

Skills Assessment Update

Dear Agent,

We've changed some of our processes to help clients affected by COVID-19 restrictions, to give you and our applicants more options and flexibility.

What's new?

We are granting extensions of time for clients to obtain documents, and in some cases putting applications on hold. We can consider requests to supply alternative forms of evidence, and we also have a new online payment solution for paper-based applications.

We have also written answers to some of your clients' most [frequently-asked questions](#). We hope this helps when clients contact you.

The situation around COVID-19 is changing rapidly so please continue to contact us with any questions, or to request extra support that applicants may need.

Australia is open for business

The Australian Government's policy on skilled migration has not changed and we are still accepting applications and conducting skills assessments for professional and trade occupations.

Although Australia's borders are closed at this time, the [Department of Home Affairs](#) continues to accept visa applications.

Trade Occupations

Stage 2 applications extensions

Some clients who have received a successful outcome for their Stage 1 application have contacted us to ask for a time extension for submitting their Stage 2 Technical Interview payment.

We understand clients' personal circumstances may have changed due to COVID-19. If your client faces a similar situation, contact us at tradeassess@vetassess.com.au and we will advise on options available.

Professional Occupations

Video interviews: Professional Occupations

BlueJeans is our preferred platform for video

Skills Assessment Update

interviews, but we're aware it is not available in every country. We can also use other platforms, such as MSTeams and Zoom. Please advise if BlueJeans is not available in your country of residence, and we can work through alternatives.

Email us at migrate@vetassess.com.au if you are unsure about any of our requirements.

Data & privacy

It is important to bear in mind privacy obligations when contacting us about pending applications.

Migration agencies should ensure that any disclosure of personal information about clients is permitted under the authorised contact details as listed in the application forms.

To find out more, read our [privacy policy](#).

Exemptions with alternative documents

We may be able to consider exemptions or alternative forms of evidence to progress an application that could be disadvantaged due to timing issues. When considering any exemption requests, or alternative methods of presenting employment claims, agents are encouraged to continue reaching out and seeking guidance on whether other documents may be sufficient.

Processing of paper-based applications

Regarding the interim payment process for paper-based applications, we have developed a flexible online payment solution. The details are on our [website](#).

Verifying documents

We've changed some of our processes so we can still verify your clients' documentation, even when their employer or education institution has closed.

When documentation cannot be substituted, we can extend timeframes and place applications on hold.

Extensions for applications with missing evidence

A number of clients have sought time extensions for providing documents to support their application due to the lockdown in their home country and employer business shutdown.

We understand that these circumstances are likely to occur more frequently. While each application will be considered on its merits, we have mostly granted time extensions and put applications on hold until the required documents can be supplied.

To ask for an extension, contact us at info@vetassess.com.au, or visit our [Contact Us page](#) to find the right number to call.

Your clients' questions answered

We know that clients have many questions and we've answered some of them in a document that you can print out and share.

[Download PDF](#)

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