



FACT SHEET

Western Australian Apprenticeship Management System (WAAMS) – frequently asked questions

The Department of Training and Workforce Development Apprenticeship Office is releasing a new online platform called the Western Australian Apprenticeship Management System (WAAMS) in April 2018.

WAAMS replaces the Training Record System (TRS) and consists of an online client portal. The WAAMS client portal will deliver much improved access to stakeholders to manage their training contracts online, hence removing the need to download, complete and submit forms to the Apprenticeship Office. In most cases, instant approvals to requests made in the client portal are possible, which will significantly reduce the time taken for a training contract to be updated.

Who can use the portal?

The WAAMS client portal can be accessed by employers, apprentices/trainees (and parent/guardians of apprentices/trainees under 18 years of age), registered training organisations (RTO), Australian Apprenticeship Support Network (AASN) providers and other organisations, government departments and agencies who currently have access to TRS.

What does the portal allow me to do?

The WAAMS client portal is designed to deliver significant benefits, enabling stakeholders to view and make changes to their personal details and training contracts. In addition, organisation users with account administrator access can update the details of their organisation or invite other users within the organisation to access the portal.

What changes to a training contract can be actioned via the portal?

Users with employer access can action:

- change of hours/attendance type;
- change of qualification and/RTO (bulk submissions acceptable);
- change of employment arrangement;
- extension of a training contract (bulk submissions acceptable);
- extension of the probation period;
- notification of termination of a training contract (with apprentice consent or in probation);
- change of worksite; and
- suspension of a training contract.

Apprentices/guardians can submit:

- change of hours/attendance type;
- change of qualification and/RTO;
- change of employment arrangement;
- extension of a training contract;
- extension of the probation period;
- notification of termination of a training contract (with apprentice consent or in probation);
and
- change of worksite.

RTOs can submit:

- notification of completion of a training contract;
- notification of signing of training plans; and
- upgrade to a superseded qualification (bulk submissions acceptable).

AASN providers can submit:

- notification of termination of a training contract (with apprentice consent or in probation).

Commonwealth Department of Education and Training can submit:

- change of AASN provider (bulk submissions acceptable).

Further types of training contract changes able to be submitted in the portal are planned for future WAAMS releases. In the meantime, those changes need to be requested by completing the relevant form available from the Apprenticeship Office website, under '*Forms and fact sheets relating to training contracts*'.

When can stakeholders begin using the portal?

It is anticipated that WAAMS will be released in April 2018. The Apprenticeship Office will commence the WAAMS client portal invitation process immediately after WAAMS is live for RTOs, AASN providers and employer who are existing active users of TRS, and three weeks after going live for all other employers and apprentices.

Stakeholders can follow the instructions provided in the portal invitation to register as a user and access the portal once the registration process is completed.

How do I become a user?

Stakeholders who are eligible to use the client portal will be sent an invitation to the email address they have previously provided to the Apprenticeship Office. The invitation to register for the WAAMS client portal will contain a link and instructions on how to set up your WAAMS client portal account.

Will other staff in my organisation receive a portal invite?

Only one portal invitation will be sent per organisation for the initial portal invitation. This invitation will be sent to the person currently designated as the primary contact person for the organisation.

When the recipient of this email registers for the portal, they will become their organisation's portal administrator and in this capacity, can invite other members in their organisation to access the portal.

I would like to nominate someone else in my organisation to receive the initial portal invitation and be the administrator for my organisation's portal account. How can I do this?

This requires an update to the details of your organisation's primary contact person, which can be done by completing a Notice to update employer details, available from the Apprenticeship Office website under '*Employer forms and fact sheets*'.

Once registered in the portal, an organisation's portal administrator can designate this role to another of their organisation's portal users as required.

Can I send request for actions (RFAs) to the Apprenticeship Office in WAAMS?

The WAAMS client portal allows users to update personal/organisational details and make changes to training contracts, such as the changes listed above, therefore removing the need for RFAs. All other changes/updates that cannot currently be made via the WAAMS portal should be submitted to the Apprenticeship Office by completing a relevant form, available from the Apprenticeship Office website, under '*Forms and fact sheets relating to training contracts*'.

Can I submit my Resource Allocation Program for Training (RAPT) lodgements through the portal?

RTOs will need to continue submitting RAPT lodgements via RTONet.

Can I submit Travel Allowance Accommodation (TAA) claims through the portal?

TAA claims must be submitted to the TAA Administration Officer by emailing TAA@dtwd.wa.gov.au

Can I continue to use TRS?

TRS will no longer be available for stakeholders once WAAMS goes live.