



Australian Government  
Department of Home Affairs

# The Office of Migration Agent's Registration Authority (OMARA) user guide for repeat registration

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# Overview

The Office of the Migration Agents Registration Authority (OMARA) is the regulatory body for registered migration agents (RMAs) in Australia. It is part of the Department of Home Affairs.

In order to obtain and maintain their registration, all RMAs must adhere to professional standards of integrity and undertake continuing professional development (CPD). CPD supports RMAs to maintain a sound working knowledge of legislation relating to migration procedure so they have the capacity to provide accurate advice to clients.

The OMARA Portal (the Portal) is a web-tool that enables RMAs to manage their registration, keep their personal details up-to-date and track their completed professional development activities.

This document is a reference tool for RMAs to assist them in their use of the Portal. While it can be read from beginning to end, it includes a Table of Contents so information can be quickly located.

Portal screens will vary depending on the device being used. The images in this document have been taken using a standard computer and may not fully match all devices. The steps will remain consistent, regardless of the device being used.

# Accessing the OMARA Portal

## In this section:

- Opening the Portal, below
- Logging in, below
- Forgotten username, on page 6
- Forgotten password, on page 6

## Opening the Portal

The Portal is accessed from the OMARA website [www.mara.gov.au](http://www.mara.gov.au).

As part of the registration process, RMAs create an OMARA Portal user account that includes a user name and a password used for authentication.

## Browser options

To ensure you can use the full functionality of the OMARA Portal, we recommend you use a **current version** of Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari.

Your browser must allow Secure Sockets Layer (SSL) connections and have Cookies and JavaScript enabled. Most browsers will already have these features turned on and you should not need to change these settings. Refer to your browser's help function for more information about these settings.

## Logging in

To log into the OMARA Portal:

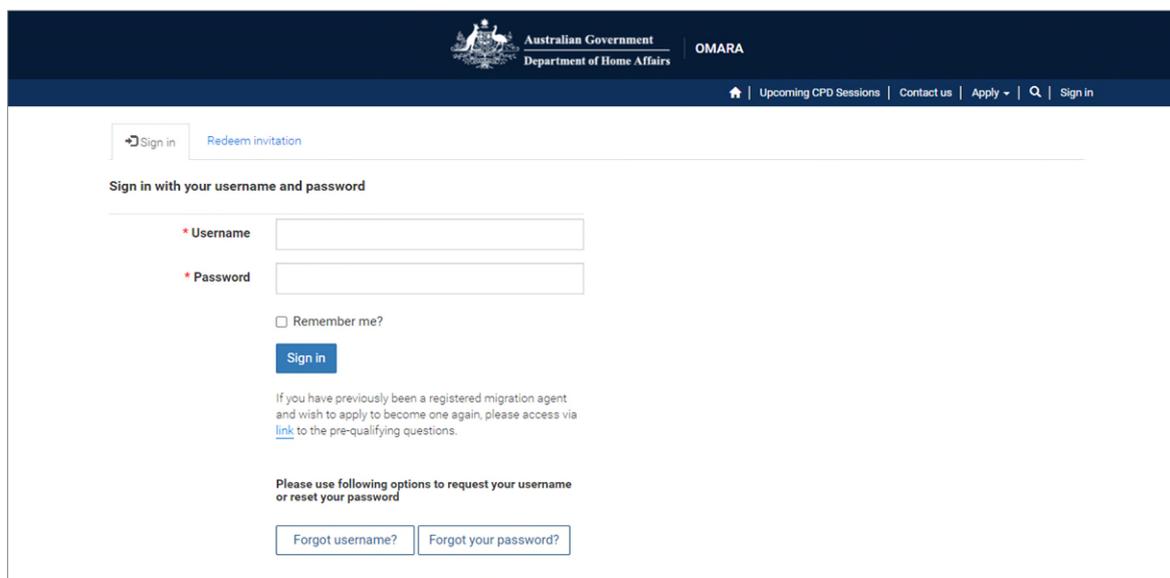
1. Visit the OMARA website – [www.mara.gov.au](http://www.mara.gov.au)
2. Select **Login >**.



Login will take you to the home page, select **Sign in** from the top right corner of the page.



The Portal sign-in page displays.



3. Enter your username and password.

4. Select **Sign in**.

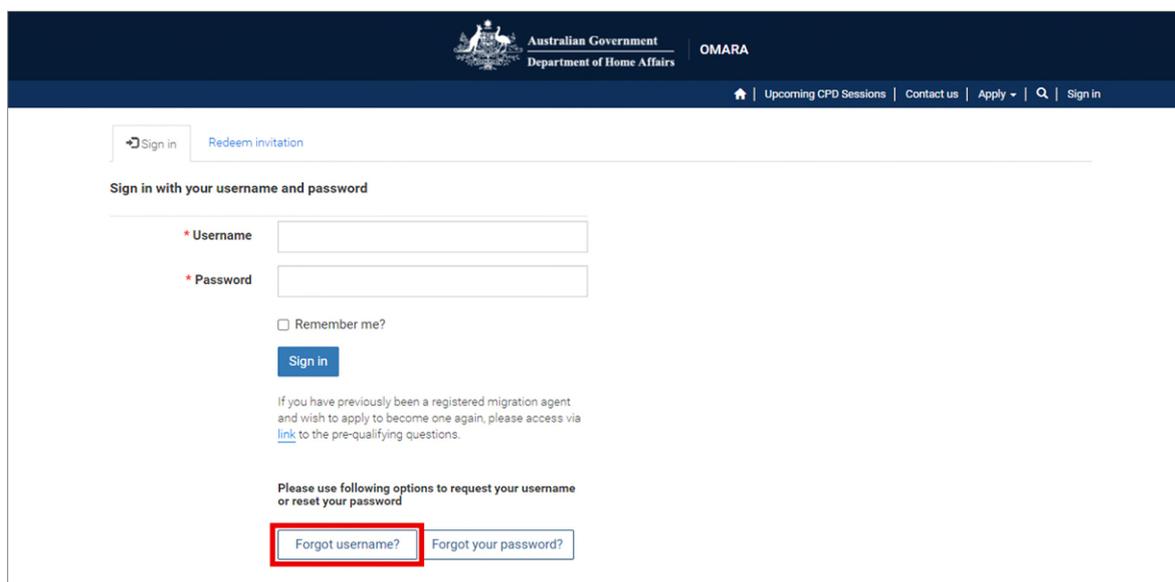
Your name will be displayed in the top right corner of the page.



## Forgotten username

Follow these steps if you have forgotten your username.

1. Open the OMARA website ([www.mara.gov.au](http://www.mara.gov.au)).
2. Select **Sign In >** from the top right corner of the web page.
3. On the sign in page, select **Forgot username?**



The screenshot shows the OMARA sign-in page. At the top, there is a navigation bar with the Australian Government logo, 'Department of Home Affairs', and 'OMARA'. Below this, there are links for 'Upcoming CPD Sessions', 'Contact us', 'Apply', and 'Sign in'. The main content area has a 'Sign in' button and a 'Redeem invitation' link. Below these, there is a section titled 'Sign in with your username and password' with input fields for 'Username' and 'Password', a 'Remember me?' checkbox, and a 'Sign in' button. A note below the sign-in button states: 'If you have previously been a registered migration agent and wish to apply to become one again, please access via [link](#) to the pre-qualifying questions.' At the bottom, there is a section titled 'Please use following options to request your username or reset your password' with two buttons: 'Forgot username?' (highlighted with a red box) and 'Forgot your password?'.

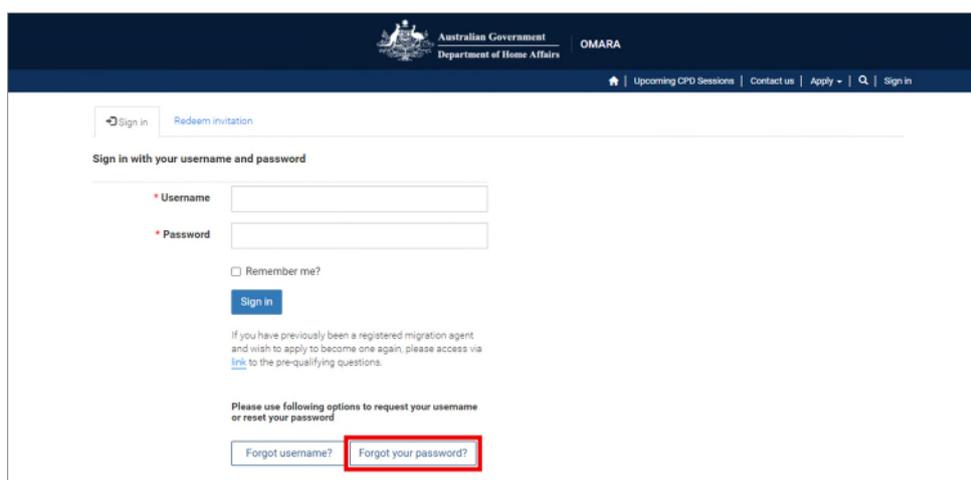
4. Enter your nominated email address.
5. Enter the code from the image.
6. Select **Submit**.

You will be sent an email informing you of your username.

## Forgotten password

Follow these steps if you have forgotten your password.

1. Open the OMARA website ([www.mara.gov.au](http://www.mara.gov.au)).
2. Select **Sign In >** in the top right corner of the web page.
3. On the sign-in page, select **Forgot your password?**



The screenshot shows the OMARA sign-in page, identical to the one above. The 'Forgot your password?' button at the bottom is highlighted with a red box.

4. You will be asked for your email address, enter your email address.

5. Then select **Send**.

A message displays that you have been sent an email containing a link to reset your password.

6. From that email, select the link to reset your password.

7. Enter and confirm your new password.

8. Select **Reset**.

Your account details will be updated with the new password.

# Manage your registration

- Updating your details
  - > Update personal details, on page 9
  - > Change password, on page 9
  - > Update agent photo, on page 10
  - > Update primary business details, on page 11
  - > Add new primary business, on page 12
  - > Update secondary business details, on page 14
  - > Update qualifications, on page 16
- Continuing Professional Development (CPD)
  - > View CPD history, on page 18
  - > Upcoming CPD sessions, on page 19

## Updating your details

As a registered migration agent you must keep your details up-to-date.

To update your details, [log into the Portal](#), select your name, then select **Update Personal Details**.



The **Review my Profile – Personal Details** page displays. All details can be updated from this page.

### Review My Profile - Personal Details

A screenshot of the 'Review My Profile - Personal Details' page. On the left, there is a profile card for 'Jun Siltzin' with a placeholder photo and a list of update options: 'Update Personal Details', 'Update Primary Business Details', 'Add New Primary Business', 'Update Secondary Business Details', 'Update Qualification Details', and 'Security' (with a 'Change Password' link). The main content area is titled 'Personal Details' and contains several form fields: 'First Name' (Jun), 'Second Given Name' (—), 'Family Name' (Siltzin), 'Home Phone' (61293451234), 'Mobile Phone' (61412345678), 'Email address for communication with the Authority' (JunSiltzin@JunMigration.com.au), and 'Email Address for display on the Register of Migration Agents' (JunSiltzin@JunMigration.com.au). At the bottom, there are two dropdown menus: 'Do you wish to have your photograph displayed on the Register of Migration Agents?' (set to 'Yes') and 'Do you want to update your photo'.

## Update personal details

You should update your personal details if any of the following apply:

- you start using a new name
- there is a change in your citizenship or residency status
- you move to a new residential and/or business address
- you start using a new email address.

These changes can be made using the relevant fields on the **Personal Details** page.

Please note for name changes you can only add **Former Names** and **Also Known As** names on this page. To change your current name use the **Contact Us** link on the Portal home page to let us know. You will then be contacted by an OMARA officer who will request a copy of evidence of your name change.

Once you have made any changes, select **Submit** to save the details.

## Change password

To update your password, select **Change Password**.

### Review My Profile - Personal Details

The screenshot shows the 'Personal Details' section of a user profile. On the left, there is a navigation menu with options: 'Update Personal Details', 'Update Primary Business Details', 'Add New Primary Business', 'Update Secondary Business Details', 'Update Qualification Details', and 'Security'. The 'Security' section is expanded, and 'Change Password' is highlighted with a red rectangular box. The main content area shows fields for 'First Name' (Jun), 'Second Given Name' (—), 'Family Name' (Sitizin), 'Home Phone' (61293451234), 'Mobile Phone' (61412345678), 'Email address for communication with the Authority' (JunSitizin@JunMigration.com.au), and 'Email Address for display on the Register of Migration Agents' (JunSitizin@JunMigration.com.au).

The **Password Reset** screen opens.

The screenshot shows the 'Change Password' screen. On the left, there is a navigation menu with options: 'Update Personal Details', 'Update Primary Business Details', 'Add New Primary Business', 'Update Secondary Business Details', 'Update Qualification Details', and 'Security'. The 'Security' section is expanded, and 'Change Password' is highlighted with a blue rectangular box. The main content area shows a 'Username' field (JunSitizin@JunMigration.com.au), 'Old Password' and 'New Password' fields, and a 'Confirm Password' field. A 'Change password' button is visible at the bottom right. A note states: 'Passwords must be at least 8 characters. Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special)'.

Enter your old password (current password), then enter and confirm your new password.

Select **Change password** and your password will be reset.

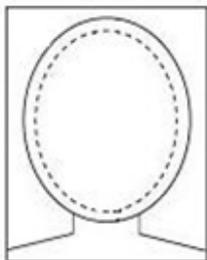
## Update agent photo

As part of the registration process, agents must provide a photo of themselves. This photo must be updated every five years, but can be updated more frequently if you choose.

**There is currently a systems issue with uploading photos in the OMARA Portal. Until this issue is rectified, please wait until your next repeat registration application to update your photo.**

### Photo specifications

The photo must be passport-size, meet the quality guidelines, and be saved as an image file. Please refer to Attachment D for acceptable image formats. Passport size is 35mm to 40mm wide and 45mm to 50mm high. The size of your face from chin to the top of your head can be up to 36mm, but not less than 32mm.



The photograph must:

- be in colour
- be high resolution (eight megapixels and above)
- show natural skin tones and have appropriate brightness and contrast
- have a plain, light-coloured background such as white, cream or pale blue
- show you looking straight at the camera
- show the left and right edges of your face.

The photograph must not:

- have flash reflections
- show you with a red eye/s
- have hair across your eyes
- change from the documented original, for example, you cannot apply effects to remove spots or soften lines
- show you looking over one shoulder
- show you with your head tilted.

If you wear glasses in your photo the glasses must not:

- have dark tinted lenses which restrict a clear view of your eyes
- have frames that restrict a clear view of your eyes
- reflect the camera flash off the lenses.

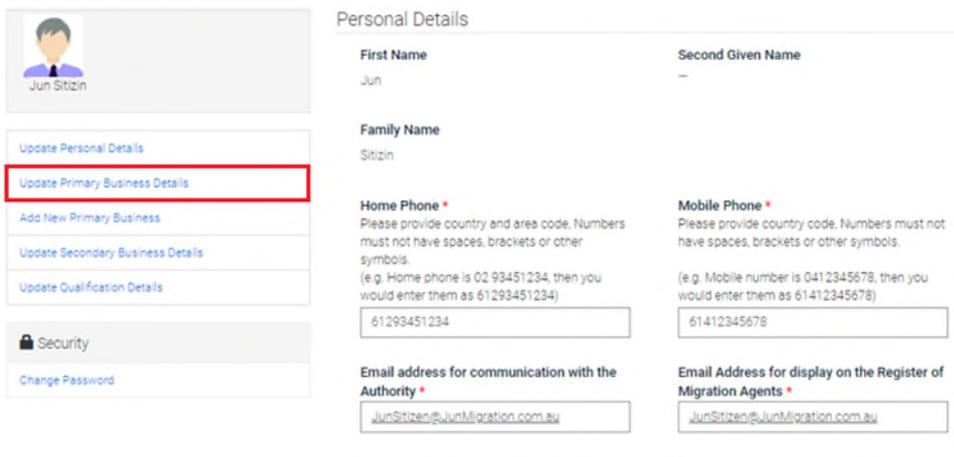
If you wear a head covering, it must be in a plain colour and worn in a way that clearly shows:

- the bottom of your chin to the top of your forehead
- the right and left edges of your face.

## Update primary business details

Your primary business is the main business from which you provide immigration assistance. To update your primary business details select **Update Primary Business Details**.

### Review My Profile - Personal Details



Personal Details

Jun Sizin

Update Personal Details

**Update Primary Business Details**

Add New Primary Business

Update Secondary Business Details

Update Qualification Details

Security

Change Password

**First Name**  
Jun

**Second Given Name**  
—

**Family Name**  
Sizin

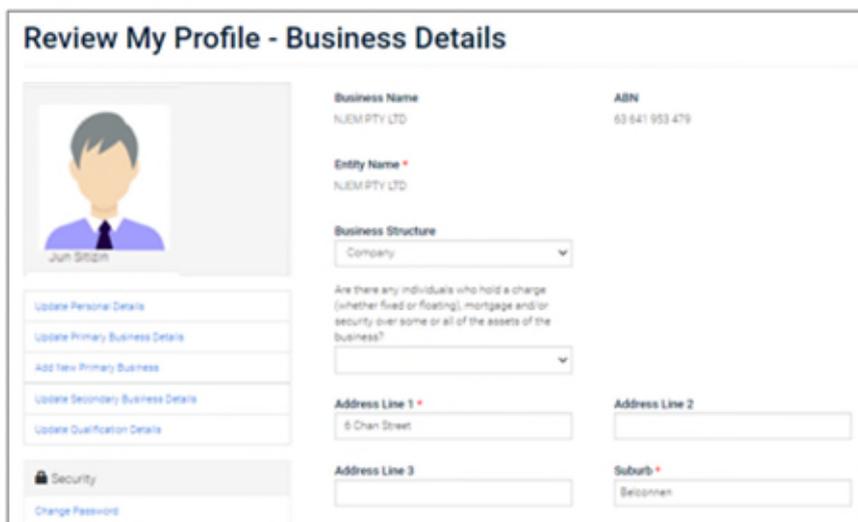
**Home Phone \***  
Please provide country and area code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Home phone is 02 93451234, then you would enter them as 61293451234)  
61293451234

**Mobile Phone \***  
Please provide country code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Mobile number is 0412345678, then you would enter them as 61412345678)  
61412345678

**Email address for communication with the Authority \***  
JunSizin@JunMigration.com.au

**Email Address for display on the Register of Migration Agents \***  
JunSizin@JunMigration.com.au

The **Business Details** page displays.



Review My Profile - Business Details

Jun Sizin

Update Personal Details

**Update Primary Business Details**

Add New Primary Business

Update Secondary Business Details

Update Qualification Details

Security

Change Password

**Business Name**  
NEM PTY LTD

**ABN**  
63 641 933 479

**Entity Name \***  
NEM PTY LTD

**Business Structure**  
Company

Are there any individuals who hold a charge (whether fixed or floating), mortgage and/or security over some or all of the assets of the business?  
—

**Address Line 1 \***  
6 Chan Street

**Address Line 2**

**Address Line 3**

**Suburb \***  
Beconnan

Update the new details then select **Submit**.

Your details are updated. They will automatically be updated on the Register of Migration Agents.

## Add new primary business

If you have changed your primary business, select **Add new Primary Business** to supply the new business details.

## Review My Profile - Personal Details

**Personal Details**

**First Name**  
Jun

**Second Given Name**  
—

**Family Name**  
Sitizin

**Home Phone \***  
Please provide country and area code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Home phone is 02 93451234, then you would enter them as 61293451234)

**Mobile Phone \***  
Please provide country code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Mobile number is 0412345678, then you would enter them as 61412345678)

**Email address for communication with the Authority \***

**Email Address for display on the Register of Migration Agents \***

The **New Primary Business** page displays.

**Review My Profile - New Primary Business**

**New Primary Business**

**Current Primary Business**  
N/EMPTY LTD

**New Primary Business**  
If your primary business is not listed, please leave this field blank and select NEXT to enter New Business details.

Do you want your current primary business to become a secondary business

Next

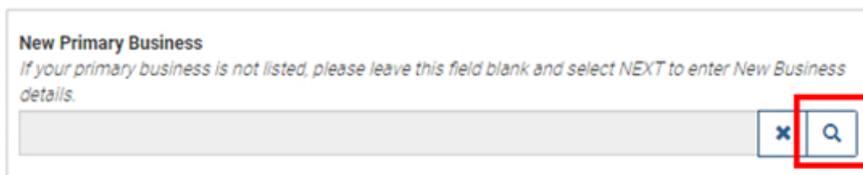
1. Decide if you wish your previous primary business to become a secondary business.

Do you want your current primary business to become a secondary business

Yes

No

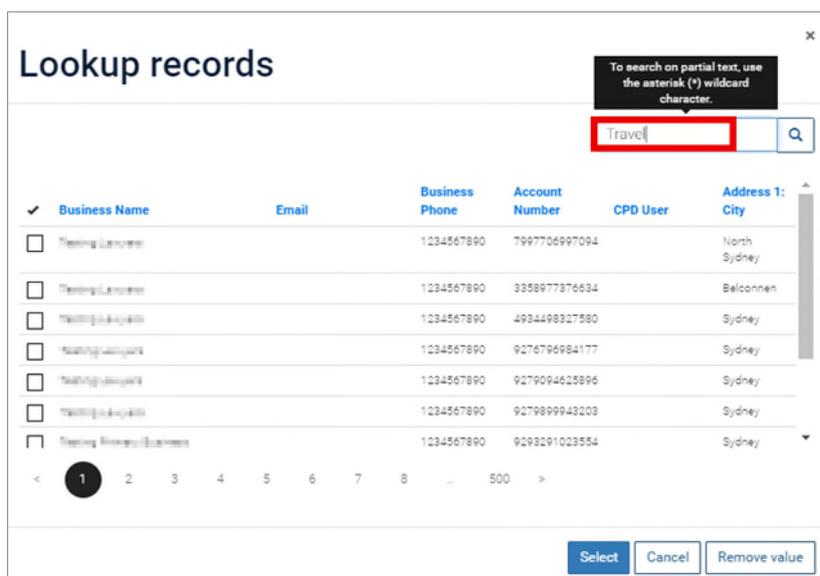
2. Select the magnifying glass to see a list of businesses on OMARA records.



**New Primary Business**  
*If your primary business is not listed, please leave this field blank and select NEXT to enter New Business details.*

The **Lookup records** box displays.

Enter the name of your business in the search box then use your enter key. **Tip:** To search on partial text, use the asterisk (\*) as a wildcard character.



**Lookup records**

To search on partial text, use the asterisk (\*) wildcard character.

Travel

<input checked="" type="checkbox"/>	Business Name	Email	Business Phone	Account Number	CPD User	Address 1: City
<input type="checkbox"/>	Testing Business		1234567890	7997706997094		North Sydney
<input type="checkbox"/>	Testing Business		1234567890	3358977376634		Belconnen
<input type="checkbox"/>	Testing Business		1234567890	4934498327580		Sydney
<input type="checkbox"/>	Testing Business		1234567890	9276796984177		Sydney
<input type="checkbox"/>	Testing Business		1234567890	9279094625896		Sydney
<input type="checkbox"/>	Testing Business		1234567890	9279899943203		Sydney
<input type="checkbox"/>	Testing Business		1234567890	9293291023554		Sydney

< 1 2 3 4 5 6 7 8 ... 500 >

Select Cancel Remove value

3. If your business appears on the list, choose it, then click **Select**. The **Lookup records** screen closes. Your selected business is displayed in the **New Primary Business** field.

If your business does **not** appear on the list, select **Cancel**. The **Lookup records** screen closes. You will be able to enter your business details on the next screen.

4. Select **Next**.

5. On the next screen you can either:

- Check the selected business details are correct and edit if required. Select **Save**.  
or
- Manually enter your new primary business details or you can use the ABN lookup box at the top of the page to search Australian Securities and Investments Commission (ASIC) records for your business.

6. Select **Submit**.

Your business details are automatically updated on the Register of Migration Agents.

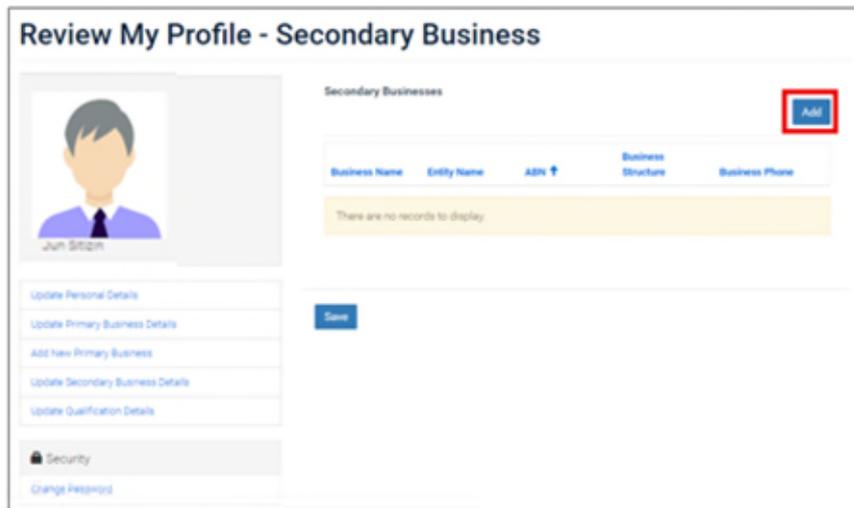
### Update secondary business details

You must advise the OMARA of all businesses from which you provide immigration assistance.

If your secondary business details change, or you want to add a new secondary business, select **Update Secondary Business Details**.

#### Review My Profile - Personal Details

The **Secondary business** page displays.



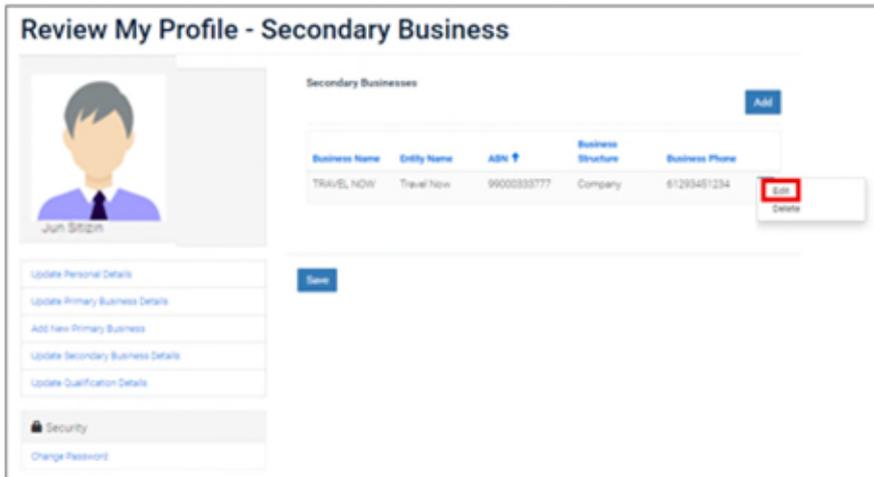
### Add new secondary business

1. To add a new secondary business, select **Add**.  
The **Create** pop-up displays.
2. Manually enter your new secondary business details or use the ABN lookup box at the top of the page to search ASIC records for your business.

3. Complete the form then select **Submit**.  
Your new company details are updated and displayed on the Register of Migration Agents.

### Edit the details of an existing business

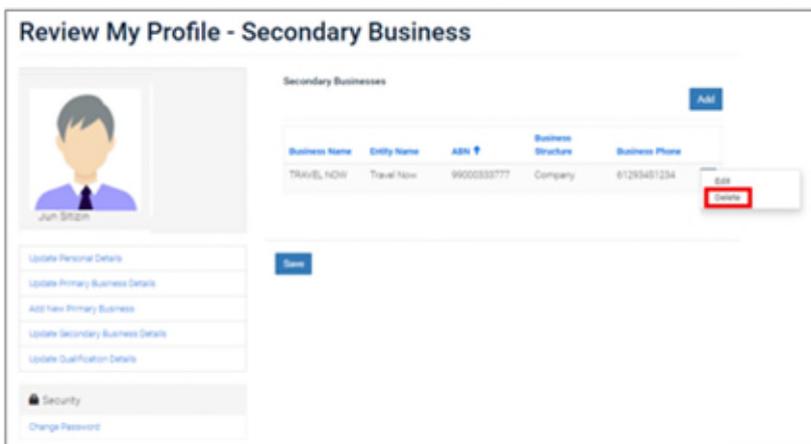
1. To edit the details of an existing business, locate the business in the table.
2. Select the down arrow. (▼)
3. Select **Edit**.



4. On the next screen, make the required changes.
5. Select **Submit**.  
Your changes are submitted and will be visible on the Register of Migration Agents.

### Remove an existing business

1. To remove an existing business, locate the business in the table.
2. Select the down arrow. (▼)
3. Select **Delete**.



4. To confirm you are sure you want to delete the business, select **Delete** again.  
The business no longer displays.
5. Select **Save** to make your changes permanent.

### Update qualifications

Update your qualifications if you:

- have obtained a new qualification
- have undertaken and passed the Capstone assessment
- hold a restricted legal practising certificate that needs updating.

To update your qualifications, select **Update Qualification Details**.

## Review My Profile - Personal Details

Personal Details

First Name: Jun

Second Given Name: -

Family Name: Stizien

Home Phone \*  
Please provide country and area code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Home phone is 02 93451234, then you would enter them as 61293451234)

Mobile Phone \*  
Please provide country code. Numbers must not have spaces, brackets or other symbols.  
(e.g. Mobile number is 0412345678, then you would enter them as 61412345678)

Email address for communication with the Authority \*  
junstizien@junmigration.com.au

Email Address for display on the Register of Migration Agents \*  
junstizien@junmigration.com.au

Do you wish to have your photograph

Do you want to update your photo

The **Qualification** page displays.

## Review My Profile - Qualification

Qualifications

Qualification	Issuing body	Completed Capstone Assessment?	Capstone Issuing Body	Reference number	Created On
Graduate Certificate in Australian Migration Law & Practice	Victoria University			AGA0055555	28/11/2018 2:12 PM

## Add a qualification

1. To add a qualification, select **Add**.

The **Create** pop-up displays.

Create

Qualification \*

Issuing body \*

Submit

2. Select the qualification from the drop-down list.

The subsequent fields will change depending on the qualification selected.

3. Complete the qualification details, then select **Submit**.

The **Create** pop-up closes.

4. Select **Save** to add the qualification to your record.

## Continuing Professional Development (CPD)

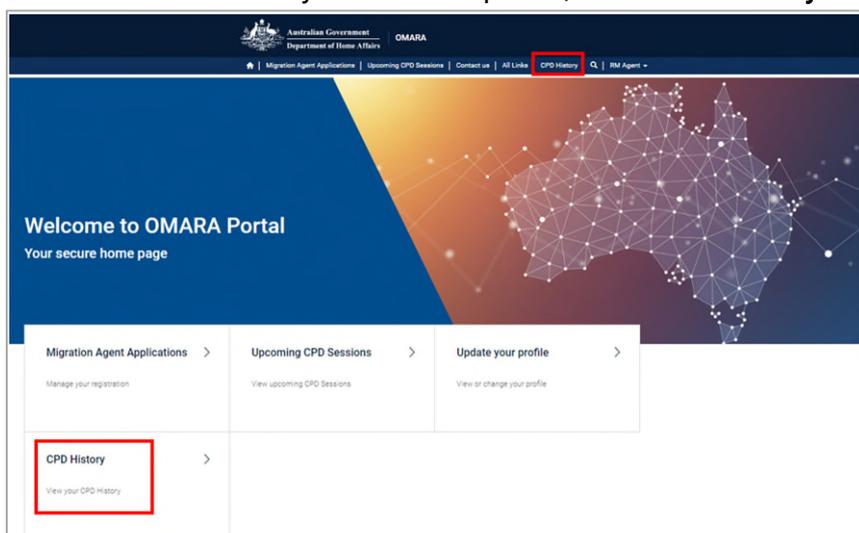
As a registered migration agent, continuing professional development (CPD) is work-related learning that you must undertake to maintain your registration.

CPD is designed to keep you up-to-date with relevant changes in migration legislation and policy. There are also rules about what CPD you must complete to meet your obligations under the Code of Conduct for registered migration agents.

There are some mandatory CPD activities you must undertake each year. The points you receive for attending CPD activities will vary depending on the type of activity you undertake. More information about CPD can be found on the [OMARA website](#).

### View CPD history

To view CPD activities you have completed, select **CPD History**.



The CPD history page shows details of your completed CPD. You can sort the list by selecting any of the blue headings.

CPD History					
Activity Number	Title	Points Value	Mandatory	Provider	Date of Completion ↓
WK737	Visa Options for Medical Professionals – Advanced Topics	2	No	Migration Law Training	10/10/2020
WK787	Visas for Medical Professionals: Intermediate Topics	2	No	Migration Law Training	10/10/2020

More information about the rules governing CPD that you need to complete are contained in a legislative instrument. You can read about these rules on the OMARA website.

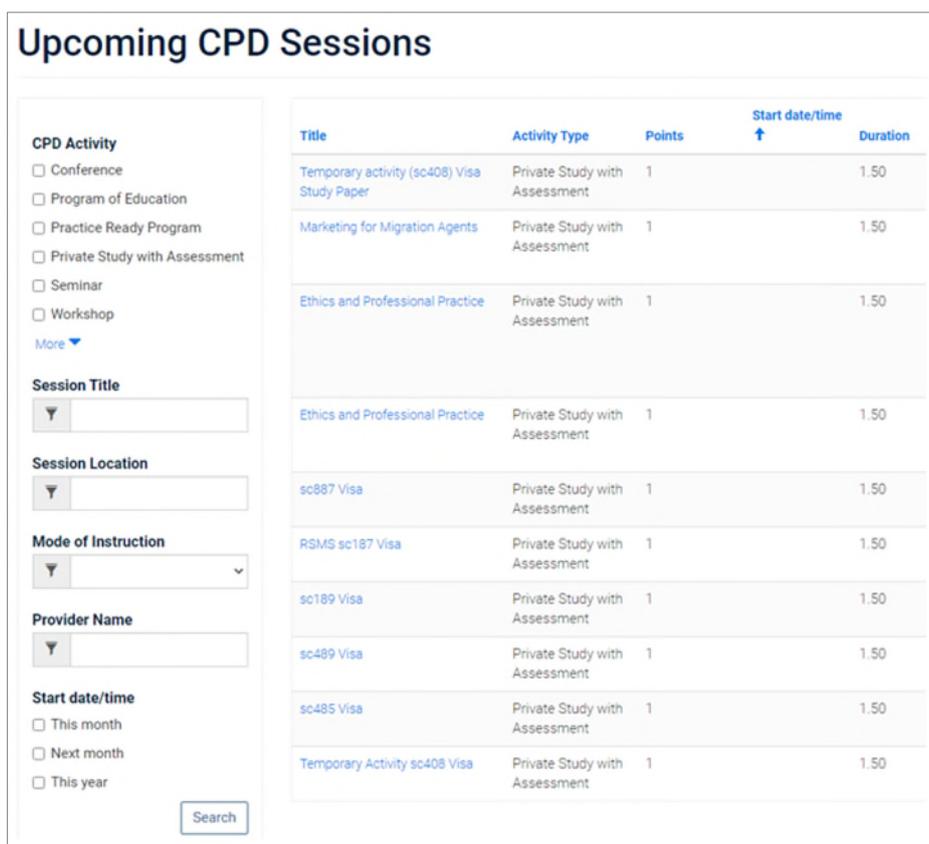
## Upcoming CPD sessions

CPD providers advertise their training sessions on the Portal. To view all upcoming CPD sessions:

From the Portal homepage, select **Upcoming CPD Sessions**.



The **Upcoming CPD Sessions** page displays.



### Upcoming CPD Sessions

	Title	Activity Type	Points	Start date/time	Duration
<input type="checkbox"/> Conference	Temporary activity (sc408) Visa Study Paper	Private Study with Assessment	1		1.50
<input type="checkbox"/> Program of Education	Marketing for Migration Agents	Private Study with Assessment	1		1.50
<input type="checkbox"/> Practice Ready Program	Ethics and Professional Practice	Private Study with Assessment	1		1.50
<input type="checkbox"/> Private Study with Assessment	Ethics and Professional Practice	Private Study with Assessment	1		1.50
<input type="checkbox"/> Seminar	sc887 Visa	Private Study with Assessment	1		1.50
<input type="checkbox"/> Workshop	RSMS sc187 Visa	Private Study with Assessment	1		1.50
<a href="#">More</a>	sc189 Visa	Private Study with Assessment	1		1.50
<input type="text"/>	sc489 Visa	Private Study with Assessment	1		1.50
<input type="text"/>	sc485 Visa	Private Study with Assessment	1		1.50
<input type="text"/>	Temporary Activity sc408 Visa	Private Study with Assessment	1		1.50

Search filters on the left:

- CPD Activity**
  - Conference
  - Program of Education
  - Practice Ready Program
  - Private Study with Assessment
  - Seminar
  - Workshop
  - [More](#)
- Session Title**
- Session Location**
- Mode of Instruction**
- Provider Name**
- Start date/time**
  - This month
  - Next month
  - This year

Use the search fields to locate the CPD activities that suit your requirements.

[For a detailed description of each search option, refer to Appendix C: Search for upcoming CPD on page 34.](#)

You can sort by selecting any of the blue headings such as **Start date/time**.

## Restricted legal practising certificate holders

From 22 March 2021, individuals who hold an unrestricted Australian legal practising certificate (ULPC) cannot be registered as migration agents. ULPC holders can provide immigration assistance without being registered.

Restricted legal practising certificate (RLPC) holders may be registered as migration agents for a limited time. If you:

- Obtained a RLPC prior commencement of the legislation on 22 March 2021, your eligibility to be registered will be for two years from that date.
- Obtained a RLPC after commencement of the legislation on 22 March 2021, your eligibility to be registered will be for two years from the date you obtained your RLPC.

### **Extension of eligibility period**

RLPC holders may apply for an extension of their eligibility period for a further two years. Requests for extension must be received by the OMARA in an approved form at least three months prior to the expiry of your eligibility period.

The OMARA will send three reminder notices to you that your eligibility period is going to expire at six, four and three months prior to the expiry date.

Extension request forms will be available with your portal login.

[This document will be updated towards the end of 2021 with details on how to apply for an extension of the eligibility period.](#)

# Applications for registration

- [Registration application history, on page 22](#)
- [Submit a repeat registration application, on page 23](#)
- [Submit a late repeat registration application, on page 29](#)
- [What happens after I submit my repeat application?, on page 29](#)

## Repeat registration

RMAAs apply to be re-registered with the OMARA annually in order to continue providing immigration assistance. Repeat registration applicants who submit their application and pay the application charge before their current registration expires will automatically continue to be registered.

The OMARA will send you reminders that your registration is due for renewal at **60** days, **30** days and **14** days prior to your registration expiry date unless you have already submitted an application.

If you do not submit a repeat registration application on or before your registration expiry date, your registration will lapse and you **must not** continue to provide immigration assistance in Australia, unless you are the holder of an Australian unrestricted legal practising certificate.

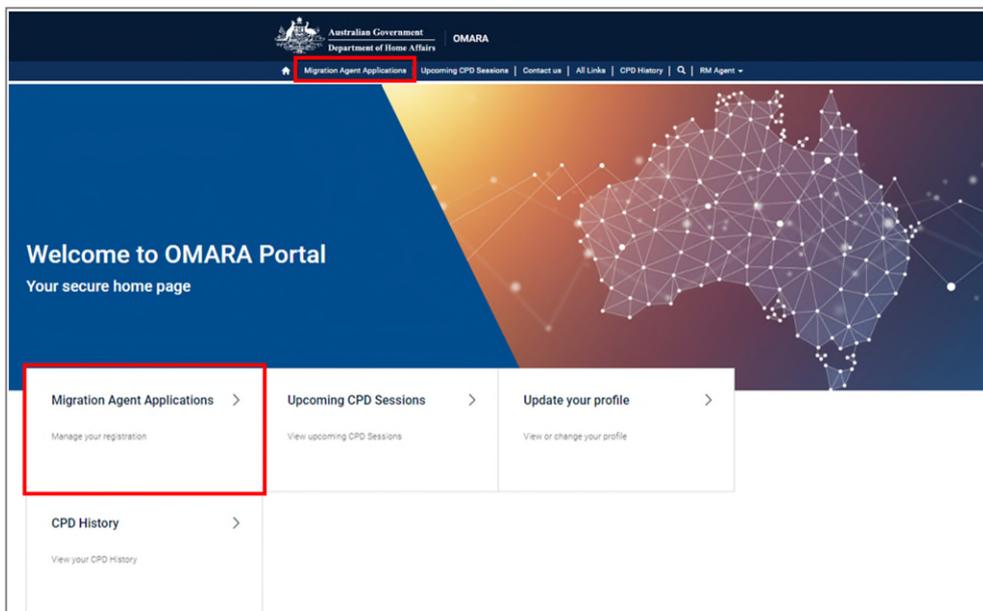
There are serious penalties for giving unlawful immigration assistance in Australia.

The OMARA will notify you if your registration expires and you have not submitted a repeat registration application.

[For information on what to do if you do not submit a repeat registration application before your registration expires, refer to \[Submit a late repeat registration application on page 29\]\(#\).](#)

# Registration application history

To view your registration application history, select **Migration Agent Applications**.



The **Migration Agent Applications** page displays a list of all your registration applications.

The screenshot shows the 'Migration Agent Applications' page. The page title is 'Migration Agent Applications'. Below the title is a table with the following columns: 'Application Reference No.', 'Application Type', 'Application Charge', 'Status Reason', and 'Registration Date'. The table contains 12 rows of application data.

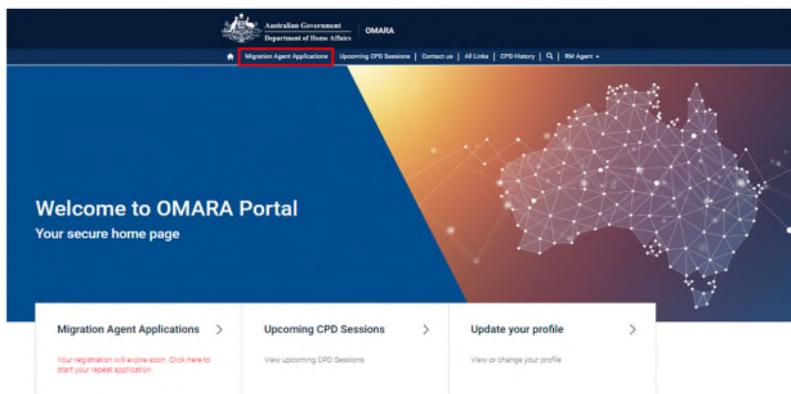
Application Reference No.	Application Type	Application Charge	Status Reason	Registration Date
AGA0103519	Repeat	Commercial	Approved	19/06/2020
AGA0095488	Repeat	Commercial	Approved	19/06/2019
AGA0087776	Repeat	Commercial	Approved	19/06/2018
AGA0080253	Repeat	Commercial	Approved	19/06/2017
AGA0071860	Repeat	Commercial	Approved	19/06/2016
AGA0064926	Repeat	Commercial	Approved	19/06/2015
AGA0058641	Repeat	Commercial	Approved	19/06/2014
AGA0053148	Repeat	Commercial	Approved	
AGA0048016	Repeat	Commercial	Approved	
AGA0043283	Repeat	Commercial	Approved	

For a detailed explanation of the information in the list, refer to [Appendix A: Application history fields](#) on page 32.

## Submit a repeat registration application

You can commence your repeat registration application 60 days prior to your current registration expiry date.

### 1. Select Migration Agent Applications.



A list of all your Migration Agent Applications displays.

Migration Agent Applications				
				Apply For Repeat Registration
Application Reference No. ↓	Application Type	Application Charge	Status Reason	Created On
AGA0102404	Repeat	General	Approved	17/03/2020 10:29 PM
AGA0094570	Repeat	General	Approved	13/03/2019 2:50 AM
AGA0086590	Repeat	General	Approved	17/03/2018 11:14 PM

### 2. Select Apply For Repeat Registration.

The repeat registration form displays. The form is organised into pages that are represented by tabs. Follow the advice on the page to complete the form, one page at a time.

Below is some extra guidance for each tab that will support you to complete the form.

#### Information tab

The first page displays with general information in relation to the registration application process.

Review the information, then select **Next**.

#### Application Charge tab

You must confirm each year in your re-registration application if you will be charging fees for your immigration assistance.

If you provide immigration assistance only on a non-commercial (not-for-profit basis), select **Non-Commercial**, otherwise select **General**.

**Note:** You must be associated with an organisation that operates in Australia solely on a non-commercial (non-profit basis) in order to be eligible for the non-commercial application charge.

If you will charge a fee for immigration assistance or are not solely associated with a non-commercial (not-for-profit organisation), select **General**. This will trigger a sub question asking if you intend to collect money from clients in advance of work being completed. Select **Yes** if you charge a fee for giving immigration assistance or you work for an organisation that earns profit from giving immigration assistance.

Select **No** if you wish to remain registered but do not intend to charge for immigration assistance.

Please follow the [Before you apply \(mara.gov.au\)](https://mara.gov.au) link for further information.

## Personal tab

### Personal details

In the relevant fields, state whether you have updated your personal details in your profile since you last registered.

- If your details have not changed select **No Change Required**.
- If your details have changed and you have already updated your profile with these changes select **Yes**.
- If your details have changed but you have not yet updated your profile select **No**.

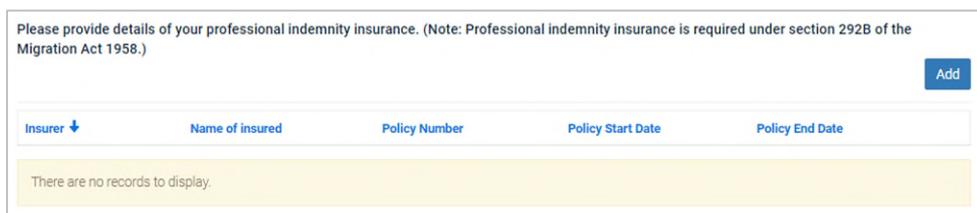
If you select **No** you will receive an alert message advising you to update your changes on your profile page. You cannot proceed until this has been completed.

To find out how to update your personal details, refer to [Update personal details on page 9](#).

### Professional indemnity insurance

Provide details of your professional indemnity insurance. To do this:

1. Select **Add**.

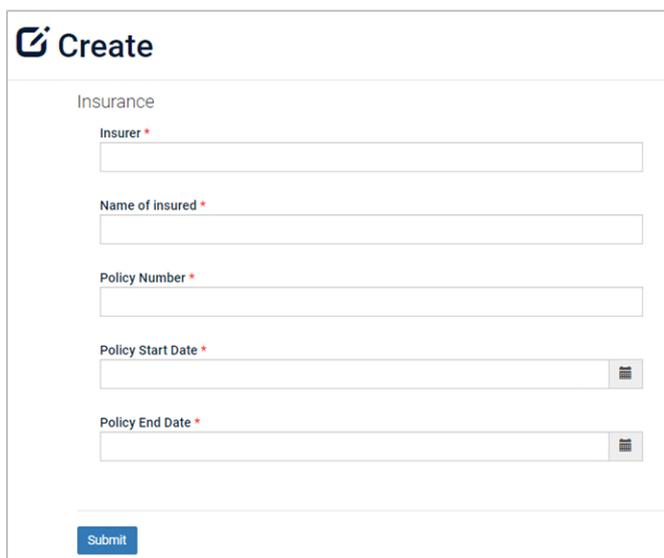


Please provide details of your professional indemnity insurance. (Note: Professional indemnity insurance is required under section 292B of the Migration Act 1958.)

**Add**

Insurer ↓	Name of insured	Policy Number	Policy Start Date	Policy End Date
There are no records to display.				

The **Create** pop-up displays.



**Create**

Insurance

Insurer \*

Name of insured \*

Policy Number \*

Policy Start Date \*

Policy End Date \*

**Submit**

2. Enter the details of your professional indemnity insurance policy.

Your policy must be current at the time of application and provide cover for a minimum equivalent value of AUD250,000.

3. Select **Submit**.

The details are added to the form.

## Knowledge tab

This page will display all the eligible CPD activities you have completed in the last 12 months, excluding any activities that were allocated to a previous registration application.

You must have completed activities to the value of 10 CPD points, made up of:

- at least one CPD point on either Ethics or the Code of Conduct for migration agents
- at least five CPD points from Category A CPD activities
- the remainder can be category A or B CPD activities

On this page you must also select the CPD activities you wish to allocate to this registration application.

If you have not earned the required CPD points within the prescribed period and there are exceptional circumstances beyond your control that have prevented you from doing so, you can add details here. The OMARA may grant an additional three months to meet the CPD requirements if it considers the exceptional circumstances to be beyond your control. For more information about CPD requirements see the [OMARA website](#) – CPD for registered agents.

## Character tab

Complete all the required fields for relevant information you have **not** previously declared.

If you answer **Yes** to any of the questions, you will be prompted to provide additional details and will be required to upload relevant documents with your application at the Documents tab.

Please note that a national police check (NPC) on all of your known names is required to be submitted every five years.

## Related by Employment tab

This tab contains character questions about people you have an employment relationship with in regard to the provision of immigration assistance.

If you answer **Yes** to any of the questions, you will be prompted to provide additional details and will be required to upload relevant documents with your application at the Documents tab.

## Documents tab

This tab displays a list of mandatory and optional documents to include with your application.

The mandatory documents are based on the answers you provided in the application form. You must upload all mandatory documents to be able to submit your application.

**System note: An NPC on all of your known names is required to be submitted every five years. However, there is a known system issue that lists this document as optional. Until this issue is resolved, OMARA will contact you if your NPC is due to be updated.**

To add a file:

1. Select **Add files**.

The **Add files** pop-up displays.

2. From the **Document type** drop down, select the type of file you are uploading.
3. Select **Choose files**.
4. Follow the prompts to select and upload your file from wherever it is stored on your device.
5. Select **Add files**.

The file is added to the list of files.

The document type is also ticked on the checklist.

You must submit a complete application by answering all mandatory questions, uploading all mandatory documents and paying the full application fee. Mandatory questions are marked with an asterisk(\*) and mandatory documents will be listed at the end of the application form. Application fees are not refundable.

1 Information ✓ 2 Application Charge ✓ 3 Personal ✓ 4 Knowledge ✓ 5 Character ✓ 6 Related by Employment ✓ 7 Documents  
8 Declaration 9 Payments

 [Add files](#)

Document Type	Name ↑	Modified	
Client's Account or Trust Evidence	Clients account or trust evidence.docx (17 KB)	<a href="#">22/03/2021 10:38 AM</a>	▼
Professional Indemnity Insurance	Professional Indemnity Insurance.docx (17 KB)	<a href="#">22/03/2021 10:39 AM</a>	▼
Professional Library Subscription	Professional Library - LEGEND.docx (18 KB)	<a href="#">22/03/2021 10:38 AM</a>	▼

**Mandatory Documents**

Client's Account or Trust Evidence	Professional Indemnity Insurance Certificate of Insurance
Professional Library Subscription Letter from Lexis Nexis confirming subscription or LegendCom Receipt	

Repeat this process for each document to be uploaded.

You will not be able to proceed until all the mandatory documents have been uploaded.

### Add a document after you submit your application

If you need to add a document to your application after it is submitted and before OMARA makes a decision on your application, you can:

1. Log in to the portal
2. Go to the Migration Agent Applications page
3. Your application and its current status will be displayed.
4. There is an arrow next to the application status.
5. Click on the arrow then select Attach Documents

**Migration Agent Applications**

Application Reference No. ↓	Application Type	Application Charge	Status Reason	
AGA2062894	New	General	Under Assessment - Verify	▼

**Migration Agent Applications**

Application Reference No. ↓	Application Type	Application Charge	Status Reason	
AGA2062894	New	General	Under Assessment - Verify	<a href="#">Attach Documents</a> <a href="#">View Application</a>

6. The Additional documents attachment page displays. All of the documents you have already uploaded are also listed.

## Additional documents attachment

Note: Please make sure to submit the form after attaching all additional documents.

[Add files](#)

Document Type	Name ↑	Modified
Capstone Assessment	<a href="#">Tests capstone.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
Citizenship Evidence	<a href="#">Tests citizenship.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
Graduate Diploma Certificate	<a href="#">Tests edutpath2secondedu.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
Photograph	<a href="#">Tests photo.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
Other Photographic Identification	<a href="#">Tests photoevidence.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
AFP National Police Check	<a href="#">Tests police.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>
Professional Indemnity Insurance	<a href="#">Tests proindinsurance.docx (18 KB)</a>	<a href="#">18/06/2021 3:34 PM</a>

[Submit](#)

7. Follow the instructions above to add a file.

## Declaration tab

To submit your application you must agree to the declaration. Read through the 12 statements contained in the declaration and if you agree, select **'I agree'**, then select **Continue to Payment**.

## Payments tab

The **Payments** page displays the registration application fee.

**Before completing payment, make sure you have accurately completed the application form and uploaded all supporting documentation.**

To make the payment:

1. Select **Pay application fee**.

The Commonwealth Bank payment app opens. Select your preferred payment method by choosing your relevant card logo.

**Commonwealth Bank**

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

Merchant name: DEPARTMENT OF HOME AFFAIRS

**Card selection**

TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO THE MERCHANT'S WEBSITE.

Pay securely using SSL+ by clicking on the card logo below

[masterpass](#)

[Learn More](#)

[AMERICAN EXPRESS](#) [MasterCard](#) [VISA](#)

[Diners Club International](#)

TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

## 2. The Card details page displays.

**Commonwealth Bank**

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

Merchant name: DEPARTMENT OF HOME AFFAIRS

### Card details

**MasterCard:** You have chosen MasterCard as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.

Card Number :: [input field]

Expiry Date :: [input field] / [input field] month/year

Security Code :: [input field]

Purchase Amount :: **AUD \$1,760.00**

I hereby authorise the debit to my MasterCard Account in favour of DEPARTMENT OF HOME AFFAIRS

**pay**

TO AVOID BEING CHARGED INCORRECTLY  
DO NOT CLOSE THE BROWSER WINDOW  
OR USE THE BACK BUTTON UNTIL  
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

3. Enter your card number, expiry date and the security code on the back of your card.

4. Select **Pay**.

The payment is processed by the bank.

**Commonwealth Bank**

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

Merchant name: DEPARTMENT OF HOME AFFAIRS

Your payment has been **approved**.  
Please wait while you are redirected back to the merchant...

TO AVOID BEING CHARGED INCORRECTLY  
DO NOT CLOSE THE BROWSER WINDOW  
OR USE THE BACK BUTTON UNTIL  
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

Once approved, you are redirected back to the OMARA Portal.

### Apply for repeat registration as a migration agent

You must submit a complete application by answering all mandatory questions, uploading all mandatory documents and paying the full application fee. Mandatory questions are marked with an asterisk(\*) and mandatory documents will be listed at the end of the application form. Application fees are not refundable.

1 Information ✓ 2 Application Charge ✓ 3 Personal ✓ 4 Knowledge ✓ 5 Character ✓ 6 Related by Employment ✓  
7 Documents ✓ 8 Declaration ✓ 9 Payments

Please make full payment for the application.  
The Office of MARA will process the application only upon receipt of complete payment.  
Note: The application fee is for making the application and is not refundable. It is not a membership or registration fee.

**Registration Type \***  
Repeat Application Fee

**Total Amount**  
\$1,895.00

Application fee has been processed, please click on "Complete my application" to finalize

**Complete my application**

5. Select **Complete my application**.

You are then directed back to the **Migration Agent Applications** page where the registration application is displayed in the list with a Status Reason of **Submitted**.

Migration Agent Applications			
Current Application			
Application Reference No. ↓	Application Type	Application Charge	Status Reason
AGA20628	Repeat	General	Submitted

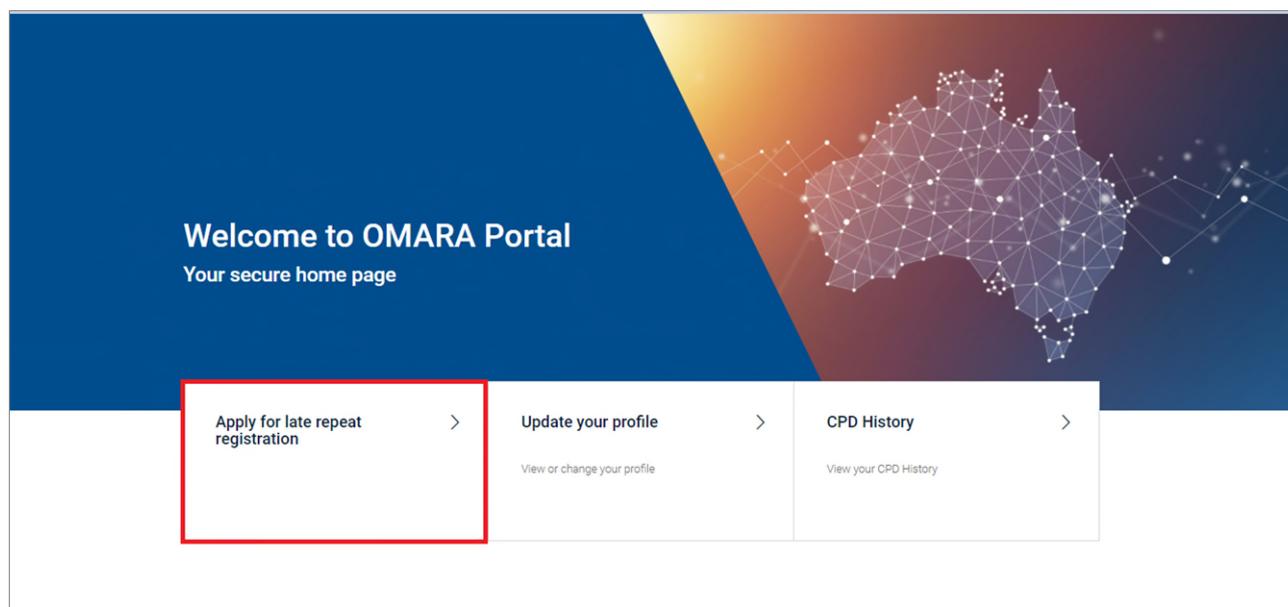
## Submit a late repeat registration application

If you do not submit your registration renewal application before your registration expires, you will cease to be a registered migration agent and will not be able to give immigration assistance in Australia unless you are the holder of a current Australian unrestricted legal practicing certificate.

If your registration expires you will be sent a system generated notification of registration expiry. Your organisational ImmiAccount will be disabled.

You can apply for a late repeat registration however you **must not** provide immigration assistance until your application has been approved.

**There are serious penalties for giving unlawful immigration assistance in Australia.**



To submit a late repeat registration application, select **Apply for late repeat registration** then follow the steps to lodge a Repeat Registration application.

## What happens after I submit my repeat application?

The application will be assessed and you will be notified of the outcome via email.

If you submitted your application and paid the application charge before your previous registration expired you will remain registered and can continue to provide immigration assistance whilst your application is being assessed.

If you did not submit your registration renewal application and pay the application charge before your previous registration expired, you cease to be a registered migration agent and must not give immigration assistance in Australia until you lodge an application and it is approved and the OMARA has notified you via email.

**There are serious penalties for giving unlawful immigration assistance in Australia.**

### **If your application is refused**

If your application is refused you cannot be registered as an agent within 12 months from the date of refusal, even if you apply again within that period.

If your application for registration is refused you have a right of appeal to the Administrative Appeals Tribunal (AAT).

You must lodge your appeal within 28 days of receiving our decision. The forms you need to appeal a refusal decision are available on the AAT website: [Administrative Appeals Tribunal \(aat.gov.au\)](http://aat.gov.au)

You must not provide immigration assistance until you receive a positive outcome from the AAT.

# Contact Us

You can contact the OMARA by completing an online enquiry form. For more information, refer to the **Contact Us** page of the OMARA Portal. If you require someone from OMARA to call you back, please request this on the online enquiry form.

To open the **Contact Us** page, follow the **Contact Us** link on the Portal home page.



## Appendix A: Application history fields

The table below describes the information provided in the registration application history table:

Information type	Description
<b>Application Reference Number</b>	The unique registration application ID.
<b>Application Type</b>	<p>There are four types of registration applications:</p> <ul style="list-style-type: none"> <li>• <b>New</b> – A new registration application.</li> <li>• <b>Repeat</b> – A registration renewal application</li> <li>• <b>TTMRA New</b> – A new TTMRA registration application</li> <li>• <b>TTMRA Repeat</b> - A TTMRA registration renewal application</li> </ul> <p>TTMRA refers to applications submitted under the <i>Trans-Tasman Mutual Recognition Act 1997</i>.</p>
<b>Application Charge</b>	<p>There are two types of application charges:</p> <ul style="list-style-type: none"> <li>• <b>General</b> – this is the registration application fee paid by most RMAs.</li> <li>• <b>Non-Commercial</b> agents who work solely for not for profit organisations in Australia are charged a lower registration application fee.</li> </ul>
<b>Status Reason</b>	<p>The status of the application. The status options are:</p> <ul style="list-style-type: none"> <li>• <b>Draft</b> – the application has not yet been submitted</li> <li>• <b>Submitted</b> – the application has been submitted</li> <li>• <b>Notice of Intention period</b> – the application is in the notice of intention period for 30 days (initial applicants only).</li> <li>• <b>Under Assessment</b> – the application is currently under assessment.</li> <li>• <b>Decision in process</b> the application has been assessed and a decision is pending</li> <li>• <b>Approved</b> – the application has been approved</li> <li>• <b>Deemed</b> – the decision was undecided for 10 months and so was deemed to be approved</li> <li>• <b>Refused</b> – the application was refused</li> <li>• <b>Suspended</b> – application on hand whilst RMA is suspended</li> <li>• <b>Withdrawn/incomplete</b> – the application was withdrawn</li> <li>• <b>Appeal Period</b> – a decision to refuse an application is within the 28 day timeframe to lodge an appeal with the AAT</li> <li>• <b>Appeal in Progress</b> – an appeal on the decision has been lodged and is currently in progress</li> </ul>
<b>Registration Date</b>	The date the application was approved.

## Appendix B: CPD history table

The table below describes the information provided in the CPD History table:

Information type	Description
Activity Number	A unique CPD activity identifier
Title	A short description of the CPD activity.
Points Value	Each agent must complete a minimum of 10 points worth of CPD activities in each 12 month period, including mandatory CPD requirements. This field shows the point value of the training undertaken.
Mandatory	This field indicates Yes or No to show if the CPD activity was mandatory.
Provider	The company that provided the CPD activity.
Date of Completion	The date the CPD activity was completed.

## Appendix C: Search for upcoming CPD

This table describes the search parameters for conducting a search for upcoming CPD activities:

Search option	Description
<b>CPD Activity</b>	<p>Narrow the search results to only show the type of CPD activities that interest you.</p> <ul style="list-style-type: none"> <li>• <b>Conference</b> – a formal meeting of a large group of people with a shared interest, typically one that takes place over several days.</li> <li>• <b>Program of Education</b> – A series of planned training activities that provide a learning path to a specific learning outcome.</li> <li>• <b>Private Study with Assessment</b> – Online modules with assessments which must be passed upon completion of each module.</li> <li>• <b>Seminar</b> – A meeting for discussion or training in a specific topic.</li> <li>• <b>Workshop</b> – An interactive meeting at which a group of no more than 30 people engage in intensive discussion and activity on a particular subject or project.</li> <li>• <b>Mandatory</b> – Mandatory training is organised with a type and category. The types are: <ul style="list-style-type: none"> <li>– <b>Code</b> – Training activities that relate to the Code of Conduct for registered migration agents.</li> <li>– <b>Ethics</b> – Training activities that relate to ethics.</li> </ul> <p>The Categories are:</p> <ul style="list-style-type: none"> <li>– <b>Category A</b> – Training activities that result in competencies relating to Australian migration law at the Australian Qualification Framework level of 8 or above, workshops and the Practice Ready Program. Agents must accumulate at least 5 CPD points each year from Category A activities in order to meet the CPD requirements to re-register as an agent.</li> <li>– <b>Category B</b> – Conferences, seminars, lectures and private study with assessment.</li> </ul> </li> </ul>
<b>Session Title</b>	<p>The session title is a short description of the training activity.</p> <p>If you know the title of the training opportunity, enter it here.</p> <p>If you are searching based on a topic, enter a keyword you would expect to see in the title with an asterisk on each side, for example, enter *186* to see all training opportunities related to 186 sponsored visas.</p>
<b>Session Location</b>	<p>Enter the name of a city to see all training opportunities for that city.</p>
<b>Mode of Instruction</b>	<p>If you prefer <b>Face to face</b> or <b>Online</b> training, select your preferred option from the drop-down list.</p>
<b>Provider Name</b>	<p>If you want to see all training opportunities from a specific provider, enter the provider name in this field.</p>
<b>Start date/time</b>	<p>Narrow the search results to only show sessions that are scheduled to take place this month, next month or this year.</p>

## Appendix D: Acceptable file formats

The following file formats are acceptable when uploading files as part of an online form.

File Type	File Extension
Bitmap image file	.BMP
Comma-separated values	.CSV
Microsoft Word document	.DOC .DOCX .DOCM
JPEG image file	.JPG .JPEG
Adobe Acrobat Portable Document Format file	.PDF
PNG image file	.PNG
Microsoft PowerPoint presentation document	.PPT .PPTX
Rich Text Format document	.RTF
Tagged Image File Format	.TIF .TIFF
Text file	.TXT
Microsoft Excel spreadsheet	.XLS .XLSX
Microsoft Works processing document	.WPD .WPS

Files that have been compressed will not be accepted. A compressed file is a container for documents, programs or other files that have been packaged together and reduced in size.

A common example is files compressed using WinZip® with a '.zip' file extension. If the document you are attempting to attach is too large we recommend that you create a PDF document.