



ACT
Government

Chief Minister, Treasury and
Economic Development

AVETARS User Manual

Australian Apprentices and
Skilled Capital students



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INTRODUCTION TO AVETARS

The ACT Vocational Education and Training Administration Records System (AVETARS) is the online application used by Skills Canberra as the State Training Authority (STA) to manage vocational education and training (VET) administration in the ACT. If you're an Australian Apprentice (apprentice or trainee) in the ACT, or a Skilled Capital student, your details are held in AVETARS. If you're an apprentice or trainee, these details will consist of your Australian Apprenticeships Training Contract (training contract), unit results (as reported by your training provider), and other records relating to your training contract. If you're a Skilled Capital student, the details will consist of a record of your enrolment, unit results (as reported by your training provider) and other records relating to your Skilled Capital enrolment.

You can use AVETARS to update these details, by initiating or approving a variation to your training contract or record. It is important that these details are current: they are the STA's official record of your training. For example, if you're an Australian Apprentice and want to ask for a record of time served in your Australian Apprenticeship in the ACT (an "extract of record"), this information will be pulled from your AVETARS record.

You can also use AVETARS to claim your completion payment if you are eligible. This will require lodging and confirming your bank details in AVETARS.

ACCESSING AVETARS

INVITATION EMAIL

You will automatically receive an invitation email to join AVETARS when your training contract is approved (for Australian Apprentices), or when your enrolment is finalised (for Skilled Capital students). To join, simply follow the prompts: click on your invitation link and select a password before confirming it. Your password must be a minimum of 9 characters, and it must contain:

- > a lower case letter;
- > an upper case letter;
- > a number; and
- > a symbol.

To access AVETARS, please visit <https://www.avetars.act.gov.au/>

REQUESTING AN INVITATION

If for some reason you did not receive an invitation, for example, if the email address recorded on your training contract or Skilled Capital enrolment record was incorrect, then simply email skills@act.gov.au to ask for a new invitation to be issued. Please state your name, date of birth, and what you are studying so that we can confirm your identity.

RESETTING YOUR PASSWORD

If you have forgotten your password, click the "Sign in" button and then "Forgot your password?" Enter your email address, and you will be sent password reset instructions.

If you do not receive an email after waiting for thirty minutes or so and after checking your junk folder, send an email to skills@act.gov.au explaining your situation. Include a phone number, as it might be easier to resolve the issue over the phone.

VIEWING YOUR DASHBOARD

When you log into AVETARS you arrive on your dashboard. Your dashboard contains two tabs - your basic details and your bank details. Your present and former training contracts/Skilled Capital enrolment records, and any variations to your details that you have lodged or that are pending approval.

The screenshot shows the AVETARS dashboard. At the top, there are logos for ACT Government and AVETARS. Below the logos is a navigation bar with links: Dashboard, Qualifications, Registered Training Organisations, Contact Us, and Help. The main content area has two tabs: Basic Details and Bank Details. The Bank Details tab is active, showing fields for Student Name, Residential Address, Postal Address, Email Address, Mobile Phone, and Phone. A 'Change My Details' button is at the bottom right. Below this is a 'Variation Actions' section with a filter bar containing 'Student Contract ID', 'Submitted', 'Type', and 'Date', with a 'Clear Filters' button. Below the filter bar is a table with 7 columns: Student ID, Student Name, Employer, RTO, Dates, Changes Requested, and Actions. The table contains 5 rows of data.

Student ID	Student Name	Employer	RTO	Dates	Changes Requested	Actions
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted 20 Mar 2017	Change Date of Birth Pending Review	View
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted 20 Mar 2017	Change Date of Birth Pending Review	View
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted 07 Mar 2017	Change Date of Birth Pending Review	View
Multiple Contracts		Sample Employer	Sample RTO	Submitted 23 Feb 2017	Change Of Employer Details Expired	View
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted 07 Mar 2017	Update Previous Qualifications Rejected	View

On the top right of the page, you will see:



A flag icon representing all the notifications you have received since you last signed in. When clicked, you can view and clear these notifications.



A person icon. When clicked, you can change your password in the “Security” tab.



A cog icon. When clicked, you can choose to sign out.

UPDATING YOUR DETAILS

If you are an Australian Apprentice, it's very important to note that the majority of your details, such as your current qualification, your registered training organisation (RTO), and your work hours, are held within your training contract in AVETARS. To change these details, a training contract variation must be lodged. To learn how to do this, see the relevant heading below.

There is some information that you can update without submitting a formal variation. These are:

- > Residential address;
- > Phone;
- > Email;
- > Country of birth;
- > Language at home;
- > Whether you are currently undertaking other study; and
- > Your gender.

You do so by clicking “Change My Details”, carrying out the necessary updates, and then clicking “Save Details”.

VIEWING YOUR CONTRACT

For all students: to view your training contract/Skilled Capital enrolment record, click on the link in the Student ID column of the ‘Contracts’ table on your dashboard.

Contracts								
Funding Type ▾								
Student ID	Qualification	Employer	ETD Status	Funding Type	Commenced	Due to Complete	Actual End	Actions
89012345/1	Sample Qualification PSP00000	Sample Employer	Approved (P)	User Choice New Worker	01 Jan 0000	01 Jan 9999		Request Variation

For Australian Apprentices, the training contract record contains the same information as the training contract form you and your employer signed, subject to any approved variations which may have taken place since that time. These details are arranged across various tabs down the left of the screen. When you click one tab it will be highlighted so that you know which portion of the training contract you are viewing.

There is also a Payments tab, where you can view the status of your completion payment once it has been claimed.

LODGING A VARIATION

VARIATIONS

For Australian Apprentices, a variation is a change to the training contract between you and your employer. Various parties are allowed to lodge particular variations, and different parties are required to approve particular variations. Any combination of the following may be able to lodge – or may be required to approve – a variation:

- > You, as the apprentice or trainee;
- > Your employer;
- > Your RTO;
- > Your ANP;
- > Skills Canberra.

For Skilled Capital students, a variation is a change to Skills Canberra's record of your enrolment. Depending on the variation, you and/or your RTO may be allowed to lodge it, and you and/or your RTO might be required to approve it.

DECIDING WHICH VARIATION TO USE – AUSTRALIAN APPRENTICES

There are 23 contract variations available in AVETARS for Australian Apprentices contracts. A number of details can be changed as part of each of these variations. As a result, it can be hard to work out which variation to lodge when you want to update a particular detail.

Apprentices and Trainees should use this table to determine which variation to lodge:

Detail	Variation	Also consider changing...
Change my first name Change my second name Change my last name	Change Australian Apprentice Name ¹	
Say that I am now/am no longer attending school Update my current year level Change my school Update my highest school level & year completed	Change School Details	ASBA Status; Work Hours
Change my registered training organisation	Change Registered Training Organisation	
Update my identification as an Aboriginal and/or Torres Strait Islander.	Change ATSI Status	
Change my citizenship	Change Citizenship Status	
Update my identification as a person with a disability	Change of Disability Status	
Go to and from being a school-based apprentice	Change of ASBA Status	School Details; Work Hours
Correct my Date of Birth	Change of Date of Birth	

¹ Currently, AVETARS is not compatible with single-name names. If your name is a single-name, please input a "-" instead of a last name.

Detail	Variation	Also consider changing...
<p>Change any previous qualification details, and when I completed</p> <p>Update whether I can or can't use my previous qualification because of disability or injury</p> <p>Update whether I am an Intensive Support Customised Assistance Client</p> <p>Update whether I've been unemployed and registered as such with Centrelink for 12 months or more</p> <p>Correct whether I've previously worked as an Apprentice or Trainee</p>	Update Previous Qualifications	Apply for Credit of Time
Apply for Credit of Time to reduce my nominal duration, or remove an application to increase it ²	Apply for Credit of Time	Update Previous Qualifications
<p>Change my workplace name</p> <p>Change my workplace address</p> <p>Update my workplace contact person</p> <p>Change my employment arrangement/award</p>	Change Workplace Details	
<p>Say that I'm full or part-time</p> <p>Change the hours I work a week</p>	Change Workplace Hours	
<p>Correct whether I worked for my employer before</p> <p>Correct the hours, start and end date of previous work for my employer</p> <p>Correct whether I had an existing business relationship with my employer</p> <p>Correct whether my Employer already received an Australian Government Incentive</p>	Change Previous Work	Existing/New Worker Status
Change what I'm studying	Change Qualification	Registered Training Organisation ³
Delay my Due to Complete Date so I have longer before my contract expires	Extend a Training Contract	
Put my training on hold ⁴	Suspend a Training Contract	
Cancel my apprenticeship or traineeship	Cancel a Training Contract	
Report the date you returned to training after it had been on hold	Enter a Return to Work Date	

² You can only apply for credit if you are an Apprentice, not if you are a trainee.

³ If you are changing to a qualification that is no longer offered at your RTO, you will need to change RTOs first. You can lodge these two variations at the same time. Note, though, that if you are completely changing career path with the same employer, you may need to start a new contract, or also change your employment arrangement/award.

⁴ Note you will need to identify a return to work date to lodge a suspension.

Apprentices and Trainees should also be aware that there are certain variations which must be lodged by others. If you think one of these variations is required, talk to your Apprenticeship Network Provider:

Detail	Variation	Also consider changing...
Correct my New Worker status Correct my Existing Worker status	Change Existing Worker Status	Previous Work Hours
Reactivate my contract after it has expired	Update an Expired Status	
Change my employer due to a change of ABN ⁵	Change of Ownership	
Update my employer's details where there has been no change of ABN ⁶	Change of Employer Details	

⁵ This variation is used where your employer has been bought by another legal entity, or where your employer has changed their ABN. It can't always be used when you swap from one employer to another. Usually, this will require that you cancel your current contract and start a new one.

⁶ These details include employer address, trading name, and legal name. Again, this variation is not used for when you change employer altogether.

DECIDING WHICH VARIATION TO USE – SKILLED CAPITAL STUDENTS

There are 5 variations available for Skilled Capital enrolment records in AVETARS. As a student, you only need to be aware of 2:

Detail	Variation
Cancel my training	Cancel Contract
Change what I'm study	Change Qualification

LODGEMENT PROCESS

There are two pages from which you can lodge a variation. One is your dashboard, the other is your contract or enrolment record. To lodge a variation from your dashboard, click on "Request Variation" in the Contracts table:

Contracts								
Funding Type ▾								
Student ID ▾	Qualification ▾	Employer ▾	ETD Status	Funding Type	Commenced	Due to Complete ▾	Actual End ▾	Actions
89012345/1	Sample Qualification PSP00000	Sample Employer	Approved (P)	User Choice New Worker	01 Jan 0000	01 Jan 9999		Request Variation

To lodge a variation from your contract or enrolment record, navigate to your contract or enrolment record from your dashboard and click "Request Variation":

Contract 89012345/1 for Sample Person training in Sample Qualification		
Created	Approved	Initial Payment
<div> <div>Actions</div> <div>Request Variation</div> </div>		

The variations you see displayed as choices for lodgement will depend on:

- > Which variations can be lodged by a student; and
- > The current status of your contract.

For example, most variations can only be lodged while a contract is “approved”, meaning it is active. If your contract is “cancelled” or “completed”, you cannot lodge a contract variation.

Once you have selected the type of variation(s) you wish to lodge, click “Request these Changes”.

You then need to follow the prompts to complete lodgement. The details you need to complete will depend on the nature of the variation you are requesting. If evidence is required, you can upload it or send it to Skills Canberra via email or post. For example, see the following for a Change of Date of Birth variation.

Once you hit “Next”, you will have an opportunity to review and edit your changes on a summary page. Otherwise, you can click “Submit this Variation”.

Request a Contract Variation

Warning - You are requesting changes to a training contract.

- ☐ Change Apprentice Name
- ☐ Change School Details
- ☐ Change Registered Training Organisation
- ☐ Change Aboriginal and Torres Strait Islander Status
- ☐ Change Citizenship Details
- ☐ Change of Disability Status
- ☐ Change of Australian School-Based Apprenticeship Status
- ☐ Change Date of Birth
- ☐ Update Previous Qualifications
- ☐ Apply for Credit of Time
- ☐ Change Workplace Details
- ☐ Change Workplace Hours
- ☐ Change Previous Work
- ☐ Change Qualification
- ☐ Extend a Training Contract
- ☐ Suspend a Training Contract
- ☐ Cancel a Training Contract

1 Request these Changes

Variation to 89012345/1 Change Date of Birth

This variation will apply to training contract 89012345/1 .
Student: Sample Person
RTO: Sample RTO
Employer: Sample Employer

2

Field	Current Value
Date of Birth	01 Jan 0000

Change This Information To

* Date Of Birth

Evidence for this Variation

Evidence No file chosen

Multiple files may be selected by using Cmd/Ctrl or Shift.

Allowed file types: jpg, jpeg, gif, png, bmp, pdf, doc, docx, xls,xlsx, and csv

*** Evidence is required for this Variation.**
Evidence can be uploaded now or provided to Skills Canberra via:

- email (skills@act.gov.au)
- post (Skills Canberra, Chief Minister, Treasury and Economic Development Directorate, GPO Box 158, Canberra, ACT, 2601)

Next **3**

Summary

This variation will apply to training contract 89012345/1 .

Student: Sample Person

RTO: Example RTO

Employer: Example Employer

If you are satisfied with the details you have provided, you may submit this request.

[Submit this Variation](#)

Change Date of Birth

K11 - Change Date of Birth

Details

	Current Value	New Value
Date Of Birth	14/03/1992	15/03/1992

[Edit Change](#)

It is important to note that your variation will not take effect straight away. Certain variations require the approval of others, such as your RTO or employer, and other variations require Skills Canberra to review ahead of their approval.

You will be notified via email if your variation has been approved, if it has been rejected by Skills Canberra or another party, or if it has expired because a relevant party has not approved it within 10 business days.

FOLLOW-UP IF YOUR VARIATION IS REJECTED OR EXPIRED

If you are concerned because of a delay, contact Skills Canberra as we can enquire with other parties on your behalf.

If your variation is rejected, Skills Canberra can inform you which party rejected it. If it was Skills Canberra, we can tell you why.

If your variation expires, Skills Canberra can inform you which party did not approve it in time. You are free to lodge it again.

PRINTING A FORM WHEN YOU'RE UNDER 18

If you are under 18, your parent(s) or guardian(s) are required to approve any variations to your training contract or record. As parents and guardians do not have AVETARS access, you will be prompted to download a pdf document to be printed and signed. You can mail it to Skills Canberra, scan it and email it, or even take a photo of it on your phone before emailing it in.

APPROVING A VARIATION

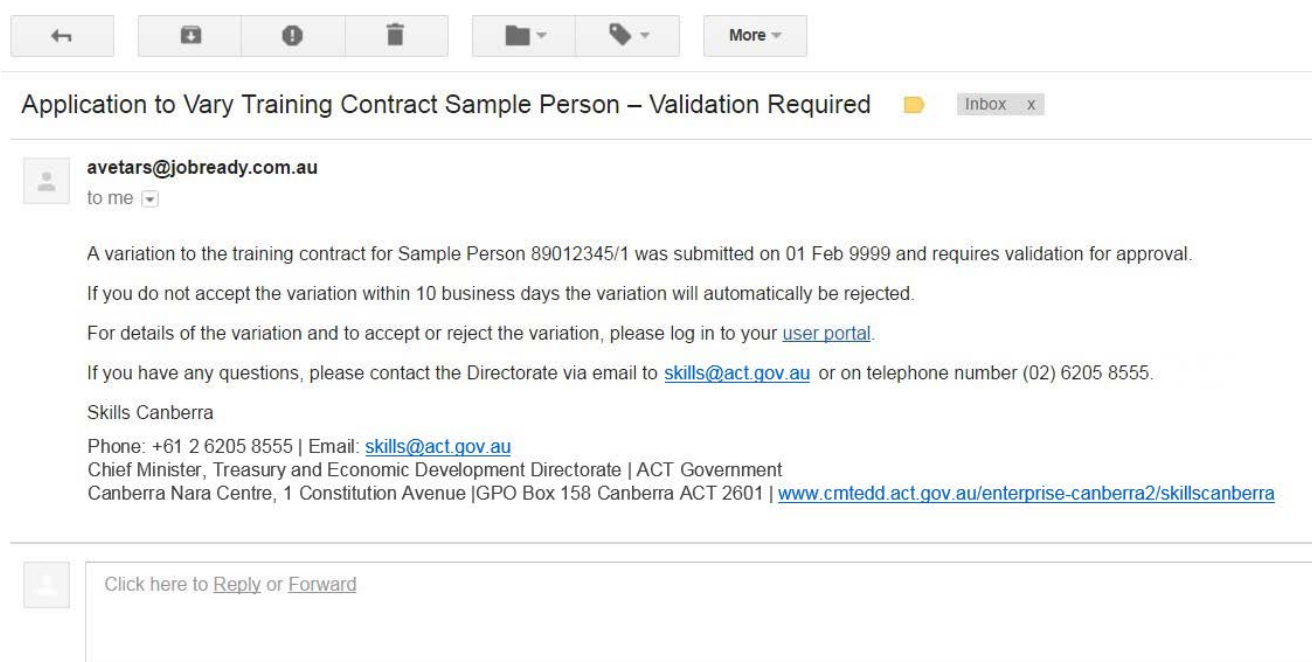
NOTIFICATIONS

When someone else lodges a variation to your training contract or Skilled Capital enrolment record requiring your approval, you will receive a notification via email.

You will also receive a notification if a variation to your training contract or record is approved, rejected, or expires.

PROCESS

When you receive a notification email, click on “user portal” and login to AVETARS.



Next, follow the prompts to approve or reject the variation from your dashboard. You will see the variation listed in the “Variation Actions” table, and it will be marked “Pending Review”.

Variation Actions						
Student Contract ID		Submitted		Type	Date	Clear Filters
Student ID	Student Name	Employer	RTO	Dates		Actions
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted	01 Jan 9999	Change Date of Birth Pending Review View

Under Actions heading click on “View”, and then approve or reject the variation.

Variation to 89012345/1 Sample Person

This variation applies to training contract 89012345/1.

Change Date of Birth

Actions

Approve

Reject

You are required to approve or reject this variation.

Details

Stakeholder Approvals

Date Of Birth

15/03/1992

Apprentice

Pending

Sample Person

Please note that the requesting party will be notified of your approval or rejection via email.

CLAIMING YOUR COMPLETION PAYMENT

CHECKING YOUR ELIGIBILITY

All eligible Skilled Capital students, and eligible Australian Apprentices who commenced after 1 January 2016, can claim a completion payment of \$300. To qualify, you must not have completed 50% or more of your training via Recognition of Prior Learning (RPL) or Credit Transfer.

Your RTO will have explained this eligibility criterion, and the process of applying for RPL and/or credit transfer, upon the commencement of your training. If you have any questions about your eligibility please contact your RTO.

It is impossible to determine if you are eligible until you have completed your training as credit transfer and RPL will need to be considered.

Once you have completed your training, your RTO must report that you are complete to Skills Canberra. Skills Canberra will then assess your eligibility for a completion payment and send you a completion survey if you are eligible.

WHY HAVEN'T I RECEIVED A SURVEY?

If you expected that you should have received a completion payment survey but have not yet received a survey, Skills Canberra can assist you to determine why this is the case. It may be because your completion has not yet been reported by your RTO, or because you do not meet the eligibility criterion.

It is best to wait at least 2 weeks after you have been notified by your RTO that you have finished your qualification before enquiring: it can take some time for the necessary steps to take place.

LODGING YOUR BANK DETAILS

When you join AVETARS, you can lodge your bank details in anticipation of receiving your completion payment when you finish your qualification. To do so, click on “Bank Details” in your dashboard, and then “Add Bank Account Details”.

Basic Details Bank Details

Account Name Sample Person

BSB

Account Number

Bank Name

Edit Bank Account Details

Please note: Completing this payment request form does not guarantee payment. Payment will be made based on individual eligibility criteria. The Chief Minister, Treasury and Economic Development Directorate (the Directorate) will only use your personal information for the purposes for which you gave it to the Directorate. The Directorate does not share information about you with other government agencies or other organisations such as financial institutions, contractors or service providers without your permission unless it is:

- Necessary to provide you with a service that you have requested
- Required or authorised by law
- Reasonably necessary for law enforcement in certain situations and for the protection of public revenue
- Will prevent or lessen a serious and imminent threat to an individual/s health.

Enter your Account Name, BSB, Account Number, and Bank Name. While you can edit your details later, it is important to be accurate.

CONFIRMING YOUR BANK DETAILS

Because significant time may pass between you entering your bank details and you completing your qualification, you will be prompted to confirm your details by email notification if you have been assessed as eligible for a completion payment.

CONTACTING SKILLS CANBERRA

If you need to contact Skills Canberra for any purpose, please send an email to skills@act.gov.au, or phone us on 02 6205 8555.

You can also use the above email address to lodge variation evidence or a signed parent/guardian variation approval form.



Skills Canberra
Chief Minister, Treasury and
Economic Development Directorate

April 2018