



Western Australian Apprenticeship Management System (WAAMS) online client portal



As an employer, you can use the WAAMS portal for:

- change of apprentice/trainee name;
- updates to apprentice's/trainee's contact details;
- change of hours/attendance type;
- change of qualification and/or RTO (bulk submissions acceptable);
- change of award/agreement;
- 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);
- suspension of a training contract;
- updates to the organisation's details;
- management of your organisation's portal users;
- updates to worksite details or create new worksite;
- viewing and tracking training contract changes; and
- viewing communications from Apprenticeship Office on your WAAMS notice board.

With your permission, your AASN provider can submit most of these requests on your behalf.

In most cases, instant approvals are given for requests made via the WAAMS portal. On the rare occasions where particular requests may need further assessment by Apprenticeship Office, these requests will be actioned within two business days.

WAAMS portal invitations

An email invitation is sent when a new training contract is registered, or if you already have a registered training contract but have not yet created a WAAMS portal account.

The invitation will be sent to the email address provided to Apprenticeship Office either in the training contract, or from requests/updates we receive.

The WAAMS portal accepts one account for each email address.

Within one account, a user can have multiple roles; eg as both employer and RTO, or representing multiple employers, and can switch between roles in the WAAMS portal.

Using WAAMS

A series of how-to videos is available on the Apprenticeship Office website at dtwd.wa.gov.au/apprenticeship-office.

Assistance with registering or using WAAMS

Please contact Apprenticeship Office on 13 19 54 or via email to waams@dtwd.wa.gov.au

The WAAMS portal allows you to manage your training contracts online 24/7, removing the need to download, complete and submit forms to Apprenticeship Office.

Roles and responsibilities

The Department of Training and Workforce Development Apprenticeship Office registers and administers training contracts and regulates the apprenticeship system in Western Australia, in accordance with Part 7 of the *Vocational Education and Training Act 1996* (the Act) and the associated Regulations.

Apprenticeship Office and the Australian Apprenticeship Support Network (AASN) are aligned in providing information and support for stakeholders prior to and throughout the term of a training contract.

The following diagram illustrates the key stages of an apprenticeship/traineeship, and the role of the Australian Apprenticeship Support Network providers and Apprenticeship Office in these stages.

