



ACS Migration Professionals Welcome Guide

ACS Migration Skills Assessment
April 2024 v.1



About the Agent Welcome Guide



This Agent Welcome Guide is intended for Migration Professionals (agents or legal practitioners) who serve as authorised representatives in the new ACS Migration Skills Assessment (MSA). This pack provides an overview of required steps and new features to complete a skills assessment application, including answers to common questions.

Navigating Your Welcome Guide



Getting Started

- About ACS Migration Skills Assessment
- New ACS web resources, tools, and webinars
- New ACS Agent Portal Registration



Client Requirements

- Identity Verification
- Skills Self-Assessment
- Nominate up to three ANZSCOs



Commencing An Application

- About the ACS Agent Portal
- Agent-Led Application: Your unique invite link
- Client Authorisation/De-authorisation
- Application Features



Completing an Application

- Upload evidence
- Review and submit the application
- Portal support and messaging
- View outcome letter/s



Return to this page at anytime.



Getting Started



Perth, WA Australia

What is ACS Migration Skills Assessment (MSA)?



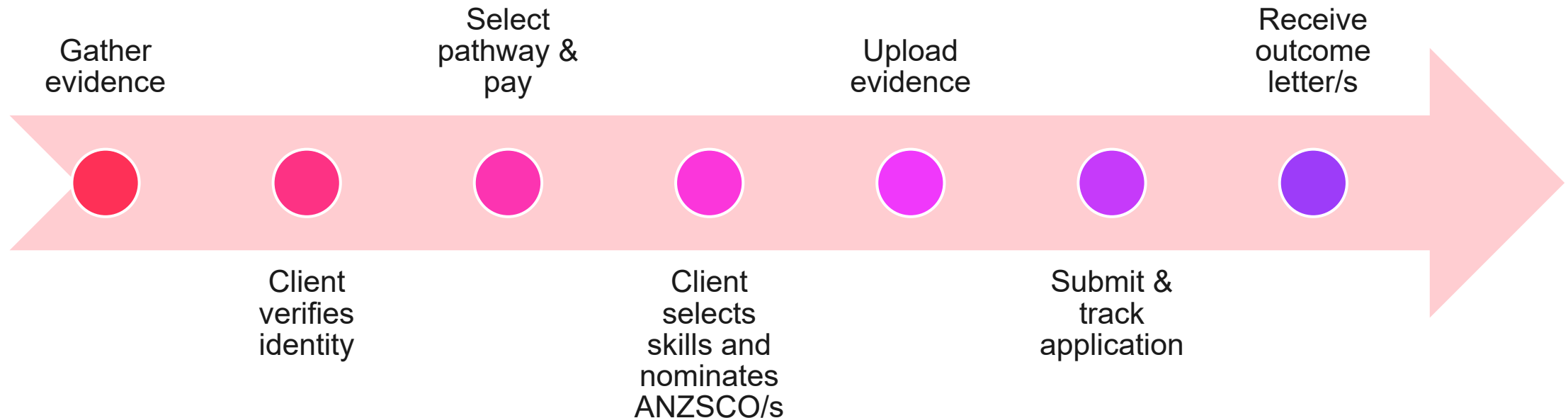
ACS is authorised to assess the skills and qualifications of IT and Data Science professionals on behalf of the Australian Government. ACS Migration Skills Assessment (MSA) is a critical step in applying for a visa by assessing and validating an individual's IT qualifications and work experience to determine eligibility for skilled migration to Australia.



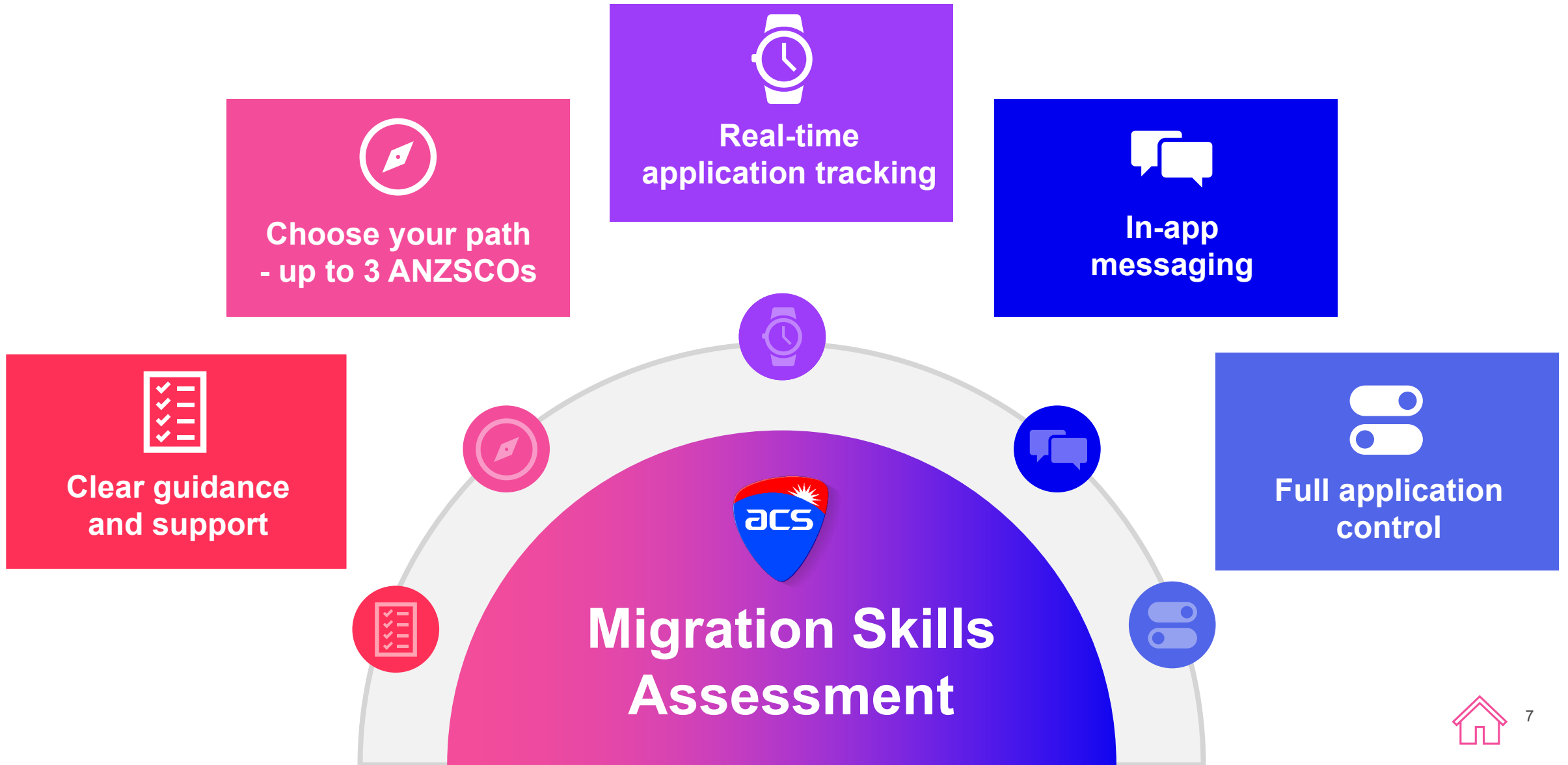
What's new in ACS Migration Skills Assessment?



In April 2024, ACS released a new skills assessment experience platform co-designed by applicants and agents. To support assessment, applicants select their skills based on their qualifications and professional experience. They may be able to nominate up to three ANZSCOs for one fixed price.



The New ACS Migration Skills Assessment: Top 5



ACS Assessment Pricing



Under the new skills assessment platform, a client may be able to nominate up to three ANZSCO codes for one fixed price.

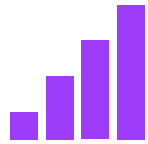
Assessment Pathways*^	Price
Temporary Graduate – 485 Skills Assessment	\$600
Post Australian Study	\$1,100
Skills Assessment – General	\$1,450
Recognition of Prior Learning (RPL)	\$605
Global Talent Visa Suitability Assessment	\$960
Review	N/A
Appeal	\$1,100

*Prices are inclusive, with no additional fees for more experience or priority requirements.

^Applicants may opt in for a 1-year ACS Membership to grow and engage their IT professional network in Australia.



Supporting Clients in Platform Transition



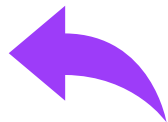
Full Service

No incomplete or submitted applications will be migrated to the new platform. Applications must be lodged by **5pm AEST, Monday 15 April** for full service in the legacy platform.



Short-term Dual Access

Both platforms will run in parallel in the short-term to support submitted applications, assessment outcomes, and appeals. Agents will not be able to view or submit pending applications in the legacy platform following launch.



Review and Appeal Requests

Agents should pursue reviews and appeals in the platform used for the application. Therefore, if your client applied in the legacy platform (pre-April 15), they should lodge a review/appeal in the legacy platform. Alternatively, if your client applied in the new MSA platform (post-April 15), they should apply for review/appeal in the new platform.



New ACS MSA Website



Explore a growing repository of pathway checklists, videos, tips, and illustrated guides at www.acs.org.au/msa.html

ACS Migration Skills Assessment
Post Australian Study document checklist

As part of this Assessment Pathway, there are three kinds of documents you will need to submit:

- 1. Proof of Identity documents**

Passport Applicant details page only (not full passport). Ensure that the name used in your application matches the name in your passport.	<input type="checkbox"/>
One additional government document from your country of birth	<input type="checkbox"/>
Evidence of change of name due to marriage or other reasons qualification or experience	<input type="checkbox"/>
Resume/Curriculum Vitae to upload in the Personal Details section	<input type="checkbox"/>

The portal will prompt you to use your smartphone camera.

- 2. Qualifications evidence**
You need to provide evidence of a major in IT or Data Science

Clear original colour scans
Clear original colour scans

Tips for ID Verification

- 1 Use the original identity documents
- 2 Ensure the documents are valid
- 3 Capture the entire document
- 4 Do not edit your name or details
- 5 If no expiry date, enter today's date

Employment References

To ensure each employment episode is ready for assessment, please provide an employment reference for each episode signed and dated by an authorised person from that company (digital signatures are preferred and must be verified).

PREMIER IT

1 Premier IT Employer
ABN: 1102233344
1500 Esplanade Street
Subiaco, STATE: 06000

2 13 November 2023

3 RE: Verification of employment for John Doe

To whom it may concern,

Please accept this letter as confirmation that John Doe has been employed at Premier IT Employer since 2nd September 2020 and is currently employed. John Doe is a CyberSecurity Manager. His annual salary is \$103,000 with an annual bonus of \$3,000, and he has worked on a full-time basis of 40 hours per week, performing the following role and responsibilities:

- 1 As CyberSecurity Manager, John manages a team of 5 cyber security officers, located in our Sydney office, who work together to:
 - 2 Design and implement security controls with Premier IT Employer's systems and databases
 - 3 Maintain security controls and regularly assess performance
 - 4 Security threat intelligence systems and platform upgrades, such as identify potential security vulnerabilities, tracking and resolving risks and issues

All references must contain the following specific information from the employer:

1. Employer name, address and logo
2. Your name
3. Date of letter
4. Start and end date of employment in DD/MM/YYYY format (If your position is current, the reference should show the start date, and for the finish date, indicate 'CURRENT')
5. Salary and Benefits (per your company's guidelines)
6. Employment basis (full-time, part-time or hourly and hours worked per week)
7. Position/title (e.g. 'Software Engineer') and description of the role
8. Location of Work
9. Description of duties performed – this must confirm your duties conducted in the role.
10. Contact details of the signatory



Attend an ACS Webinar



Attend a free Applicant Briefing Webinar. Sessions are held regularly to support applicant and agent questions (generally the first Wednesday of the month). Learn about the assessment process and get answers from ACS subject matter experts.



View upcoming webinars and register at [ACS Events](#), by searching “migration”



Book an AppAssist Call



Incorrect or incomplete documentation is the number one cause of delays to the migration skills assessment. AppAssist is a 30-minute, one-on-one, paid consultation with a migration skills assessment expert.



[Book AppAssist Now](#)

See terms and conditions for details.



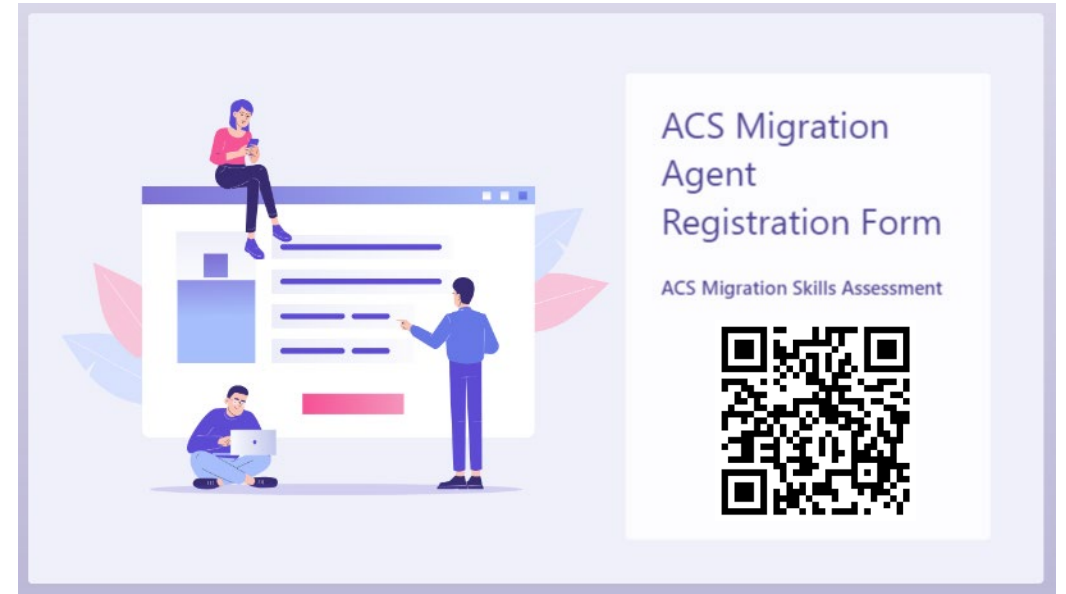
Request Access: New Agent Portal Registration



ACS requires all migration professionals to complete the [Agent Portal Registration Form](#) to gain access to the new portal.

Migration professionals and their administrators will need to provide:

1. **Business Details** (business name, registration [ABN/CIN], address, email, phone)
2. **Individual Contact Details** (first and last name, email, mobile)
3. **If providing migration advice in Australia in any capacity**, provide migration agent registration (MARN) or legal practitioner certification



ACS will review entries and notify individuals when access becomes available.

Warning: Please register an account for each of your active staff members. Creating one account for multiple users may lead to corrupt applications.





Commencing an Application



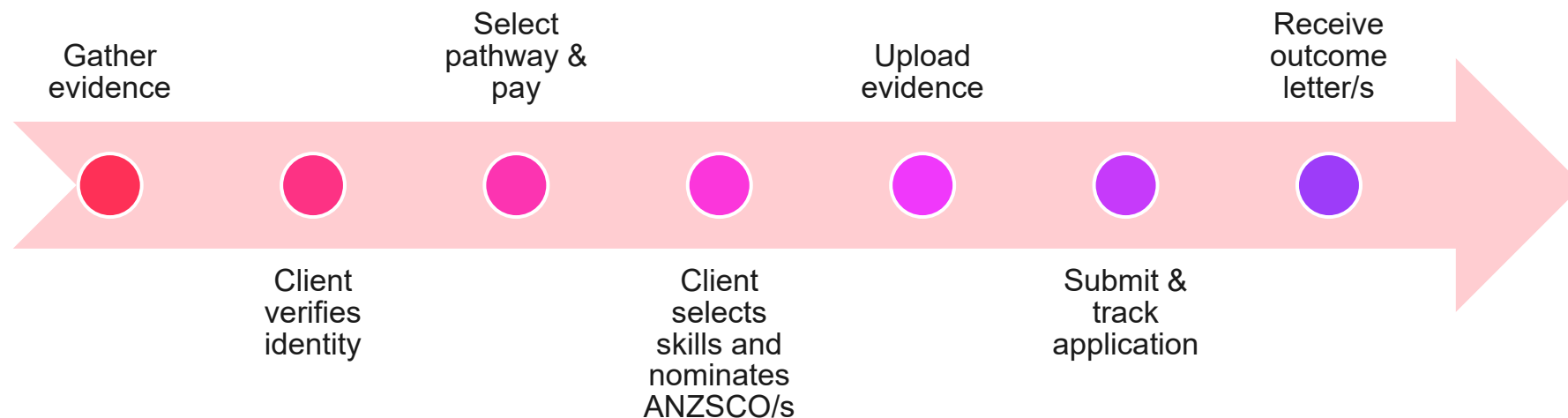
Sydney, NSW Australia

Log into Your New Agent Portal



Agent Login

Add to Your Bookmarks: <https://www.acs.org.au/msa/secured/dashboard.html>



1 Applicants petitioned via my agent link

Name	Email	Status
Jenny Robinson	Jenny.Robinson@email.com	ID verification is pending
Thomas Wilson	Thomas.Wilson@email.com	ID verification is pending
Maria Johnson	Maria.Johnson@email.com	ID verification is pending

2 Pending authorisation requests

Name	Email	Received	Action	
Kerry Ho	Kerry.Ho@email.com	13 Aug 2020	Accept	Reject
Manohar Lal Khattar	Manohar.Lal.Khattar@email.com	22 Aug 2020	Accept	Reject
Johanne Buksowski Van	Johanne.Buksowski.Van@email.com	29 Aug 2020	Accept	Reject

3 Applications in progress

Name	Application ID	Payment Made	Action
Karen Bonlash	Pending	Pending	Continue
David Lieu	A-0943827	28 Jul 2020	Continue
Jasmine Laghari	A-0943827	11 Aug 2020	Continue

4 Submitted applications

Name	Application ID	Submitted	Action
Swathi Khatr	A-0943827	27 Jun 2020	Track
Sherin Anand	A-0943827	7 Apr 2020	Track
Kartikey Banerjee	A-0943827	14 Feb 2020	Track

1 Copy and share your **unique agent invite link** with your client/s via email. You will see their details in the portal once their ACS account is created, including any challenges with ID verification.

2 No more authorisation forms. Agents can utilise their portal to Accept or Reject client requests.

3 Continue applications in progress, including contacting ACS or checking the applicant's inbox (viewed by both you and your client).

4 Track your submitted applications in real time. Plus, view applications that have required actions (e.g., ACS evidence request) listed in red.

Two Ways to Start an Application



1

Agent-Led Application Process

In this model, the agent starts the process by sending a unique invitation link to the client via email. ACS has provided templates to streamline the process.

2

Client Authorisation

If your client has already started an ACS application, they may authorise you as their agent at any time through the application. They simply need your email address.

Note: You (and your email address) must be [registered](#) and approved in the ACS Agent Portal for your client to request authorisation.



1 Get Started: Agent-Led Application



Agent

Sends applicant an email with unique Agent Invite Link

Starts an application and confirms agent details
Completes ID Verification and Authorises the Agent



Applicant



Agent

Accepts applicant and completes applicant's personal details
Selects application type and makes payment

Completes a Skills Self-Assessment and selects up to 20 skills
Then, nominates up to three ANZSCOs



Applicant



Agent

Uploads and completes applicant name history, qualifications, and experience evidence
Reviews and submits the application



Agent



Applicant

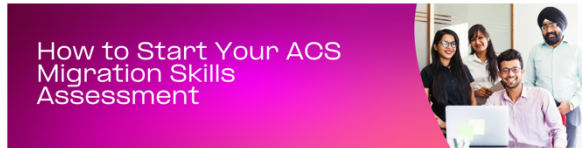
Both may check application progress or message ACS when needed



1 Get Started: Agent-Led Application



[TEMPLATE]



Dear <insert client name>

To get started on your ACS Migration Skills Assessment, you will need to complete the 3 following steps. I will not be able to complete your application until all 3 steps have been completed:

1. Create or log into your ACS account
2. Verify your identity using a mobile device
3. Authorise me as your agent

Important things to know before you get started!

Have the following documents ready:

- Your valid passport, AND
- Your driver's license, national ID card, Australian [ImmiCard](#) or NSW Photo ID.

Tips for a successful ID verification process:

- Use CURRENTLY VALID, ORIGINAL documents. Please do not photograph copies, expired or unofficial documents
- DO NOT use photocopies/scanned copies or documents that are damaged. If there are stickers or marks on the documents they may

[TEMPLATE]



Dear <insert client name>

To continue your **ACS Migration Skills Assessment**, please complete the Skills Self-Assessment to select your skills and nominate your ANZSCO code/s.

How it works:

- The portal will prompt you to select at least 10 skills based on your qualifications and professional experience
- The portal then automatically suggests ANZSCO code(s) that match
- You can choose to be assessed on up to three of these ANZSCO codes.

The self-assessment should take about 60 minutes to complete. Make sure you read the instructions carefully.

To complete the Skills Self-Assessment:

[Log into your Applicant Dashboard](#)

If you have any questions, please let me know.

Kind Regards,

<Insert Your Name and Title>

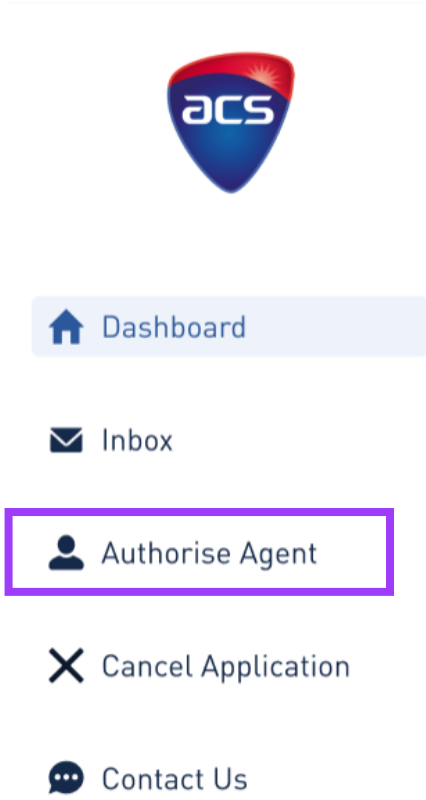
To support the release of your unique Agent Invite Link, use [Email Template #1](#)



To prompt the Skill Self-Assessment activity after payment, use [Email Template #2](#)



2 Get Started: Client Authorisation



At any point in the application (after ID verification):

1. Applicant selects “Authorise Agent”
2. Searches for agent via email address
3. If found, applicant requests authorisation



Accepts applicant and completes application.
Agent **cannot** complete Skills Self-assessment.

Note: You (and your email address) must be [registered](#) and approved in the ACS Agent Portal for your client to request authorisation.



Sarah Joan Wolfeschlegelsteinhausenbergerdorff (A-0323546)

DASHBOARD

INBOX

CONTACT US

CANCEL APPLICATION

1 Start your application



ID verification



Personal details



Payment



2 Complete your application



Select your skills



Name history



Once inside a client's application, utilise the **Dashboard**, **Inbox**, or **Contact Us** features to escalate issues or respond to queries from ACS on behalf of the named client.

All communications with ACS are visible to the agent, applicant, and ACS Team.

Applicants have similar features on their Applicant Dashboard's left-hand menu





Client Requirements



Melbourne, VIC Australia



Sarah Joan Wolfeschlegelsteinhausenbergerdorff (A-0323546)

DASHBOARD

INBOX

CONTACT US

CANCEL APPLICATION

1 Start your application



ID verification



Applicant Only



Personal details



Payment



2 Complete your application



Select your skills



Applicant Only



Name history



Agents **CANNOT** complete the “ID verification” and “Select your skills” sections of the application. This must be done by the applicant.

Tip: Many successful agents offer a **live screenshare session** to support clients during the skill selection and ANZSCO nomination/s. The task may be simplified further by using the client’s qual and work evidence when selecting skills.



Identity Verification



Your client is required to complete identity verification prior to authorising an agent. This cannot be done by an agent. ACS utilised third-party partner, ID Verse, to complete the verification using a passport and photo ID, as well as a selfie!

The video thumbnail features a woman with long dark hair on the left. On the right, the title 'Tips for ID Verification' is displayed above a list of five numbered tips. A large red play button is overlaid on the second tip. The ACS logo is in the bottom right corner of the video frame.

Tips for ID Verification

- 1 Use the original identity documents
- 2 Ensure the documents are valid
- 3 Capture the entire document
- 4 Do not edit your name or details
- 5 If no expiry date, enter today's date

Learn more about verification and helpful tips by visiting [ACS's Proof of Identity](#) page.

Skills Self-Assessment & ANZSCO Nomination



Your client is required to complete the skills self-assessment to support their ACS assessment pathway, including nominating up to three ANZSCO code/s. Agents may wish to screenshare and support their client using their work and study evidence as a guide to selection. The task cannot be completed by the agent.



Note: An applicant may complete this activity more than once, but will not be able to change the final ANZSCO nomination following application submission.

Check out [SFIA-online.org](https://www.sfia-online.org) to learn more about the skills framework and to find translations.



Nominate up to three ANZSCO codes



ACS will provide suggested ANZSCO codes based on the skills selected. Agents are encouraged to support their clients in selecting appropriate codes. If no codes are suggested, the applicant should undertake the skills self-assessment again.

2 Eligible ANZSCO codes

If you provide satisfactory evidence of your selected skills, ACS will issue letters for the ANZSCO codes listed below. If you wish to remove any ANZSCO codes from your application, you can do so now.

ANZSCO codes	
<input checked="" type="checkbox"/> 261312 Developer Programmer	<input type="checkbox"/> Remove
<input checked="" type="checkbox"/> 262112 ICT Security Specialist	<input type="checkbox"/> Remove
<input type="checkbox"/> 261311 Analyst Programmer	<input type="checkbox"/> Add

Note: There is no extra cost when applying for multiple ANZSCO codes

[SUBMIT SKILL SELECTION](#)

Note: An outcome letter will be released to the agent for each ANZSCO code nominated.





Completing an Application



Brisbane, QLD Australia

Applications in progress

Name	Application ID	Payment Made	Action
Karen Bontash	Pending	Pending	Continue
David Lieu	A-0943827	28 Jul 2020	Continue
Jasmine Laghari	A-0943827	11 Aug 2020	Continue

2 Complete your application



Select your skills



Name history



Qualifications



Experience



Recognition of prior learning

Qualification

Add relevant qualification below. To edit or delete a qualification, use the pen symbol.

Qualification history

NO PY PROGRAM RECORDED

QUALIFICATION 1

University of Oxford
Msc Computer Science
Sep 2011
United Kingdom

Qualification form completed

QUALIFICATION 2

University of Auckland
Msc Computer Science
Jun 2012
New Zealand

Qualification form incomplete

By continuing an application from the Agent Portal, agents can view an application at a glance with:

✓ module tracking

■ ■ status bars across episodes

? ✎ lots of tool tips

Tip: Check out the new [Assessment Pathway checklists](#) for an easy reference guide to share with your client as they gather evidence for assessment.



Prepare the Application









1

When the application is ready for submission, agents and applicants can both log into their portals to review the application in full.

Note: Applicants will not be able to view/download uploaded evidence in their application review

2

Once confirmed, the agent can select “Submit” and a new tracker will appear to show the applications progress through assessment.

- 
-  Dashboard
-  Inbox
-  Authorise Agent
-  Cancel Application
-  Contact Us

Review application

Please review your application before submitting to ensure that all details entered are correct.

1
Scroll Down
↓

1 Application type and payment



TEMPORARY GRADUATE 485

Requirements Qualifications Only Assessment

Price: \$500
Paid: 14 Dec 2022

2 Personal details

PERSONAL DETAILS

Edit

Title

First name

Middle name

Last name

Date of birth

2

SUBMIT APPLICATION

Hi Sarah, your application is in progress

Application No. A-0323546



SUBMITTED

2

PRE-SCREENING

3

ASSESSMENT

4

QUALITY ASSURANCE

5

OUTCOME SENT

Latest updates



Review & Submit



Find Support in the ACS Portal



Agents and applicants have full visibility and control of their application using the left-hand navigation, including messaging and inbox application and evidence requests. Contact ACS MSA Team 24/7 in the portal using the new **Contact Us** or book an [AppAssist](#) call. Monthly ACS webinars will continue to support assessment requirements and Q&A opportunities.

The screenshot displays the ACS Portal interface. On the left is a vertical navigation menu with five items, each in a pink circle: 1. Dashboard (home icon), 2. Inbox (1) (envelope icon), 3. Deauthorise Agent (person icon), 4. View Application (eye icon), and 5. Contact Us (speech bubble icon). The 'Inbox (1)' item is highlighted. The main content area is titled 'INBOX' and shows an email from the 'ACS Migration Skills Assessment Team' dated '14/02/24'. The email body contains the following text: 'Hi Taylor, Thank you for submitting your Skills Assessment Application to the Australian Computer Society. Applications take approximately 8-10 weeks to process. Please use your Applicant Dashboard to track the status of your application. For all Skills Assessments enquires, please contact us on: assessment@acs.org.au Kind Regards, The Skills Assessment Team Australian Computer Society'. The sender's name and email address are visible in the header of the email.



View Outcome Letter/s



Once Assessment is completed, a notification will be sent to the agent and applicant Inbox. The agent must download the outcome letter/s from the Applicant's Dashboard under "View Application" and share the secure documents with their client.

The screenshot shows a user interface for viewing an application. On the left is a navigation menu with items: Dashboard, Inbox, Authorise Agent, View Application (highlighted with a purple circle '1'), and Contact Us. The main content area is titled 'View application' (with a blue eye icon and a red circle '2') and contains the text: 'Your application has been submitted. Please use Contact Us if any of the details below are incorrect.' Below this is an 'Outcome' section (with a blue circle '6') containing a table:

Status	Outcome Sent
Submission date	01 Oct 2020
Outcome date	20 Oct 2020

Below the table is a link 'Result Letter for 261311 [Analyst Programmer]' (with a red circle '3') and a blue 'START APPEAL' button.

Annotations: A red arrow labeled 'Scroll Down' points from the 'View application' title to the 'Outcome' section.

Note: An outcome letter will be released to the agent for each ANZSCO code nominated. If three ANZSCOs were nominated, three letters would be released.





Thank You & Welcome

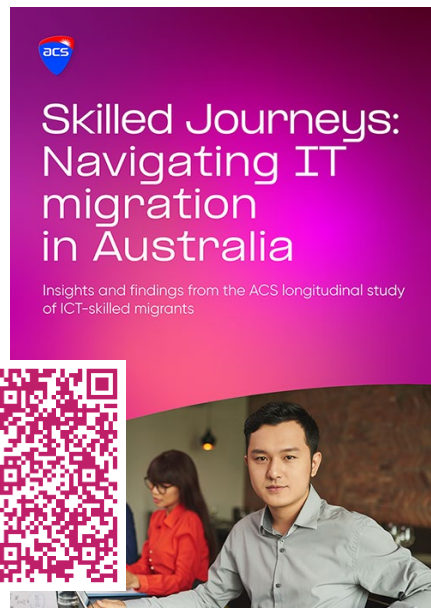
ACS Member Services | M-F from 9-5pm AEST
+61-2-9299-3666 | assessment@acs.org.au

Check Out ACS Thought Leadership



Billion Dollar Benefit: Welcoming Tech Talent

An employer's guide to recruiting and retaining skilled migrants and refugees. The report published in Nov 2023 in partnership with Settlement Services International (SSI), maps out why hiring diverse talent is smart of business. The report reveals ten tips for welcoming tech talent and presents the stories of skilled migrants who have successfully navigated Australia's thriving tech sector.



Skilled Journeys: Navigating IT Migration in Australia

The report provides an in-depth analysis of the experiences, challenges, and contributions of skilled ICT migrants and is the first research in a new longitudinal tracking program by ACS. The initial survey was sent to 64,000 ICT skilled migrants with the aim to provide a basis of knowledge to inform policy and drive engagement with industry and applicants.

