

INFORMATION SHEET

Registered training organisations lodging high risk work licence applications

This information is for registered training organisations submitting high risk work licences (HRWL) on behalf of students. It provides advice to increase the quality of applications and reduce processing times. This information is subject to change from time to time. Please refer to the current version from our [website](#) under the Information and resources for RTO section. **Application fees for HRWL are non-refundable.**

Online submissions

1. Application submissions can be made online through the [High risk work licensing webpage](#) for:
 - new HRWL, or
 - transfer/renew an interstate HRWL only.Online submission is not available for adding a class to an existing HRWL. To add a new class a paper form is available: [High risk work licence - Add a class application](#).
2. An RTO can lodge a **maximum of ten (10)** applications per submission.
3. RTO submission must be the same application type (e.g up to 10 new applications or up to 10 interstate transfer). An RTO cannot lodge a mix of new and transfer applications in one submission. New and interstate transfer applications must be lodged separately.
4. RTOs must ensure an applicant's contact details are accurate and up to date.
5. Attach applicable supporting documents in PDF, JPG, JPEG, GIF or PNG format only following these naming conventions:
 - For NOA: **Name Surname – NOA (class)**
 - For SOA: **Name Surname – SOA (class)**
 - For Probity questions and declaration form: **Name Surname – Declaration**
 - For Proof of identity documents: **Name Surname – ID**
 - For Photograph: **Name Surname – Photo**
 - Example: **John Smith – NOA (DG)**
6. Do not provide credit or debit card details as identification documents.
7. Ensure the Notice of Assessment (NOA) issued to the applicant has been completed correctly and was issued within 60 days of lodgement. The applicant cannot carry out high risk work if the NOA was issued more than 60 days before the application was received.
8. Applicants are sent an email the day after an application is entered into our system. This email confirms receipt of the application but does not confirm that the application is finalised. Further information may still be required before we can finalise an application.
9. If the Department contacts an applicant to obtain additional information by email, they must provide the additional/missing information within 28 days. RTOs will be copied into the request for additional information. If the information is not received within this timeframe the application will be taken to be withdrawn. Failure to provide a response by the specified date will require the submission of a new application.
10. A payment receipt and reference number will be generated after payment is made.
11. In order to avoid duplicate applications, it is important that RTOs inform their students when an application is being lodged on their behalf.

By post or in person submissions

1. Ensure you are using the current version of the application form for [High risk work licensing](#). We recommend that you do not print large stocks of application forms and only use the current version available on our website.
2. Ensure the application form has been completed, in full. Specifically check that the applicant has:
 - provided a residential address
 - a current and valid NOA
 - completed the probity questionnaire if applicable
 - signed the declaration correctly.These are common errors which result in processing delays and in some instances the application being taken to be withdrawn. The probity questionnaire should be attached to the application only if the applicant has information to disclose. See [Probity questionnaire and declaration document](#).
3. Attach supporting documents in the same order they are shown on the application checklist: Application form, NOA, SOA and lastly a valid identification documentation. For types of identification documents accepted please see the [Application for high risk work licence: Applicant guide](#)
4. Secure the applicant's photograph with glue or tape. Do not use a stapler or paper clip. Photographs attached by paper clip become detached easily from the application. Ensure the applicant's name and date of birth are printed on the back. Identification photographs must be high quality passport standard images, see [Licence card photographs](#).
5. Ensure the Notice of Assessment (NOA) issued to the applicant has been completed correctly and was issued within 60 days of lodgement. The applicant cannot carry out high risk work if the NOA was issued more than 60 days before the application was received.
6. If you would like a single receipt for a bulk submission, you must include a cover sheet with the applications listed. Do not include credit card details on the individual applications forms.
7. A template cover sheet for bulk submission of applications is available on the [High risk work licensing](#) under 'Information and resources for RTOs section. See [Bulk submission of applications for a high risk work licences – RTO cover sheet](#).
8. Bulk submission is three (3) or more applications lodged at once at the Customer Service counter. Bulk submissions must be accompanied by a cover sheet. The cover sheet must:
 - list each applicant's full name
 - identify if the application type (new, add class or interstate)
 - identify the class of work being applied for
 - include credit card details for the application fee payment
 - include a statement authorising payment to be taken.
9. We only accept one payment per application. Interstate transfer applications where an RTO wishes to pay for additional class but does not wish to pay for the transfer of the interstate licence will not be accepted unless full payment is made. Alternately the applicant can submit an earlier separate transfer application.
10. Applications lodged in bulk are not assessed for completeness at the Customer Service counter.
11. Applicants will be sent an email the day after an application is entered into our system. This email confirms receipt of the application but does not confirm that the application is finalised. Further information may still be required before we can finalise an application.
12. If the Department contacts an applicant to obtain additional information by email, they must provide the additional/missing information within 28 days. RTOs will be copied into the request for additional information. If the information is not received within this timeframe the application will be taken to be withdrawn. Failure to provide a response by the specified date will require the submission of a new application.
13. In order to avoid duplicate applications, it is important that RTOs inform their students when an application is being lodged on their behalf.