



## FACT SHEET

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

The Department of Training and Workforce Development Apprenticeship Office released a new online platform called the Western Australian Apprenticeship Management System (WAAMS) on 14 May 2018. WAAMS replaces the Training Record System (TRS) and has an online client portal. The WAAMS client portal delivers improved access to stakeholders to manage their training contracts online, thus removing the need to download, complete and submit forms to Apprenticeship Office. In most cases instant approvals are possible for requests made in the WAAMS client portal, which significantly reduces 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 previously had 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.

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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); and
- with permission from the employer, changes previously listed under the employer access.

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?**

The invitation to stakeholders to access the WAAMS client portal will be sent via a staged process:

- 14 May 2018: RTOs, AASN providers and employers who were existing users of TRS received an email invitation (Stage 1);
- 18 June 2018: all other employers with active training contracts who did not receive an invitation in Stage 1 will receive the email invitation (Stage 2); and
- 9 July 2018: apprentices (and guardians if applicable) in an active training contract will receive the email invitation (stage 3).

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

Stakeholders in Stage 2 and 3 can continue to submit training contract change requests to Apprenticeship Office by email until they receive the WAAMS portal invitation.

### **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 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 invitation?**

Only one portal invitation will be sent per organisation initially. 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 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 the current administrator updating their organisational details and designating the role to another of their organisation's users in the WAAMS client portal.

## **Can I send request for actions (RFAs) to 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 previously, therefore removing the need for RFAs. All other changes/updates that cannot currently be made via the WAAMS portal should be submitted to 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](mailto:TAA@dtwd.wa.gov.au).

## **Can I continue to use TRS?**

Following the release of the WAAMS client portal, TRS will no longer be available for stakeholders.

## **Where can I get help with WAAMS?**

A series of how-to videos is available [on the Apprenticeship Office website](#), with more to be published in the near future. Apprenticeship Office will continue to conduct training sessions following the WAAMS release. Further details of the training sessions will be distributed to stakeholders via email and published on the Apprenticeship Office website.

For general enquires about WAAMS, please contact Apprenticeship Office on 13 19 54 or email via [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au).