date: 1 November 2024

SMS001

Fees and Refund Policy

1. Purpose

The purpose of this policy is to outline the fees and refund management for migration skills assessment applications.

2. Scope

This policy applies to all stakeholders involved in the skilled migration assessment process. This includes applicants, migration agents and ANMAC staff.

3. Key definitions

ANMAC Staff	Includes all ANMAC paid employees with ongoing fulltime or part-time positions, contractors, casual workers, consultants, and volunteers.
Outcome letter	An official letter provided by ANMAC to a skills assessment applicant detailing their suitability for migration purposes.
Skills assessment	Issued by a skills assessing authority. The assessing authority checks that the skills of the applicant meet the standards to work within the relevant occupation.
SMS	Skilled Migration Services
SMS Assessor	An ANMAC employee who accurately and efficiently assesses the qualifications and work experience of overseas born nurses, midwives and direct care workers, for migration purposes.

4. Policy

ANMAC seeks to ensure fees that are charged are commensurate with the cost of conducting high-quality skills assessments and do not impose an unreasonable financial barrier for prospective applicants.

4.1. Fees

4.1.1. A current fee schedule can be found at <https://anmac.org.au/skilled-migrants/modified-skills-assessment>

4.1.2 Payment of Fees

- i. Assessment fees will be reviewed and adjusted by ANMAC each year. Changes to fees will be published on the ANMAC website three months prior to the change.
- ii. All fees are in Australian dollars (AUD).
- iii. Visa or Mastercard (credit or debit) payment is required when completing the online application form. The applicant will receive a tax invoice via email to confirm payment.
- iv. ANMAC cannot begin a skills assessment without receiving full and correct payment.
- v. The applicant is responsible for ensuring payment of the correct fee. ANMAC will not accept responsibility for loss of payment made through means we cannot control including loss caused by third parties.
- vi. There is no requirement for an 'Outcome Letter update' fee to be paid if an error is made by ANMAC.

4.2. Refunds

4.2.1 Applicants are eligible for a refund in the following circumstances

- i. A double payment has occurred.
- ii. The type of skills assessment application submitted was incorrect and the Skilled Migration Services (SMS) have not yet assessed the application.

4.2.2 Applicants will not be provided with a refund in the following circumstance

- i. A SMS Assessor has commenced the skills assessment and therefore the cost of assessing the documents has been incurred.

4.2.3 Additional Information

- i. Applications for refunds must be emailed to skilledmigration@anmac.org.au
- ii. Refunds will be made to the person/organisation that initially paid the fee and will be made using the same method in which the initial payment was made.
- iii. Refunds will be processed within 10 business days upon receiving the written request from the applicant.
- iv. An administration fee will be applied to all refunds except where double payment has occurred. This fee will be deducted from the original amount prior to the refund being processed.

5. Related documents, legislation, and standards

External
Skilled Migration Services (SMS) Complaints and Dispute Policy
Skilled Migration Services (SMS) Fraud Policy
Skilled Migration Services (SMS) Migration Skills Assessment Process Policy
Internal

6. Document management

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Cleared by	Board	Date
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Signed	Greg Cantwell	

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Final Audit Report

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