

# ACMA assessor welcome guide

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# Contents

<b>Introduction</b>	<b>1</b>
About this guide	1
Verifying your identity	1
<b>Instructions</b>	<b>2</b>
1. Go to the ACMA Assist online portal	2
2. Read the privacy information	2
3. Choose how you want to verify your identity	3
4. Sign up using Australia Post's Digital iD	4
5. Sign up using myGovID	12
6. Access the amateur radio portal	14
7. Access the assessor function	16
8. Download examination papers	16
9. Report results of examinations	17
<b>Examination requirements</b>	<b>24</b>
Before the examination	24
The examination	24
After the examination	24
<b>Support</b>	<b>25</b>



# Introduction

## About this guide

The Australian Communications and Media Authority (ACMA) has developed this guide to give accredited assessors an overview of the ACMA's accredited assessor portal.

This guide provides instructions on how to:

- > verify your identity to create an ACMA Assist account
- > use the portal to download an examination paper
- > use the portal to report examination results to the ACMA.

You can access the accredited assessor portal through our online system, [ACMA Assist](#). You will need to verify your identity and create an ACMA Assist account before you can access the portal.

## Verifying your identity

To create an ACMA Assist account, you'll need to verify your email address and prove your identity. This helps keep your information secure.

You can verify your identity using Australia Post's **Digital iD** service or the Australian Government **myGovID app**. You will need an identity document such as a passport, driver's licence, birth or citizenship certificate to verify your identity.

### Option 1: Australia Post Digital iD

You can choose to:

- > download the [Digital iD](#) app to your phone and verify your identity. Once verified, you can use the app to prove your identity at Australia Post and their partner organisations in person and online. **Please create your account before accessing ACMA Assist.**
- > use Digital iD as a guest user online. You do not need to download an app. You can verify your identity directly in your web browser and your details will not be saved.

View more information at [digitalid.com](https://digitalid.com).

### Option 2: myGovID app

You will need to download the [myGovID](#) app to your smartphone and verify your identity. Once verified, you can use the app to access a range of other [participating government online services](#) without having to enter your personal information again. **Please create your account before accessing ACMA Assist.**

View more information at [mygovid.gov.au](https://mygovid.gov.au).



Using the **myGovID app** means you will need to log in to ACMA Assist using the app each time you use the portal. **You will not be given a username and password for ACMA Assist.**

# Instructions

## 1. Go to the ACMA Assist online portal

You can access ACMA Assist from [acma.gov.au](https://www.acma.gov.au).

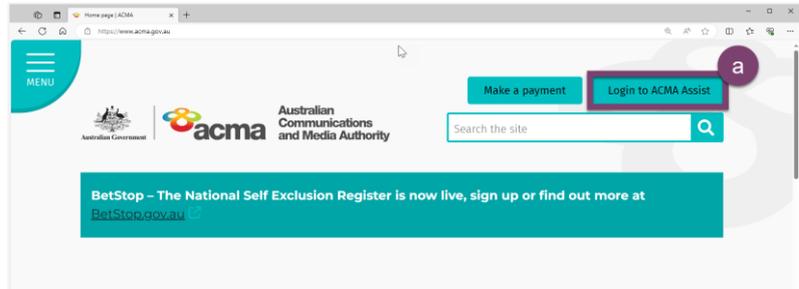
Either:

- a. Click **Login to ACMA Assist** on the top right corner of the ACMA homepage

OR

- b. Use this link to go directly to ACMA Assist:

<https://www.acma.gov.au/acma-assist>.

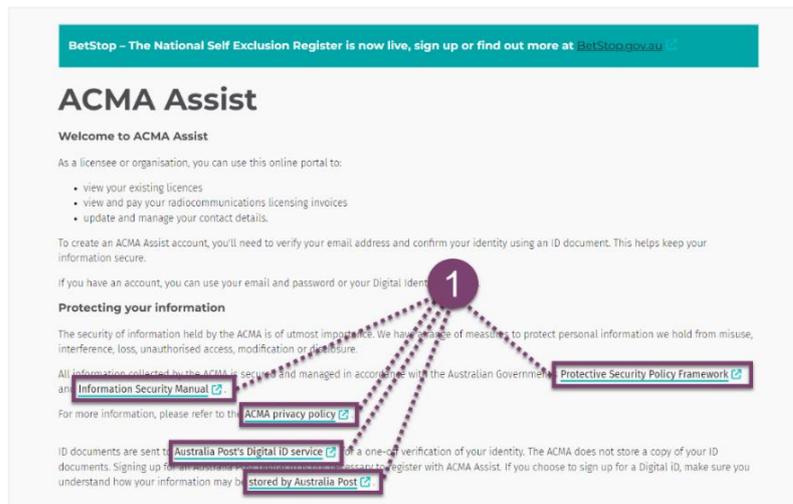


## 2. Read the privacy information

Read about how the ACMA and Australia Post manage your personal information by following the links on the welcome page. For myGovID privacy information, view the [myGovID privacy policy](#).

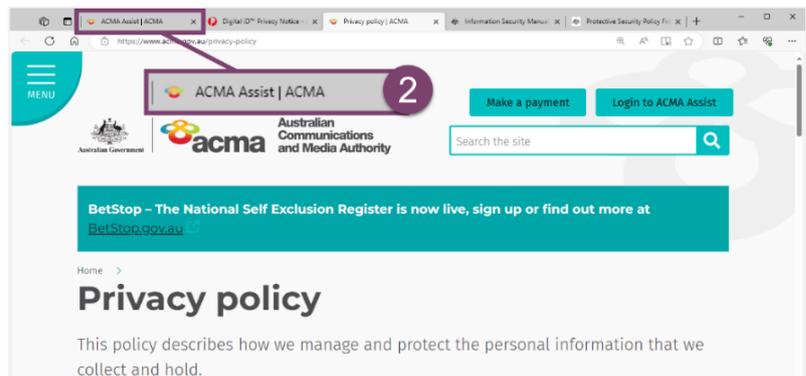
To find out more:

1. Click on the links  to open the documents in a new tab



Once you have read the information:

2. Click on the **ACMA Assist | ACMA** tab to return to the ACMA Assist welcome page.

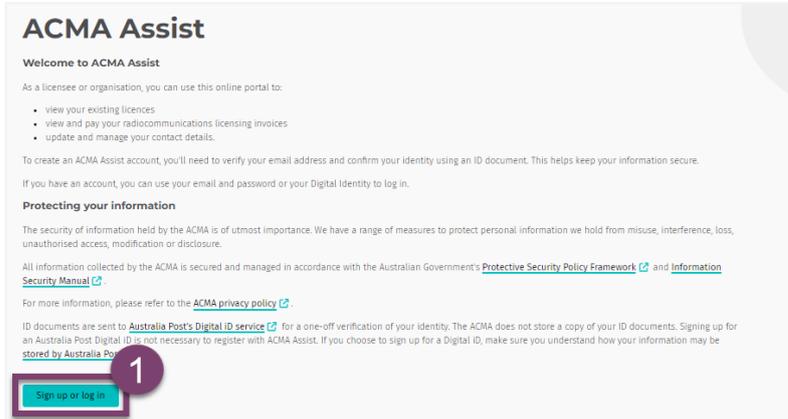


### 3. Choose how you want to verify your identity

To use the Australia Post [Digital ID](#) app or [myGovID](#) app, you will need to set up an account before continuing. You do not need to set up an account to verify your identity using Digital ID in a web browser as a guest.

When you are ready, scroll to the bottom of the ACMA Assist welcome page.

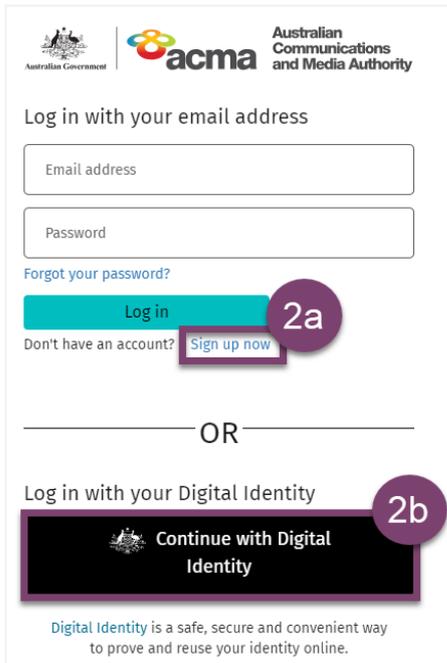
1. Click **Sign up or log in**



2. a. Click **Sign up now** to sign up using the Australia Post's **Digital ID** through the app or as a guest. See [section 4](#)

OR

b. Click **Continue with Digital Identity** to sign up using the myGovID app. See [section 5](#).



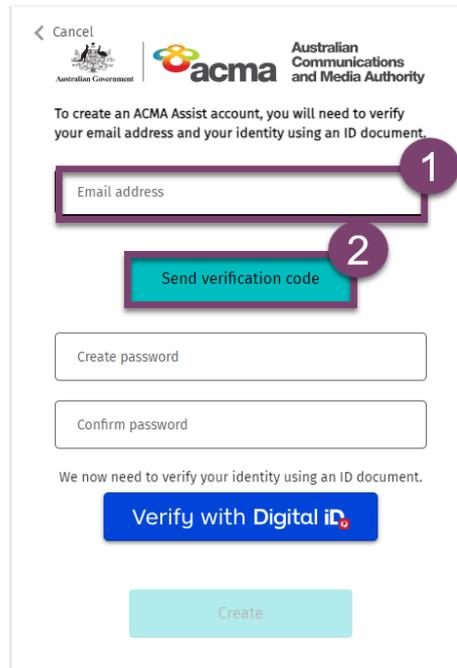
## 4. Sign up using Australia Post's Digital iD

This section provides instructions for how to prove your identity using Australia Post's Digital iD, either as a guest or using the app.

Skip to [section 5](#) if you want to prove your identity using *myGovID*.

### 4.1 Verify your email address

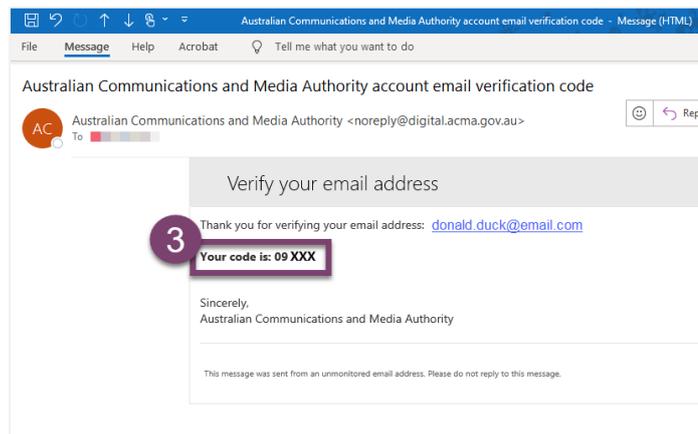
1. Enter your email address in the text box
2. Click **Send verification code**



The screenshot shows the ACMA Assist account creation form. At the top, there is a 'Cancel' link and the ACMA logo. Below the logo, the text reads: 'To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.' There are three input fields: 'Email address', 'Create password', and 'Confirm password'. A red box with the number '1' highlights the 'Email address' field. A red box with the number '2' highlights the 'Send verification code' button. Below the password fields, there is a blue button labeled 'Verify with Digital iD' and a light blue 'Create' button at the bottom.

You will receive an email from [noreply@digital.acma.gov.au](mailto:noreply@digital.acma.gov.au)

3. Copy or make a note of the verification code



4. Paste or type the verification code in the textbox
5. Click **Verify code**.

**Note:** If you don't receive an email within a few minutes, check your junk folder. If it is not there, click **Send new code**.

< Cancel Australian Government acma Australian Communications and Media Authority

To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.

Verification code has been sent. Please copy it to the input box below.

donald.duck@email.com

Verification Code

Verify code Send new code

Create password

Confirm password

We now need to verify your identity using an ID document.

Verify with Digital ID

Create

#### 4.2 Create a password

Create an 8–16 character password that contains at least 3 of the following:

- > lowercase characters: a–z
- > uppercase characters: A–Z
- > digits: 0–9
- > symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? ` ~ " ( ) ; .

1. Enter your password in the text box
2. Confirm your password by re-entering it in the next text box.

< Cancel Australian Government acma Australian Communications and Media Authority

To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.

The code has been verified. You can now continue.

donald.duck@email.com

Change

Create password

Confirm password

We now need to verify your identity using an ID document.

Verify with Digital ID

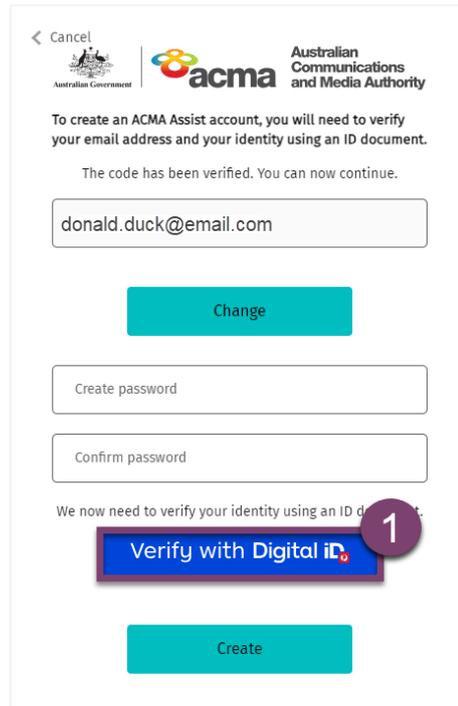
Create

### 4.3 Verify your identity as a guest using Australia Post Digital iD

This section provides instructions for how to prove your identity using Australia Post's **Digital iD** as a guest in your web browser.

Skip to [section 4.4](#) if you want to use the **Digital iD app** to prove your identity.

#### 1. Click **Verify with Digital iD**



< Cancel

Australian Government | acma Australian Communications and Media Authority

To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.

The code has been verified. You can now continue.

donald.duck@email.com

Change

Create password

Confirm password

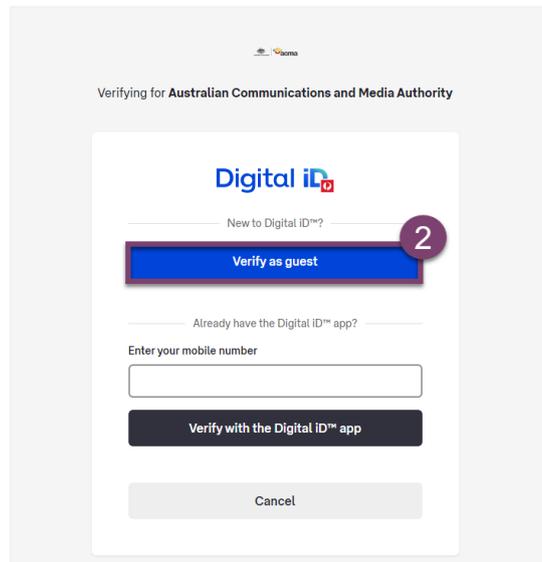
We now need to verify your identity using an ID document.

Verify with Digital iD

Create

The Digital iD pop up screen will appear.

#### 2. Click **Verify as guest**



Verifying for Australian Communications and Media Authority

Digital iD

New to Digital iD?

Verify as guest

Already have the Digital iD app?

Enter your mobile number

Verify with the Digital iD app

Cancel

3. Select the document type you want to use to prove your identity
4. Click **Continue**

5. Enter your identity document details into the text boxes
6. Click **Continue**

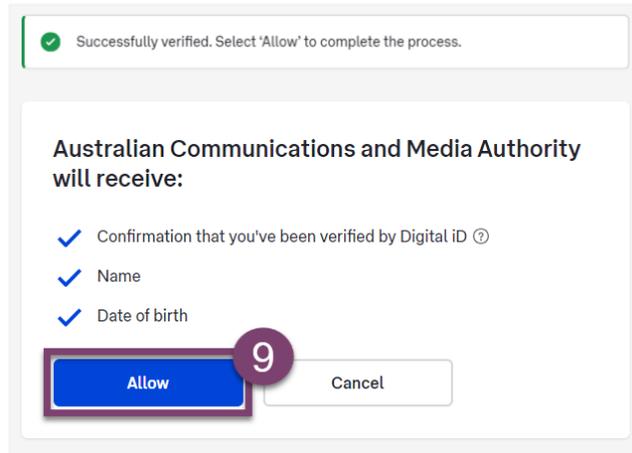
**Note:** if you change your mind and want to use a different document to verify your identity, click the **Change ID type** button

7. Click on the links to read the **Terms of Use** and **Privacy Notice** and click on the checkbox to agree
8. Click **Submit**

**Note:** If you change your mind and wish to set up an Australia Post **Digital ID** account rather than proceed as a guest, click the drop down arrow in the **Get a Digital ID (optional)** tab, enter your mobile number and follow the prompts.

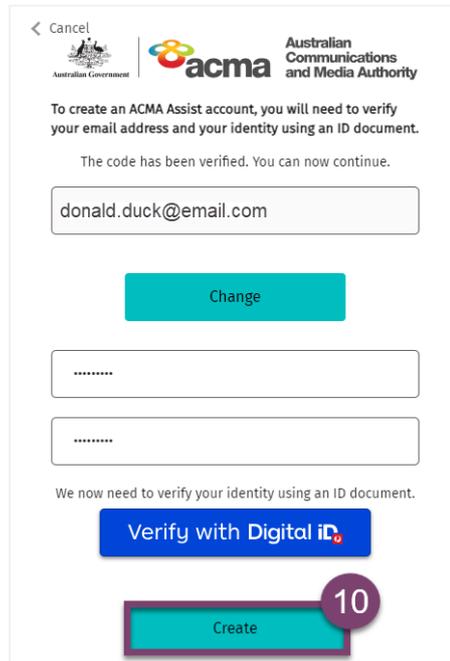
You will now see a pop up letting you know that your identity has been successfully verified. You will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

9. Click **Allow**



You will be taken back to the ACMA assist sign up screen

10. Click **Create**.



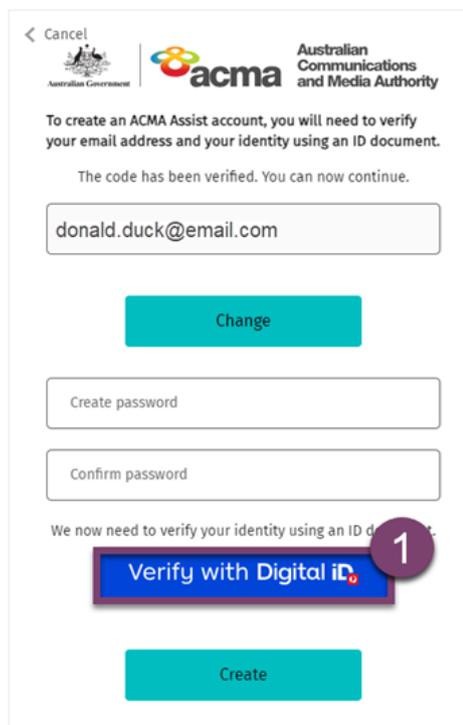
Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

#### 4.4 Verify your identity using the Australia Post Digital iD app

You will need to download and set up the Australia Post **Digital iD** app on your phone before completing the following steps. For more information on how to download and set up the app visit the [Digital iD website](#).

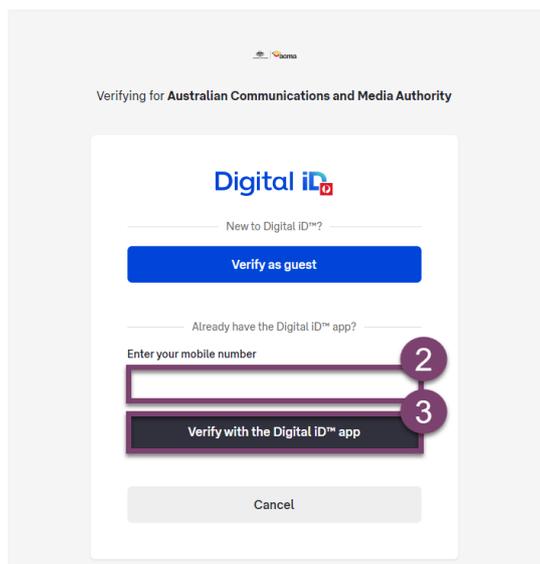
Once you have verified your email and created your password, follow the steps below to verify your identity using the app.

**1. Click Verify with Digital iD**

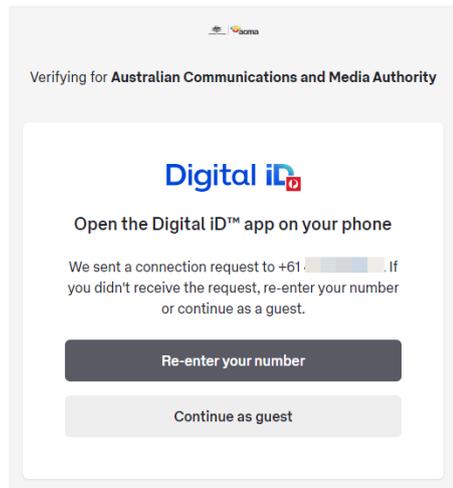


The **Digital iD** pop up screen will appear

- 2. Enter your mobile phone number**
- 3. Click Verify with the Digital iD app**



You will see this pop up. **Do not click anything at this stage.**



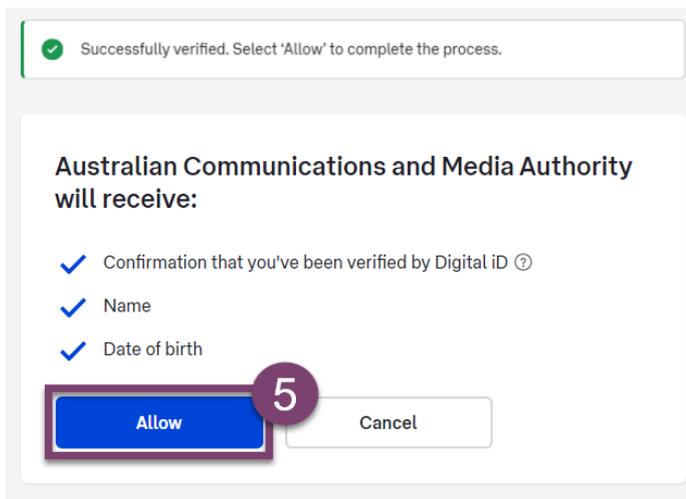
Open the app on your phone. As soon as you open the app you will see a notification asking you if you want to 'Connect with Australian Communication and Media Authority'.

4. Click **Connect**



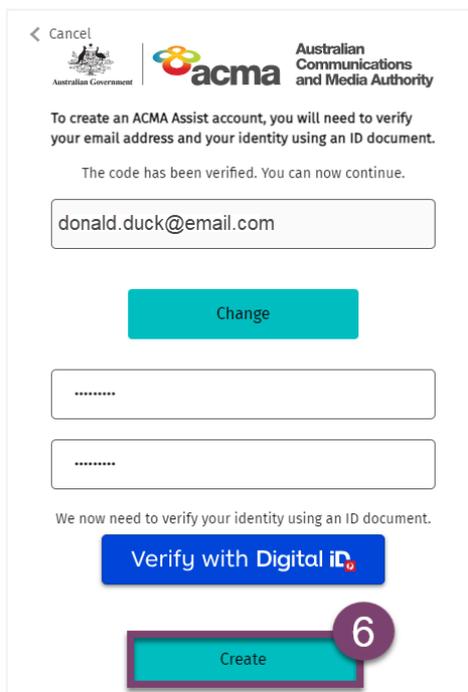
You will now see a pop up letting you know that your identity has been successfully verified and you will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

5. Click **Allow**



You will be taken back to the ACMA Assist sign-up screen

6. Click **Create**.



Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

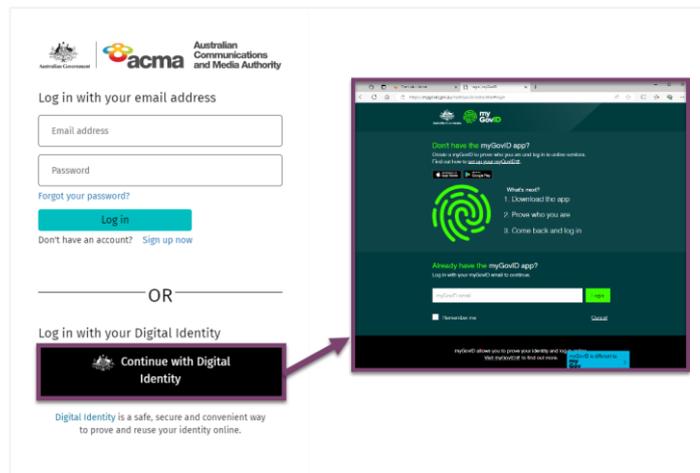
## 5. Sign up using myGovID

You will need to download and set up the **myGovID** app on your phone before completing the following steps. For more information on how to download and set up the app, visit [How to set up](#) on the myGovID website.

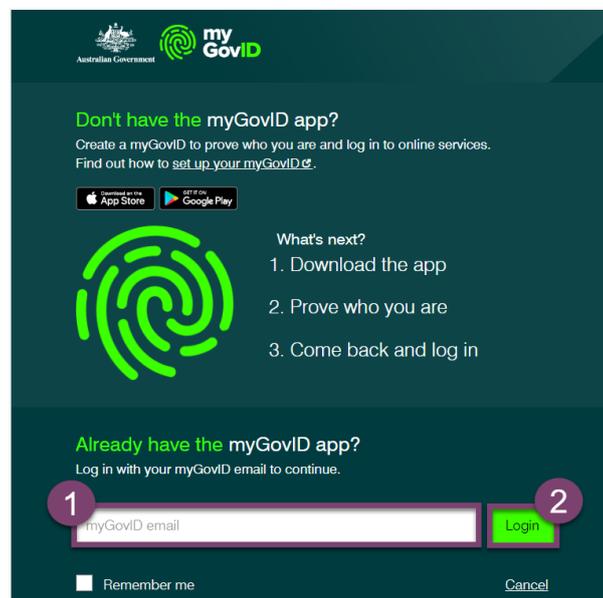


Using the **myGovID app** means you will need to log in to ACMA Assist using the app each time you use the portal. **You will not be given a username and password for ACMA Assist.**

When you click **Continue with Digital Identity**, you will be taken to the myGovID website

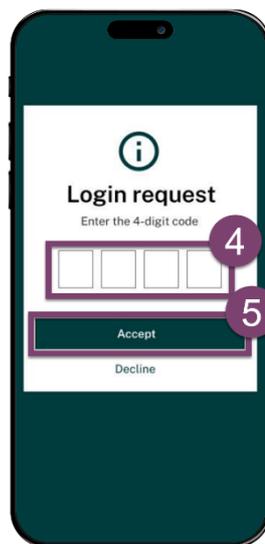


1. Enter the email address you used to set up your **myGovID** in the text box
2. Click **Login**



You will be taken to a screen showing you a 4-digit code.

3. Open the **myGovID** app on your phone
4. Enter the 4-digit code into the text boxes on your phone
5. Click **Accept**.



Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage.

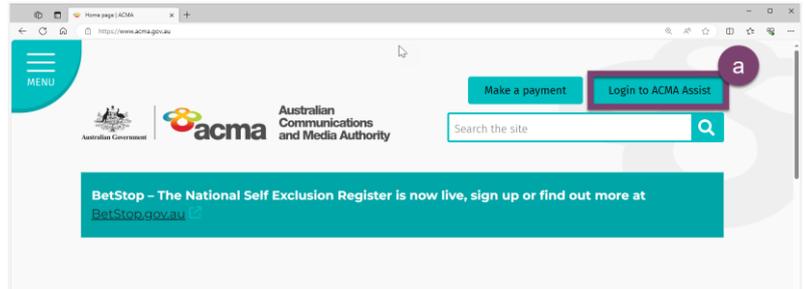
## 6. Access the amateur radio portal

Once you have verified your identity using the above instructions, you will need to access the amateur radio portal on [ACMA Assist](#). You can report examination results and download examination papers using the Assessor function in the amateur radio portal.

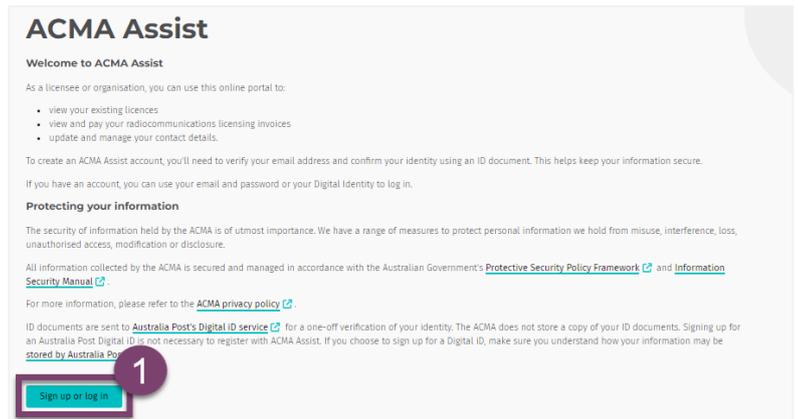
### 6.1 How to access the amateur radio portal

To access the amateur radio portal as a registered user, either:

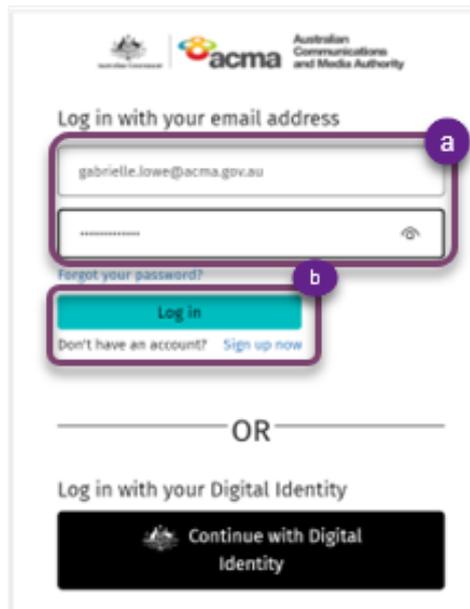
- a. Click **Login to ACMA Assist** on the top right corner of the ACMA website homepage
- OR
- b. Click this link: <https://www.acma.gov.au/acma-assist> to be taken directly to ACMA Assist.



1. Click **Sign up or log in** to log in



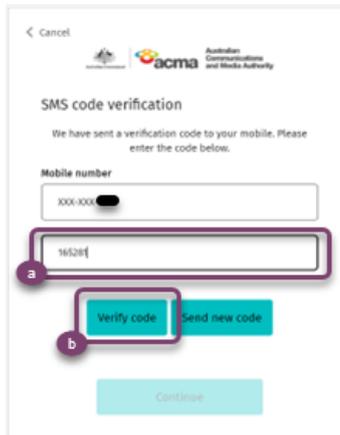
- a. Log in by typing your ACMA Assist account email address and password.
- b. Click **Log in**



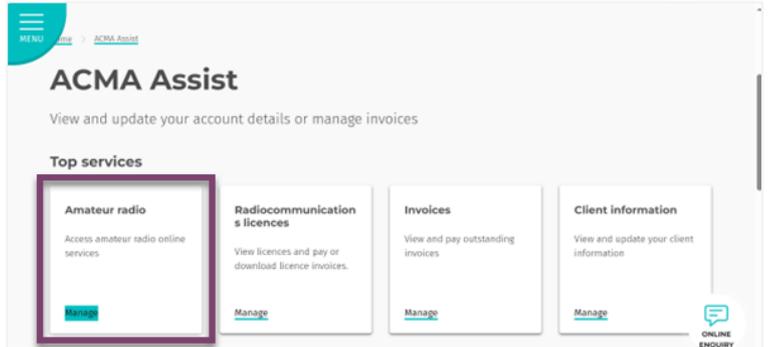
You will be sent an SMS verification code to the mobile phone number with which you registered your ACMA Assist account



- a. Type in the SMS code sent to your mobile number
- b. Click **Verify code**



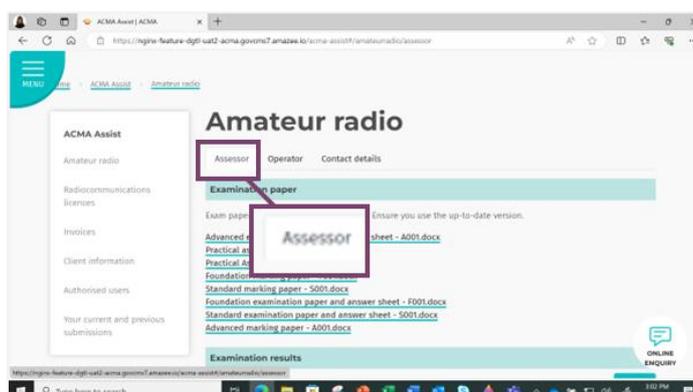
Click on the **Amateur radio** box to access the amateur radio portal.



## 7. Access the assessor function

Select the **Assessor** tab in the amateur radio portal.

Use this Assessor function to download examination papers and report examination results to the ACMA.



## 8. Download examination papers

### About this functionality

Examination papers are only available in PDF format, as this gives the best accessibility and ensures we maintain the integrity of the documents.

**Please note:** You do not need to apply to the ACMA before you conduct an examination. You will only need to log in to ACMA Assist and download the examination papers and other materials, prior to the examination.

The examination paper includes:

- > an examination cover sheet
- > information to candidates (which should be read out to candidates at the start of each examination)
- > the examination questions
- > the answer sheet.

You should also download a separate marking page to assist you in marking the questions.

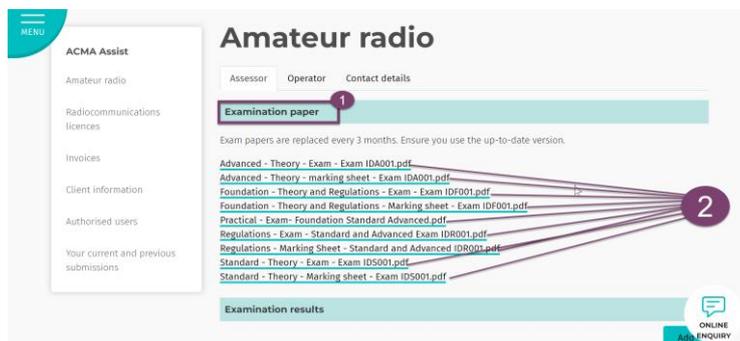
If you are conducting a practical assessment, you should also download the practical assessment answer sheet and the corresponding picture chart.

You will need to make sure the candidate completes the cover sheet information (name, address, contact details) and indicate the type of photo identification you used to identify the candidate. You and the candidate will also need to sign and date these papers.

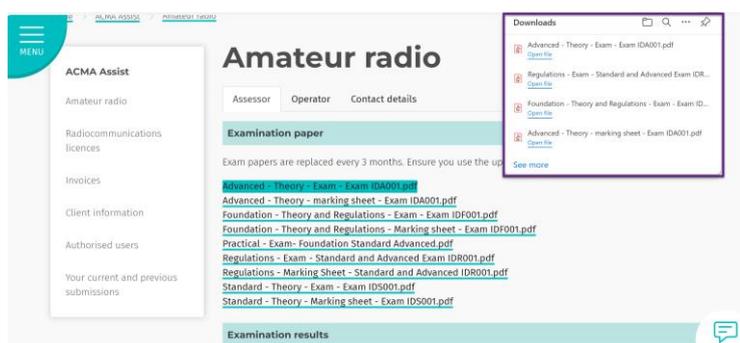
Each new examination paper will have a unique reference number in the file name, on the cover sheet of the paper, in the footer of the paper and on the marking sheet.

## 8.1 How to download an examination paper

1. Go to the **Examination paper** section of the Assessor function
2. Click on the examination paper(s) you require. The document(s) will automatically download to your computer



You are now able to access the examination paper(s) from the download folder on your computer



## 9. Report results of examinations

After the examination is complete, you will need to report the examination result and upload the relevant documents onto the Assessor function of the amateur radio portal.

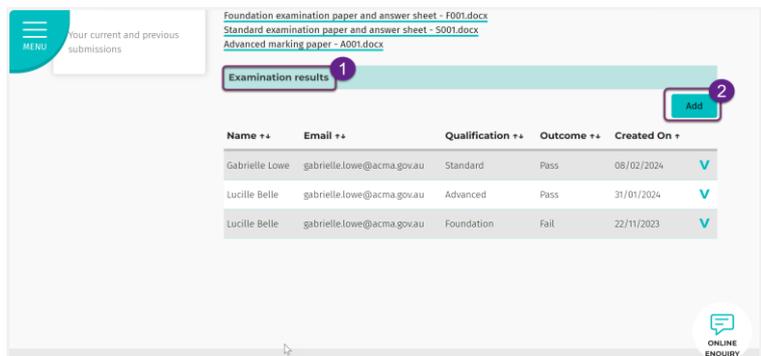
You can upload these documents in the following file types: .bmp, .jpeg, .png, .tiff, .docx, .pdf, .eml, .xlsx, .msg, and .txt.

If the candidate passes all examination components that they attempted, they will receive an email from the ACMA, once we have processed their examination, with instructions on how to log in and apply for an ACMA recognition certificate. The candidate will need to log in to ACMA Assist to apply for and pay the relevant fee before we can issue them an ACMA recognition certificate.

Please inform the candidate that if they fail one of the examination components they attempted, or if they plan to undertake certain components of the examination on a later date, you will report their result to the ACMA. However, we will not contact them until all components of the examination have been completed.

## 9.1 How to report an examination result

1. Go to the **Examination results** section of the Assessor function
2. Click on **Add** to report the examination result



Fill in the candidate's personal details:

- a. First name
- b. Last name
- c. Email

Assessor instructions

- Use a separate form for each candidate to submit results
- One or more components may be submitted - additional examination results can be entered at other times

First name \*  
Gabrielle

Last name \*  
Lowe

Other name

Email \*  
gabrielle.lowe@acma.gov.au

Theoretical component level \*  
Select...

Method \*  
Select...

I have sighted this candidate's photo identification and confirm it matches the details here.\*

Click on the dropdown menu of **Theoretical component level** and select the candidate's level: Foundation, Standard or Advanced

Assessor instructions

- Use a separate form for each candidate to submit results
- One or more components may be submitted - additional examination results can be entered at other times

First name \*  
Gabrielle

Last name \*  
Lowe

Other name

Email \*  
gabrielle.lowe@acma.gov.au

Theoretical component level \*  
Select  
Foundation  
Standard  
Advanced

Method \*  
Select...

I have sighted this candidate's photo identification and confirm it matches the details here.\*

Theoretical examination \*

Click on the dropdown menu of the **Method** section and select the examination method: Face to face, Video conference or Telephone.

**Note:** For telephone examinations, you need to seek approval from the ACMA and an invigilator must be present. Please refer to 7.7 of the [Accredited Assessor Guidelines](#) for more detailed information.

Select the box to confirm that you have sighted the candidate's photo identification and confirm it matches their contact details.

In the **Theoretical examination** section, click on the dropdown menu and select one of the options: Examination component taken under my supervision; Examination component completed in the past; Examination component scheduled for a future date; or Passed component after a 'recognition of prior learning' assessment.

If, in the Theoretical examination section, you select

- a. **Examination component taken under my supervision,**  
THEN
- b. enter the score in the theoretical component score section
- c. If a score > 70% is entered, a pass grade will automatically appear. If a score <70% is entered, a fail grade will automatically appear

In the **Regulatory examination** section, click on the dropdown menu and select one of the options: Examination component taken under my supervision; Examination component completed in the past; Examination component scheduled for a future date; or Passed component after a 'recognition of prior learning' assessment.

The screenshot shows the 'Regulatory examination' dropdown menu with the following options: Examination component taken under my supervision, Examination component completed in the past, Examination component scheduled for a future date, Passed component after a 'recognition of prior learning' assessment, and Was this a special examination? (This last option is partially obscured by a red box).

If, in the Regulatory examination section, you select

- Examination component taken under my supervision,**  
THEN
- enter the score in the Regulatory component score section
- if a score > 70% is entered, a pass grade will automatically appear. If a score < 70% is entered, a fail grade will automatically appear

The screenshot shows the 'Regulatory component score' field with a score of 95 and a 'Pass' grade. The 'Theoretical component score' field has a score of 90 and a 'Pass' grade. Red boxes labeled 'a', 'b', and 'c' highlight the 'Regulatory examination' dropdown, the 'Regulatory component score' field, and the 'Regulatory component score' dropdown respectively.

**Note:** At the Foundation level, the regulation and theoretical components are contained in the same examination paper so the scores for these 2 components should be identical.

In the **Practical examination** section, click on the dropdown menu and select one of the options: Examination component taken under my supervision; Examination component completed in the past; Examination component scheduled for a future date; or Passed component after a 'recognition of prior learning' assessment.

The screenshot shows the 'Practical examination' dropdown menu with the following options: Examination component taken under my supervision, Examination component completed in the past, Examination component scheduled for a future date, Passed component after a 'recognition of prior learning' assessment, and Was this a special examination? (This last option is partially obscured by a red box).

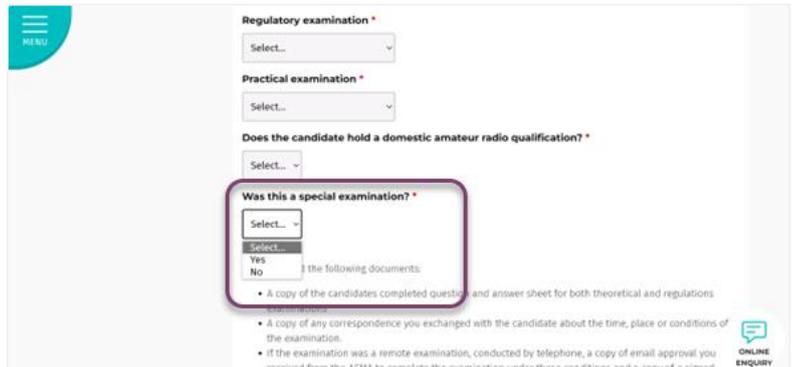
If in the Practical examination section, you select:

- a. **Examination component taken under my supervision**
- THEN
- b. select either **Competent** or **Not competent**

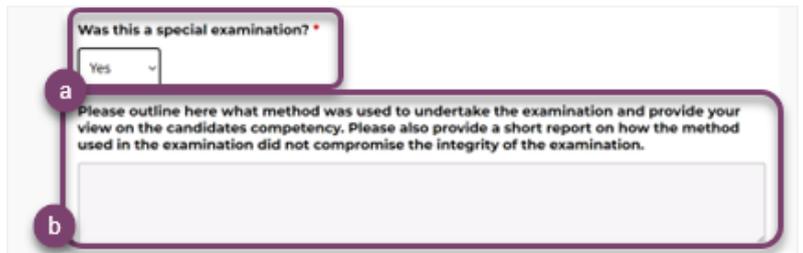
To the question, **Does the candidate hold a domestic amateur radio qualification?**, click the dropdown menu, and select either Yes or No.

- a. If you answer Yes to the question **Does the candidate hold a domestic amateur radio qualification?**,
- THEN
- b. please type in the text box which components you advised the candidate they need to undertake and why. If you have questions about this, you should consult the [ACMA Amateur Radio Qualification Framework](#), available on the ACMA website.

To the question, **Was this a specialist examination?**, click the dropdown menu, and select either Yes or No.

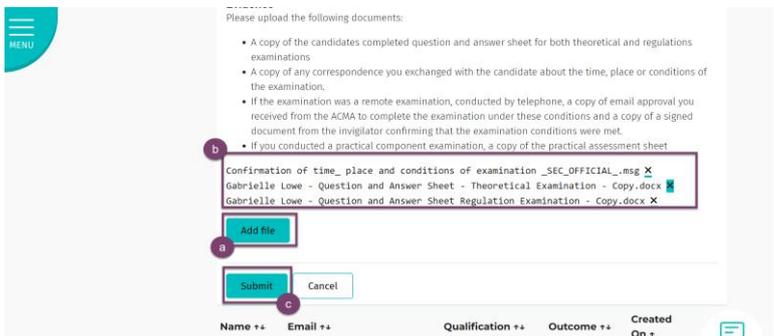


- If you answer Yes to the question **Was this a specialist examination?**, THEN
- please type in the text box and outline what method was used to undertake the examination, and provide a short report on how the method used did not compromise the integrity of the examination.



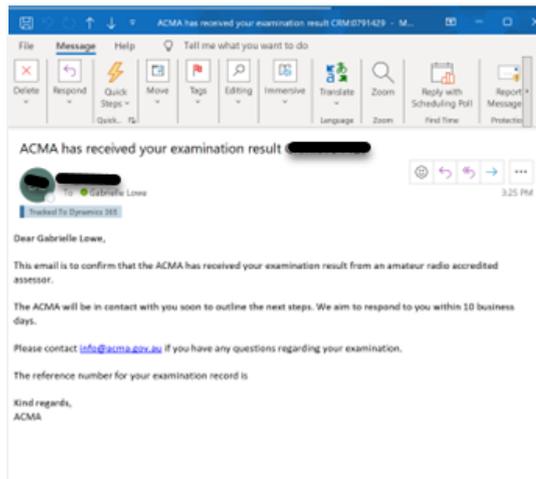
In the **Evidence** section, you need to provide the listed supporting documentation:

- Click **Add file** and upload the required documents, depending on which components of the examination the candidate was required to sit
- Check that all documents have been uploaded correctly
- Click **Submit** to report the examination result



If the candidate passed all components of the examination they attempted, they will receive an email from the ACMA notifying them that their examination result has been received.

**Note:** We will not contact candidates who have failed a component of their examination that they attempted.



You can see every examination you have reported to the ACMA from below the section where you submit a result. You will be able to check here to see if the report has been submitted successfully.

The screenshot shows a table titled 'Examination results' with an 'Add' button. The table has five columns: Name, Email, Qualification, Outcome, and Created On. Two rows of data are visible, both with the email 'gabrielle.low@acma.gov.au'. The first row shows 'Gabrielle Lowe' with 'Standard' qualification and 'Pass' outcome, created on '08/02/2024'. The second row shows 'Lucille Belle' with 'Advanced' qualification and 'Pass' outcome, created on '31/01/2024'. An 'ONLINE INQUIRY' button is visible on the right side.

Name ++	Email ++	Qualification ++	Outcome ++	Created On +
Gabrielle Lowe	gabrielle.low@acma.gov.au	Standard	Pass	08/02/2024
Lucille Belle	gabrielle.low@acma.gov.au	Advanced	Pass	31/01/2024

# Examination requirements

## Before the examination

- > When a candidate approaches you to sit an examination, ensure you keep all correspondence about the location and time of the examination. You will need to provide this when you report the examination result through ACMA Assist.
- > Select a suitable venue, such as a local council meeting room, radio club/association, local community hall or public library (not a private residence). If there is no suitable venue, accredited assessors may use alternative processes such as remote examinations.
- > If the examination is face-to-face and there are more than 5 candidates, ensure you arrange to have one accredited assessor for every 5 candidates, present at the examination.

## The examination

- > Prior to the start of the examination, please check the candidate's identity documents and ensure their details match those provided to you.
- > Ensure the candidate only has a pencil and eraser or pen and a non-programmable basic or scientific calculator.
- > Check that the candidate's mobile phone is switched off.
- > Prior to the start of the examination, the accredited assessor must read aloud to all candidates the 'Instructions to candidates' contained at the start of each examination.
- > Ensure the candidate has printed their name and contact details on the examination paper and has signed the examination answer sheet.
- > At the end of the examination, ensure you collect all question and answer sheets and that the candidate has not copied any of the material before leaving the examination.
- > Ensure that you complete the information contained in the examination cover sheet.
- > Ensure that you sign and record the candidate's mark on the examination answer sheet.

## After the examination

- > Immediately after the end of the examination, you may tell candidates their score, as long as the integrity of the examination is upheld.
- > Before leaving the venue, ensure you have collected all examination material from the candidate.
- > Keep all examination papers secured until you upload them to the accredited assessor online portal once you have marked them.
- > Once you have uploaded the examination papers to the accredited assessor portal, you must destroy the material.
- > Ensure you have marked the examination, notified the candidate of their result and reported the examination results to the ACMA within 10 business days.

# Support

For further support with accessing ACMA Assist, or about the examination process, please email [arassessors@acma.gov.au](mailto:arassessors@acma.gov.au).