

Frequently Asked Questions

Paying for your registration

Please use the navigation on the left to target your question.

Please note this information is for teachers within their current cycle of registration who only need to make a payment to continue their registration into 2021. If this is you a “Pay Registration” button will appear in your TRB Online account.

This information **does not apply** to teachers [renewing their registration](#) or those Provisionally Registered teachers [reapplying for a new cycle of registration](#). These applications open on the 1st of September and the appropriate action button will appear in your TRB Online account on that date.

What happens if I don't pay my registration by the 31st Dec. 2020?

Your current cycle of registration will expire and you will no longer be registered to teach in Tasmania.

If you intend to teach in Tasmania in 2021, you will then need to reapply for teacher registration. Your application will be processed and assessed against Board criteria for registration. You will also have to pay the application fee which is an additional \$53.00. You will also have to wait until you have formal Board approval before you can legally be employed to teach.

Payment Options

How can I make my payment?

You will have a range of options for making your payment, all options and relevant details are listed on the invoice you will need to generate in your TRB Online account:

- Credit card online or by phone (using the PayWay link or 1300 number on your invoice);
- BPay – electronic bank transfer of funds through your bank/ financial institution; and
- Service Tasmania– cash, EFTPOS or credit card.

Note: the TRB will not accept cash payments.

What if I don't want to pay online?

You do not have to pay online; you only need to generate your invoice in your TRB Online account. Once you have clicked on “Pay Registration” and generated an invoice, print your invoice and take it to Service Tasmania to pay.

Can I call the TRB and make a payment over the phone?

We cannot accept payments on our TRB office phone number but you can still pay over the phone using a credit card by calling the PayWay 1300 number in the bottom left corner of your invoice. You will need to login to your TRB Online account, click on “Pay Registration” and generate an invoice.

Can I pay by cheque?

No, but we do offer a range of other payment options.

How much do I have to pay?

How much is the annual teacher registration fee?

The annual teacher registration fee is currently \$100 per calendar year.

Can I pay for more than one year?

You have the option to pay for any remaining years left in your current cycle of registration. Select your preferred number of years when you generate your invoice in TRB Online. The number of years left in your current cycle of registration is different for everyone.

Why do I only get the option of a one year payment?

Your current cycle of registration must expire next year. In 2021, after the 1st September you will need to either renew your registration (Full Registration or Specialist Vocational Education and Training Registration) or reapply for a new cycle of registration (Provisional Registration).

Do I get a discount for paying more than one year?

No, but as our fees are aligned to consumer price index and increase each year you will save any future increases.

Can I pay for one year now and pay for other year later?

Yes, as long as you have more than one year left in your current cycle of registration. You can pay your registration at any time of the year. You will need to generate a new invoice and unique customer reference number in your TRB Online account for your second payment.

I applied for teacher registration this year and paid for my registration in (month) why is it expiring in December?

Application and registration fees are not subject to pro-rata arrangements and must be paid in full for the calendar year to which they relate; regardless of when in that calendar year the application is made.

About Bpay

Can I set up a future BPay payment for the 31st December 2019?

Many teachers do, but please remember you must create and use the unique customer reference number in your TRB Online invoice to ensure your payment is linked to your account and processed as anticipated.

If you intend to set up a future BPay payment we recommend you login to TRB Online, click on “Pay Registration” and organise your invoice (with the payment customer reference number) prior to our office closure in December in case you need our assistance with that part of the process.

Note: The Board takes no responsibility for incorrect payments or payments made in error when the payment is made via PayWay (internet or telephone) or via BPay processes. In these instances the person making the payment has full responsibility for entering the payment details including Customer Reference Number and Biller Code and then checking and verifying that these details are correct (see [Fees and Payments Policy](#)).

I have saved the TRB in my BPay billers list; can I use that to make a payment?

No. Each payment has a separate and unique customer reference number (CRN); any payments made using stored CRNs will not be linked to your account. You will need to login to your TRB Online account, click on “Pay Registration” and generate an invoice containing a new, unique customer reference number to make this year’s payment.

Should I save TRB to my billers list

No. Each payment has a separate and unique customer reference number; any payments made using stored CRNs will not be linked to your account.

Email reminders to make a payment

When do I get reminders to pay my registration?

We start sending email notifications in October (for payments) to registered teachers whose registration expires on the 31st December 2020. It is essential that the email we have in your record is correct to ensure you receive these reminders.

We have an Annual Registration Process communication strategy to remind all teachers which includes: personal email reminders, Department of Education Info Stream notices, reminders to employers, principals and unions, and alerts using our public website and social media. See our Managing the Annual Registration Process Policy- [Board Policies](#).

I have paid (and been notified of reconciliation of my payment) but I am still getting email reminders to pay?

Usually this means that while you were in TRB Online you generated more than one invoice. All new invoices will generate an automatic reminder email after two weeks if no payment is reconciled against that invoice.

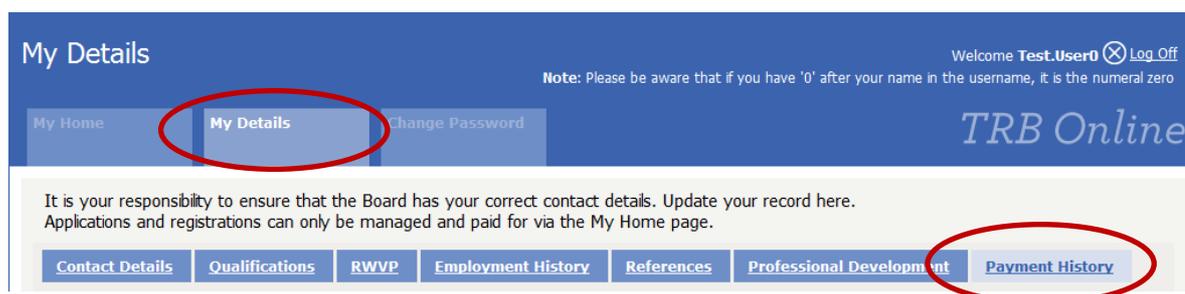
If you have generated an invoice in error, email trb.admin@trb.tas.gov.au to request we cancel this unrequired invoice.

Proof of Payment

I have paid but it is not showing in my TRB Online account?

Payments take up to two business days to be reconciled in your account. You are notified by email once your payment is processed and reconciled.

Once reconciled your payment with receipt details will appear in the Payment History section of your TRB Online account. Login to TRB Online click on **My Details** and then **Payment History**.



If you pay on or after 21st December 2020 your payment will may not be reconciled until TRB office staff return to work in January. During the Christmas closure your registration will appear to have ended but this will be resolved once we process your payment in January.

We suggest that if you need assistance to log into your TRB Online account and/or to make your payment that you do this before the 18th December 2020.

When will my registration expiry date be updated?

As soon as your payment is reconciled your registration expiry date will be automatically updated.

Will I get a new card?

We prefer to validate someone's teacher registration status using up-to-date information, so we have not issued teacher registration cards since 2010.

If you ever wish to check your registration status you (and employers) can use our TRB Online – Teacher Search function which is a dynamic up to date record of teacher’s registration status including TRB number, type/ category and financial expiry date.

Access to this search function is also available on our [home page](#) in the Schools and Employer drop down menu at the top right of our website>> **Search the latest Register of Teacher.**

Alternatively you could log in to your TRB Online account and view/ print your own registration certificate which contains your TRB number, type/ category, financial expiry date and cycle expiry date.

Will the school know my registration has been paid?

Your schools Watched Registration list will automatically be updated with your new expiry date as soon as your payment is reconciled.

About Receipts and Invoices

Do I get a receipt?

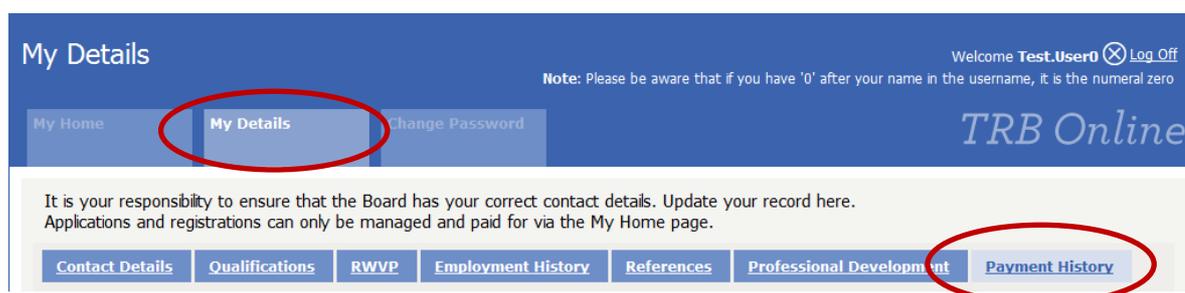
The Teachers Registration Board of Tasmania moved to a range of external payment options in 2010 and does not issue formal receipts. Depending on the payment method you should receive a receipt number to use for taxation purposes:

- Credit card online (using the PayWay link on your invoice) offers you the option to print a receipt and also emails you a receipt.
- Credit card by phone (using the PayWay 1300 number on your invoice) issues a receipt number for you to record on your printed invoice.
- BPAY through your financial institution offers you the option to print a receipt once the transaction is completed and provides you with a receipt number for the transaction.
- Service Tasmania provides a hard copy receipt for over the counter payments.

Please ensure you print your online invoice and record the receipt details from the payment method you use.

Payments can take 2- 3 business days to be processed and reconciled in the TRB system.

Once reconciled your payment with receipt details will appear in the Payment History section of your TRB Online account. Login to TRB Online, click on **My Details** and then **Payment History**.



My Details

Welcome Test.User0  Log Off

Note: Please be aware that if you have '0' after your name in the username, it is the numeral zero

My Home **My Details** Change Password

TRB Online

It is your responsibility to ensure that the Board has your correct contact details. Update your record here.
Applications and registrations can only be managed and paid for via the My Home page.

Contact Details Qualifications RWVP Employment History References Professional Development **Payment History**

Do I need to forward the receipt details to the TRB?

No the TRB will have your receipt details once your payment is reconciled. We recommend you keep your receipt with your invoice (generated in TRB Online) for your own records.

Do I need to forward my Service Tasmania receipt to the TRB?

No the TRB will have your receipt details once your payment is reconciled. We recommend you keep your receipt with your invoice (generated in TRB Online) for your own records.

I can't add my receipt number to my online invoice.

The space on your invoice is for you to use (once you have printed the invoice) to record your receipt details.

What about refunds?

Not all fees are refundable please refer to our [Fees and Payments Policy](#).

Prescribed Fees

View [a list of all prescribed fees](#) contained in the *Teacher Registration Regulations 2011*.



Still don't know the answer to your question?

See all [Frequently Asked Questions](#)

For a prompt response email: trb.admin@trb.tas.gov.au