MSA online
for migration agents

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This guide is to help migration agents register their agency online with Engineers Australia and manage clients in the EA portal.

To access online services as a migration agent you'll need to create an account in your own name in the portal and then register your migration agency as an organisation in our database.

The lead agent should create this account as they'll be the person who Engineers Australia will deal with.
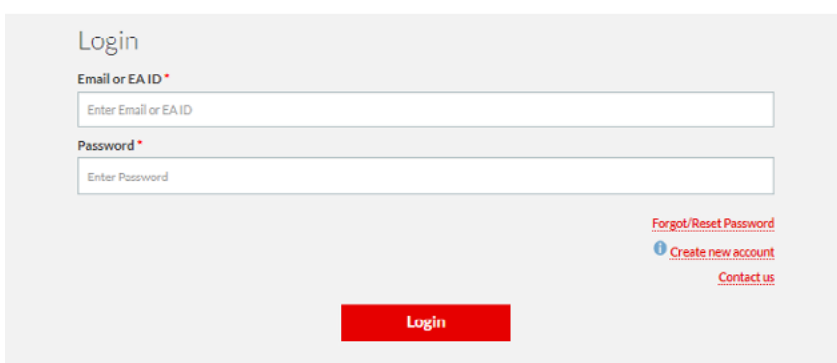
Step one – Create a lead agent account

— Click on My account on Engineers Australia's website.

— Click create new account.

— Complete the form with your personal details.

— Press the create an account button to receive your account number.

— You'll receive your account number via the email address you typed into the form.

Step two – Register your agency

— Once registered, the lead agent should carefully read the information on the For migration agents page of the website.

— Ensure that you complete the migration agency creation form linked at point 3 and email the completed form to us at migrationagencycreation@engineersaustralia.org.au .

— You'll receive an email when the migration agency and the lead agent are successfully registered in the EA database.

— Once registered, the lead agent can then link other migration agents or staff members to the agency from the portal.

Step three – Login to the portal

Login to the portal using the registration information emailed to you.

Agent access levels and tools

There are two levels of access for migration agents – lead migration agent and migration agent.

Based on your level of access, you'll have visibility of all or some of the options in the screenshot below.

Only the lead agent will have access to the lead agent tool and be able to see all the agency's applications.
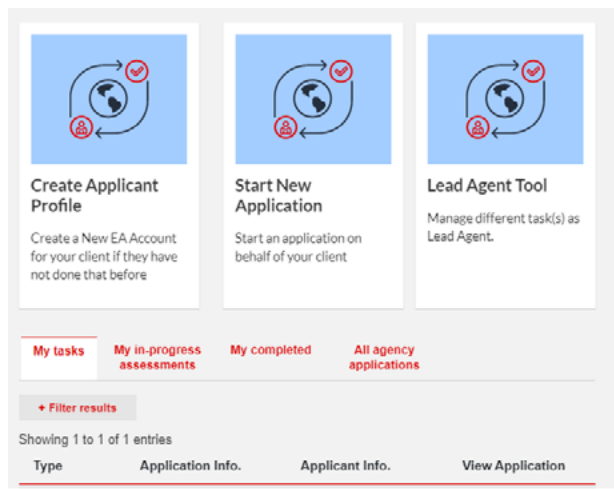
Lead agent tool

As a lead agent, you can:

— Assign an agent or lead agent role within your company.

— Add or remove an assigned agent or lead agent role.

— Transfer in-progress applications between agents. Note that this option is not available for completed or pending applications, if required you can initiate a secondary application from the 'all agency applications' option.
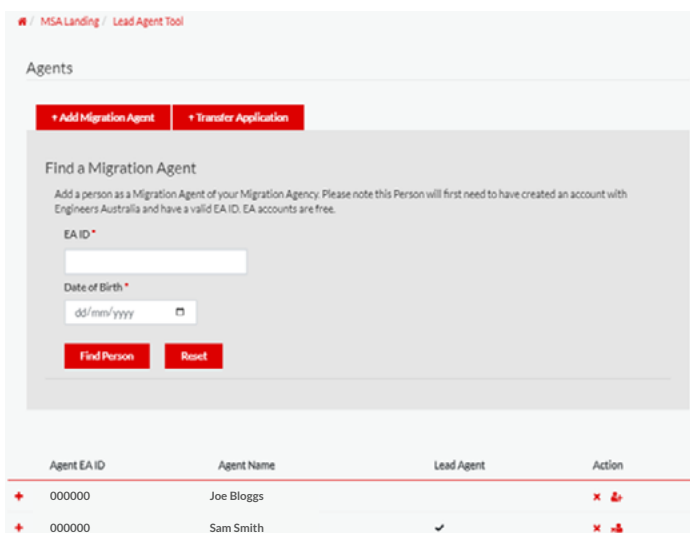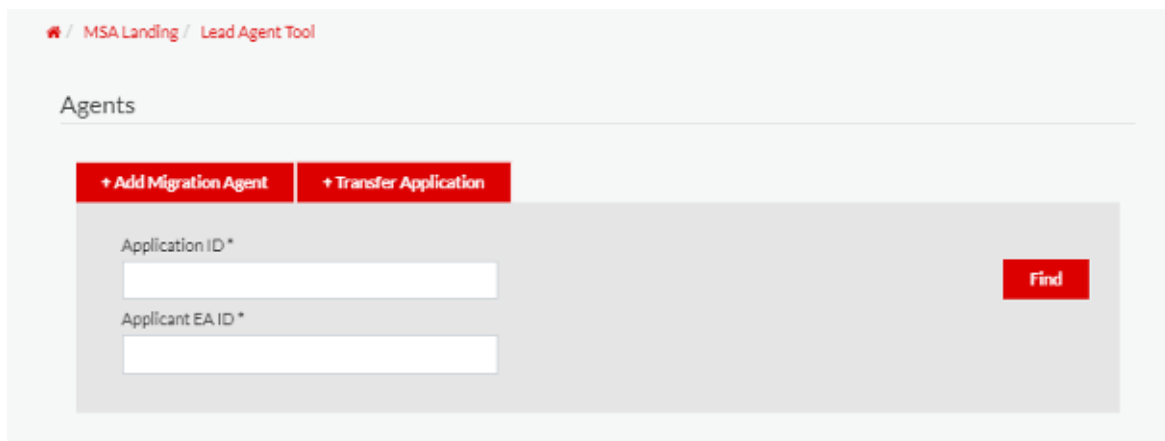
Removing an agent role

If an agent has left or is leaving your agency it's important that their access is removed and you transfer their clients to a new agent as soon as possible. This changeover of roles needs to be managed properly in both Engineers Australia's database and on the portal to ensure your client's privacy and access to their information is protected.

Make sure you transfer any in-progress applications the agent has to another agent before removing their agent rights.

Transfer applications

As a lead agent you can transfer an application from a registered agent with your agency to another registered agent within your agency.

You'll be asked to provide the application ID and the applicant EA ID that you wish to transfer plus the agent you wish to transfer this application to.
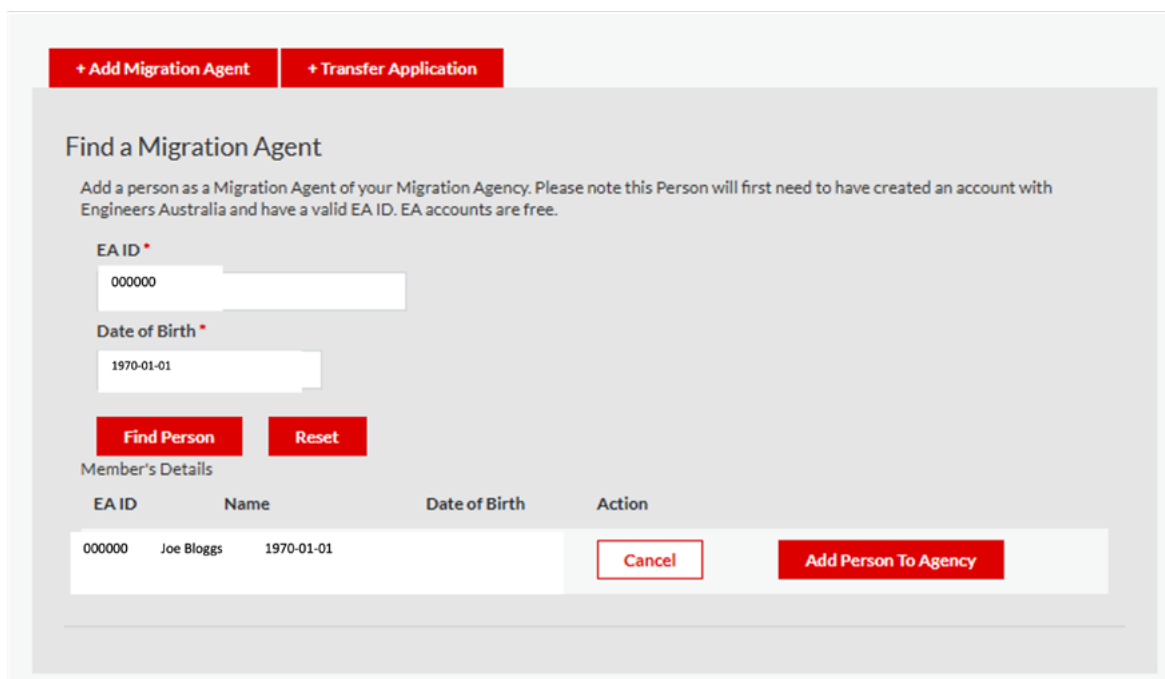
Creating and managing clients in the portal

Once you've registered your agency in our system, you'll see a tile on your homepage titled 'manage client applications'.

Click on this tile to create, access and manage all your current client applications.

Manage Client Applications
Create client profiles and manage client applications.

Annual Renewals
Annual Membership for 2023-2024 now open for renewal.

My EA
Manage my EA account including updating my Profile, Renewing my membership(s), view existing applications, products and services, manage my preferences and record my CPD.

Apply for Membership
I want to become a member.

State Registration Eligibility
Apply for an Eligibility Outcome for a Statutory Registration scheme(s)

Chartered
I want to start or continue my Chartered Self Assessment and Industry Review, and/or Enrol or continue my Chartered application.

Apply for Migration Skills / Stage 1 Assessment
Apply for a Migration Skills Assessment or a Stage 1 Competency Assessment. Continue in progress applications or initiate a work experience or PhD assessment.

Join a Technical Society
Join a Technical Society.

Note: Don't use the tile titled 'apply for migration skills / stage 1 assessment'. This is for the applicant's own use and is not intended for migration agents.

Create an applicant profile

Your client will need an EA ID for you to be able to lodge an application their behalf.

If your client is new to Engineers Australia and does not have an EA member number, you can generate an EA ID by creating a profile for them using the 'create applicant profile' option.

Start new application

Once you have an EA ID number for your client, you can create various application types and generate services on their behalf using the 'start new application' option. Be sure to read all the information on the [migration skills assessment](#) and [assessment fees and additional services](#) webpages before you start.

Start New Application ✕

Applicant's EA ID * [   ]

Applicant's Last Name * [   ]

[Select Assessment Pathway]   [Cancel]

ℹ **Before you start ...**

Please have your ID, qualification or evidence documents ready. Before beginning, please make sure you have read the **Information**.

Please note: Engineers Australia does not provide any pre-assessment services. It is the applicant's responsibility to identify the correct pathway for their qualifications. Also, please note you cannot change your choice of assessment once the application has been started.

+ Your Privacy

By ticking this box, I acknowledge that I have read and understood that Engineers Australia or its third party providers may collect personal information about me in the manner and for the purposes described in the Engineers Australia **Collection Notice** and **Privacy Policy**, and I consent to Engineers Australia and its third party providers collecting, processing, using and disclosing my personal information in that way.

☐ I agree

+ Application Declaration

Assessment Pathway ℹ * (Please select one)

○ **Australian Qualification**	○ **Washington Accord (Professional)**	○ **Sydney Accord (Technologist)**
My qualification is a **fully accredited** Australian engineering program by Engineers Australia OR my qualification is a recognised Australian Associate Degree or Advanced Diploma program.	My qualification is accredited under **Washington Accord** and I would like to be assessed against my degree title.	My qualification is accredited under **Sydney Accord** and I would like to be assessed against my degree title.

○ **Dublin Accord (Associate)**	○ **Competency Demonstration Report (CDR)**	
My qualification is accredited under **Dublin Accord** and I would like to be assessed against my degree title.	My qualification is not a fully accredited Australian or Washington/Sydney/Dublin Accord program OR I would like to nominate an occupation other than my accredited qualification degree title.	

Additional Assessment Services (Optional and will incur an additional assessment fee)

☐ **Relevant Skilled Employment?**	☐ **Overseas PhD?**
This additional assessment service is for applicants who would like to seek recognition of their work experience in the nominated occupation or a closely related occupation.	This additional assessment service is for applicants who would like to seek recognition of their overseas PhD qualification in Engineering or a closely related field as the highest qualification. This assessment does not apply to Australian PhD qualifications.

[Cancel Application]   [Continue Application]

You'll see several other options in red at the bottom of the screen which relate to assessments and applications being managed by your agency.

My tasks

This option includes any unsubmitted applications you have started but not yet lodged. It also includes any applications sent back by the assessor for further information.

My in-progress assessments

Any assessments you've lodged for clients will be listed under this option until the assessor requests further information or completes the assessment.

Click on the 'eye' icon to view details and status of the application.

The meaning of application statuses are:

Awaiting agent authorisation: this appears until an agent and applicant relationship has been approved.

Awaiting assessment: this appears when the agent and applicant relationship has been approved and until the application is claimed by an assessor.

Assessment in progress: this appears when an application is taken up by an assessor for assessment.

Awaiting applicant response: this appears when additional information has been requested regarding the application.

Outcome granted: this appears when an outcome has been decided.

My completed assessments

Once an assessor finalises an application it will be visible in the 'my completed' list. You can also see application details here, download the outcome letter and initiate a secondary application from here.

Click on the eye icon to see an application.

All agency applications

This option is only available to the lead migration agent. From here you can see all the applications lodged through your agency.

Check this option to view the status of applications. You can also initiate a secondary application for completed or pending applications for the applicants who were managed by agents who have left.

Adding or removing an agent after lodging an application

An application can be linked to an agency after its been lodged. To do this, the applicant needs to email us to request this with a completed appoint migration agent form attached. The form is available on the For migration agents webpage.

To end a migration agent appointment, the client needs to complete the end migration agent form on our website and email to us. To finalise this, both the client and the agent need to give consent.

Adding additional services to an application

If you wish, you can add additional services to a completed application. To do this go to the completed applications tab. Scroll through the list to find the relevant client or use the filter.

Click 'view application' and add additional services for a previously positive assessed outcome.

Fast Tracked Applications

You can also request that your client's application be fast tracked. Choose this option when it's presented to you and pay the relevant fee.

You can do this before you submit and up until an assessor has started it. Click on the 'eye' icon to start. The fast track option prioritises their application with an assessor. Ensure their application is completed properly to avoid any delays.