



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

# AVETARS User Manual

Apprenticeship  
Network Providers

# CONTENTS

INTRODUCTION TO AVETARS . . . . .	3
ACCESSING AVETARS . . . . .	4
Requesting an Invitation	4
Resetting your Password	4
Viewing your dashboard	4
VIEWING YOUR CONTRACTS . . . . .	6
“L” and “M” Records	6
UPDATING YOUR DETAILS . . . . .	7
LODGING A VARIATION . . . . .	7
Variations	7
Change of Workplace Details, Change of Employer Details, or Change of Ownership?	11
Training Contract Variation Lodgement Process	11
Follow-up if your Variation is Rejected or Expired	13
VARIATION APPROVAL . . . . .	13
Notifications	13
Process	13
CREATING A REPORT . . . . .	14
MANAGING YOUR USERS. . . . .	16
Inviting a User	16
Viewing and Removing Existing Users	17
CONTACTING SKILLS CANBERRA. . . . .	17

# INTRODUCTION TO AVETARS

The ACT Vocational Education and Training Administration Records System (AVETARS) is the online application used by Skills Canberra to manage vocational education and training initiatives in the ACT. If you're the Apprenticeship Network Provider (ANP) for an Australian Apprentice (apprentice or trainee) and their employer in the ACT, your contracts are held in AVETARS and are viewable by you. These details will consist of the Australian Apprenticeship training contract, unit results, and associated notes.

AVETARS functionality includes:

- > > The ACT Qualifications Register, displaying Registered Training Organisation (RTO) scope and data from training.gov.au;
  - > > Australian Apprenticeships training contract management – using data from TYIMS – including processes enabling auto-approval, return or rejection of contracts;
  - > > Creation and management of Skilled Capital records, Skilled Capital being a needs-based funding initiative distinct from the standard User Choice;
  - > > Payment claims through the submission of AVETMISS files via an RTO portal;
  - > > Fully integrated Australian Apprenticeships training contract variations; and
  - > > Direct employer & student access through the release of the associated portals.
- The table below outlines the AVETARS users and their relevant access.

AVETARS Users	
RTO	<ul style="list-style-type: none"> <li>&gt; View and nominate qualifications on the ACT Qualifications Register based on the RTO's scope of registration on training.gov.au (TGA).</li> <li>&gt; View the RTO's training contracts and/or Skilled Capital training records.</li> <li>&gt; Generate reports.</li> <li>&gt; Accept and reject notifications of business (NOBs).</li> <li>&gt; Change the RTO contacts and their details.</li> <li>&gt; Submit payment claims through the upload of AVETMISS files.</li> <li>&gt; Lodge and approve Australian Apprenticeship training contract variations.</li> <li>&gt; Complete training contracts.</li> </ul>
ANP	<ul style="list-style-type: none"> <li>&gt; View the ANP's training contracts.</li> <li>&gt; View the ACT Qualifications Register.</li> <li>&gt; Change the ANP's contact details.</li> <li>&gt; Lodge Australian Apprenticeship training contract variations.</li> </ul>
Student	<ul style="list-style-type: none"> <li>&gt; View Australian Apprenticeship training contract and/or Skilled Capital student records</li> <li>&gt; Change contact details.</li> <li>&gt; Lodge and approve Australian Apprenticeship training contract variations.</li> <li>&gt; Lodge and approve Skilled Capital record variations.</li> <li>&gt; Lodge bank details in anticipation of receiving a completion bonus.</li> </ul>
School	<ul style="list-style-type: none"> <li>&gt; View Australian Apprenticeship training contracts.</li> <li>&gt; Complete the 'Principal Endorsement'.</li> <li>&gt; View the ACT Qualifications Register.</li> <li>&gt; Change the school's contact details.</li> <li>&gt; Lodge and approve Australian Apprenticeship training contract variations.</li> </ul>

## AVETARS Users

Employer	<ul style="list-style-type: none"><li>&gt; View the employer’s Australian Apprenticeships training contracts.</li><li>&gt; View the ACT Qualifications Register.</li><li>&gt; Change the employer’s contact details.</li><li>&gt; Lodge and approve Australian Apprenticeship training contract variations.</li></ul>
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## ACCESSING AVETARS

All ANPs operating in the ACT have active administrator users in AVETARS. These users can invite others (see “Manage Your Users”) below.

To access AVETARS, navigate to [www.avetars.act.gov.au](http://www.avetars.act.gov.au) and sign in.

## REQUESTING AN INVITATION

If you are having trouble creating user accounts internally, you can email [skills@act.gov.au](mailto:skills@act.gov.au) to ask for an invitation to be issued directly by Skills Canberra. Please ensure that the email comes from an existing administrator user from the ANP for verification purposes.

## 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 checking your junk folder, send an email to [skills@act.gov.au](mailto:skills@act.gov.au) explaining your situation. Include a phone number, as it might be easier to settle the issue over the phone.

## VIEWING YOUR DASHBOARD

When you log into AVETARS you arrive on your dashboard. Your dashboard contains three tabs - the ANP’s basic details, addresses and contacts. It also contains a “Variation Actions” table, which contains all variations initiated on contracts managed by the ANP. The status of each variation is included:

- > Pending variations that have been submitted by other stakeholders and are awaiting your approval;
- > Submitted variations that have been submitted by you and are awaiting the approval of others;
- > Applied variations that have been approved by all parties and have taken effect;
- > Expired variations that were not approved by all parties and have lapsed;
- > Rejected variations that were rejected by a stakeholder or Skills Canberra.

Basic Details **Addresses** **Contacts**

<b>ANP Code / Name</b>	ABCD – Example Business	<b>Email Address</b>	example@email.com
<b>Telephone Number</b>	02 1234 5678	<b>Notification Email</b>	example@email.com
<b>Fax Number</b>	02 6123 4567	<b>Postal Address</b>	PO BOX 1234, test, Suburb Dc, 1234, ACT

[Change ANP Details](#)

Notifications 2

Variation Actions

[Clear Filters](#)

Student ID	Student Name	Employer	RTO	Dates	Changes Requested	Actions
12345678/1	Example Person	0123	Example RTO	Submitted 04 Apr 2017	Change Of Ownership Applied	<a href="#">View</a>
23456789/1	Example Person	0123	Example RTO	Submitted 23 Mar 2017	Suspend a Training Contract Submitted	<a href="#">View</a>
34567890/1	Example Person	0123	Example RTO	Submitted 11 Sep 2015	Cancel a Training Contract Applied	<a href="#">View</a>
45678901/1	Example Person	0123	Example RTO	Submitted 24 Feb 2017	Change Citizenship Details Expired	<a href="#">View</a>
56789012/1	Example Person	0123	Example RTO	Submitted 02 Mar 2017	Change Registered Training Organisation Applied	<a href="#">View</a>

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 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.

# VIEWING YOUR CONTRACTS

Click on the menu button in the top ribbon menu labelled “Contracts”.

## Training Contracts

**Actions** Skilled Capital CSV All Contracts CSV

---

Filter By Status

Student Contract Id

Student Name

Application ID

Qualification Code

---

Received By

Employer

RTO

ANP

School

---

Funding Type

Date of Birth

---

Student ID	Apprentice Name	Date of Birth	ETD Status	Qualification	Employer	RTO	ANP	School	Funding Type	Dates	Actions
<a href="#">89012345/1</a>	Jane Sample	99 Jan 0001	Approved	Sample Qualification PSP12345	0123	Sample RTO 12345	Sample ANP		User Choice New Worker	DTC <span style="background-color: #28a745; color: white; padding: 2px;">18 Sep 2018</span> Received <span style="background-color: #d9d9d9;">22 Sep 2016</span> NOB <span style="background-color: #d9d9d9;">22 Sep 2016</span> Start <span style="background-color: #d9d9d9;">19 Sep 2016</span> TP Signed <span style="background-color: #d9d9d9;">29 Sep 2016</span>	
<a href="#">89023456/2</a>	John Sample	01 Jan 0000	Approved	Sample Qualification PSP23456	0123	Sample RTO 23456	Sample ANP		User Choice New Worker	DTC <span style="background-color: #28a745; color: white; padding: 2px;">18 Sep 2018</span> Received <span style="background-color: #d9d9d9;">22 Sep 2016</span> NOB <span style="background-color: #d9d9d9;">22 Sep 2016</span> Start <span style="background-color: #d9d9d9;">19 Sep 2016</span> TP Signed <span style="background-color: #d9d9d9;">29 Sep 2016</span>	

To view individual contract’s details, click on the link in the Student ID column. The contract record itself contains the same information as the training contract signed by the Australian Apprentice and their employer, 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 contract you are viewing.

## “L” AND “M” RECORDS

You may notice that in the Employer column of the Contracts table, the trading name may change between different contracts. You may also notice that in these circumstances, the letters “M” or “L” may appear after the trading name.

M Master

L Linked

One employer may have numerous trading names. Further, occasionally duplicates are created due to the differing spelling of the name by the administrative officer who has lodged the contract. As a result, these records have been linked in AVETARS so that an employer with duplicate records only requires one account.

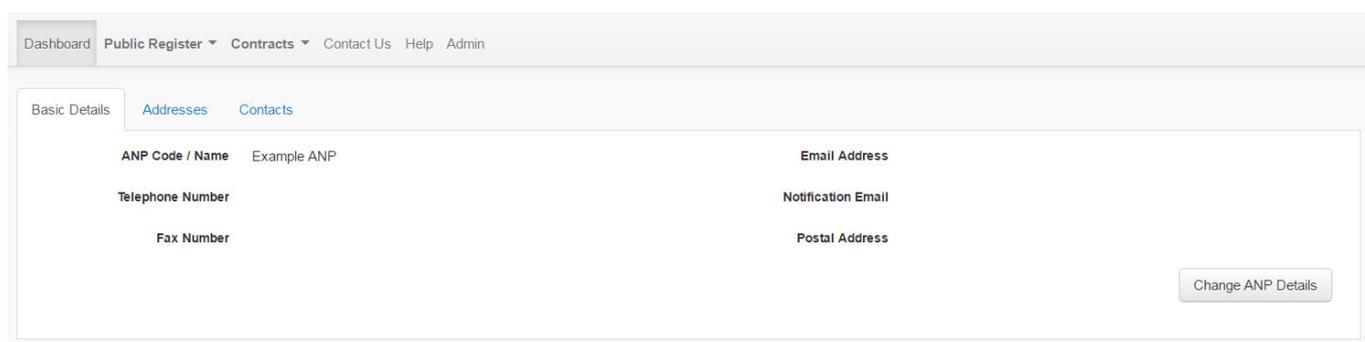
“M” refers to the master record and is the one with which the employer AVETARS account is associated. “L” is the linked record and refers to those records linked to the master account.

# UPDATING YOUR DETAILS

It is important to note that while you can update basic details on your account, these apply to the ANP as a whole, not necessarily to an individual office or branch. Any update of these details should be considered and performed carefully.

To update the ANP's basic details, click "Change ANP Details". The details you can change include:

- > Physical Address;
- > Postal Address;
- > Legal Name;
- > Trading Name;
- > Phone;
- > Fax;
- > Email; and
- > Email for notifications.



The screenshot displays the 'Basic Details' section of the ANP management interface. It includes a navigation bar at the top with options like 'Dashboard', 'Public Register', and 'Contracts'. Below this, there are tabs for 'Basic Details', 'Addresses', and 'Contacts'. The 'Basic Details' tab is selected, showing a form with the following fields: 'ANP Code / Name' (with the example 'Example ANP'), 'Telephone Number', 'Fax Number', 'Email Address', 'Notification Email', and 'Postal Address'. A 'Change ANP Details' button is positioned at the bottom right of the form area.

You can also add additional addresses and contacts for the ANP. This is a useful reference tool for Skills Canberra when engaging with the ANP. To do so, click Addresses and "Add Address", or click "Contacts" and "Add Contact". For the former, you will be prompted to enter the address and whether it is a postal or office address. For the latter, you will be prompted to enter the officer's details, title, and other relevant information.

## LODGING A VARIATION

### VARIATIONS

A variation is a change to the training contract between the Australian Apprentice and the Employer. Different parties are allowed to lodge particular variations, and different parties are required to approve particular variations. Any combination of the following might be able to lodge – or might be required to approve – a given variation:

- > The employer
- > The Australian Apprentice
- > The Australian Apprentice's RTO
- > The ANP
- > Skills Canberra.

There are 23 training contract variations available in AVETARS, and ANPs can initiate 21. A number of details can be changed as part of each of these variations. As a result, it can be complicated working out which variation to lodge when you want to update a particular detail.

Use the following table to determine which variation to lodge:

Detail	Variation	Also consider changing...
Change Australian Apprentice first name Change Australian Apprentice second name Change Australian Apprentice last name	Change Australian Apprentice Name <sup>1</sup>	
Say that the Australian Apprentice is or is not attending school Update the Australian Apprentice's current year level Change the Australian Apprentice's school Update the Australian Apprentice's highest school level & year completed	Change School Details	ASBA Status; Work Hours
Change the Australian Apprentice's RTO	Change Registered Training Organisation	
Update the Australian Apprentice's identification as an Aboriginal and/or Torres Strait Islander (ATSI)	Change ATSI Status	
Change the Australian Apprentice's citizenship	Change Citizenship Status	
Update the Australian Apprentice's status as a person with a disability	Change of Disability Status	
Move the student to and from an Australian School-based Apprenticeship (ASBA)	Change of ASBA Status	School Details; Work Hours
Correct the Australian Apprentice's date of birth	Change of Date of Birth	
Apply for Credit of Time to reduce the Australian Apprentice's nominal duration, or remove an application to increase it <sup>2</sup>	Apply for Credit of Time	Update Previous Qualifications

<sup>1</sup> Currently, AVETARS is not compatible with single-name names. If the name is a single-name, please input a "-" instead of a last name.

<sup>2</sup> Credit of Time can only be applied in apprenticeships, not traineeships.

Detail	Variation	Also consider changing...
<p>Change workplace name</p> <p>Change workplace address</p> <p>Update workplace contact person</p> <p>Change the employment arrangement/ award</p>	Change Workplace Details	
<p>Say that the Australian Apprentice is full or part-time</p> <p>Change the hours the Australian Apprentice works a week</p>	Change Workplace Hours	
<p>Correct whether the Australian Apprentice worked for the employer before</p> <p>Correct the hours, start and end date of the Australian Apprentice's previous work with the employer</p> <p>Correct whether the employer had an existing business relationship with the Australian Apprentice</p> <p>Correct whether the employer has already received an Australian Government Incentive</p>	Change Previous Work	Existing/New Worker Status
Change what the Australian Apprentice is studying	Change Qualification	Registered Training Organisation <sup>3</sup>
Delay the Australian Apprentice's Due to Complete Date so they have longer before their contract expires	Extend a Training Contract	
Put the Australian Apprentice's training on hold <sup>4</sup>	Suspend a Training Contract	
Cancel the Australian Apprenticeship or traineeship	Cancel a Training Contract	
Update the employer details where there has been no change of ABN <sup>5</sup>	Change of Employer Details	
<p>Correct the Australian Apprentice's New Worker status</p> <p>Correct the Australian Apprentice's Existing Worker status</p>	Change Existing Worker Status	Previous Work Hours
Change the employer on the contract due to a change of ABN <sup>6</sup>	Change of Ownership	

Detail	Variation	Also consider changing...
Change any previous qualification details, and when the Australian Apprentice completed  Update whether the Australian Apprentice can or can't use their previous qualification because of disability or injury  Update whether the Australian Apprentice is an Intensive Support Customised Assistance Client  Update whether the Australian Apprentice has been unemployed and registered as such with Centrelink for 12 months or more  Correct whether the Australian Apprentice has previously worked as an Australian Apprentice or Trainee	Update Previous Qualifications	Apply for Credit of Time

<sup>3</sup> If the Australian Apprentice is changing to a qualification that is not offered at their RTO, you will need to change their RTO first. You can lodge these two variations at the same time. Note, though, that if the Australian Apprentice is completely changing career path but remaining with the same employer, you may need to start a new contract, or also change the employment arrangement/award.

<sup>4</sup> Note you will need to identify a return to work date to lodge a suspension.

<sup>5</sup> These details include employer address, trading name, and legal name.

<sup>6</sup> This variation is used where an employer has been bought by another legal entity, or where an employer has changed their ABN. It can't always be used to swap an Australian Apprentice from one employer to another. Usually, this will require that the contract be cancelled and that one be commenced with the new employer.

You should also be aware that there are certain variations which must be lodged by others. The following two can only be lodged by Australian Apprentices or their Employers.

Detail	Variation	Also consider changing...
Reactivate the contract after it has expired	Update an Expired Status	
Report the date the Australian Apprentice returned to training after the training contract was suspended	Enter a Return to Work Date	

## CHANGE OF WORKPLACE DETAILS, CHANGE OF EMPLOYER DETAILS, OR CHANGE OF OWNERSHIP?

In relation to employers, it can be particularly hard to distinguish between a Change of Workplace Details, a Change of Employer Details, and a Change of Ownership of the training contract:

- > A Change of Workplace Details refers only to the particular physical workplace of the Australian Apprentice. For example, if a business has multiple workplaces, this change refers to the specific workplace hosting that Australian Apprentice.
- > A Change of Employer Details applies to all of the training contracts owned by a business. It can be used to update a trading name and even a legal name, but should not be used where the ABN of the employer is changing.
- > A Change of Ownership applies where the ABN of the employer is changing. For example, one business might have been bought by another and the training contracts are being assigned with the sale.

Finally, the simple moving of an Australian Apprentice between one employer and another is not usually managed through a variation, but rather via a cancellation and the commencement of a new training contract.

## TRAINING CONTRACT VARIATION LODGEMENT PROCESS

To lodge a variation, navigate to the contract in question (see “Viewing your Contracts” above). On the contract itself, click “Change Employer Details” or “Change of Ownership” for those variations, or “Request Variation” for all others.

### Contract 81701132/1 for Simon O'Hara training in Diploma of Leadership and Management

#### Actions

[Request Variation](#)[Change Ownership of Contract](#)[Change Employer Details](#)

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

- > Which variations can be lodged by an ANP; and
- > The current status of the contract.

For example, most variations can only be lodged while a contract is “approved”, meaning it is active. If the 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 fill in 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:

## Request a Contract Variation

Warning - You are requesting changes to a training contract.

- Change Apprentice Name
- Change School Details
- Change Registered Training Organisation
- Change Existing Worker Status
- Change Aboriginal and Torres Strait Islander Status
- Change Citizenship Details
- Change of Disability Status
- Change of Australian School-Based Apprentice 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

## 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

### Current Details

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)

3

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”.

## 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.

Change Date of Birth

### K11 - Change Date of Birth

Details

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

It is important to note that your variation will not take effect straight away. Variations require the approval of stakeholders, such as the RTO or apprentice, 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.

# VARIATION APPROVAL

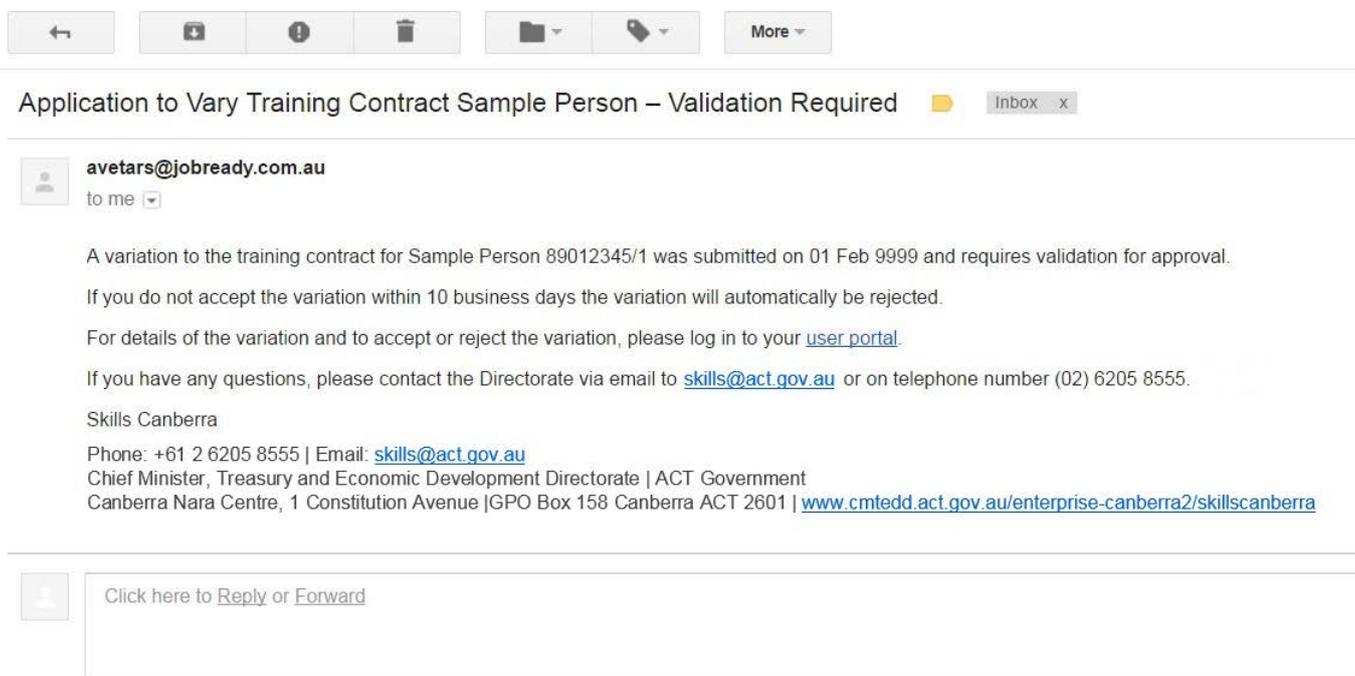
## NOTIFICATIONS

ANPs are not approving parties on any variations. However, ANPs have the broadest scope to lodge variations, and when one is lodged, all parties required to approve it receive a notification to that effect via email.

ANPs will receive a notification if a variation to a training contract is approved, rejected, or expires.

## PROCESS

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



Next, they follow the prompts to approve or reject the variation from their dashboard. The variation will be 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	Changes Requested	Actions
89012345/1	Sample Person	Sample Employer	Sample RTO	Submitted 01 Jan 9999	Change Date of Birth	Pending Review <a href="#">View</a>

Under Actions heading the party click on “View”, and then approves or rejects 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

Date Of Birth

15/03/1992

### Stakeholder Approvals

Apprentice

Pending

Sample Person

All parties will be notified of approval or rejection via email.

## CREATING A REPORT

ANPs are able to download reports in the form of .csv files (which can be opened in Microsoft Excel) listing all of their current and former contracts along with a large portion of the information held within those contracts (e.g. student name, date of birth, email, RTO, Apprenticeship Network Provider, workplaces details etc.)

To generate such a report, navigate to the Contracts table. To generate a report of all of your contracts, active and inactive, simply click “All Contracts CSV”. Otherwise, you can impose restrictions using the search and filter functions available. You can also select options for tailored reports in the top ribbon menu:

- > “Variations” displays only contracts with outstanding variations;
- > “Due to Complete” displays only contracts approaching or past their Due to Complete date; and
- > “Completed” displays only contracts which are completed.

# Training Contracts

Actions

Skilled Capital CSV

All Contracts CSV

Filter By Status  Student Contract Id  Student Name  Application ID  Qualification Code

Received By  Employer  RTO  ANP  School

Funding Type  Date of Birth

Student ID	Apprentice Name	Date of Birth	ETD Status	Qualification	Employer	RTO	ANP	School	Funding Type	Dates	Actions
89012345/1	Jane Student	01 Mar 9999	Approved	Sample Qualification PSP12345	0123	Sample RTO Pty Ltd 12345	Sample ANP Pty Ltd		User Choice New Worker	DTC 18 Sep 2018 Received 22 Sep 2016 NOB 22 Sep 2016 Start 19 Sep 2016 TP Signed 29 Sep 2016	
89023456/2	John Student	10 Jun 9999	Approved	Sample Qualification PSP12345	0123	Sample RTO Pty Ltd 12345	Sample ANP Pty Ltd		User Choice New Worker	DTC 18 Sep 2018 Received 22 Sep 2016 NOB 22 Sep 2016 Start 19 Sep 2016 TP Signed 29 Sep 2016	
89034567/1	Sarah Student	05 Aug 9999	Approved	Sample Qualification PSP12345	0123	Sample RTO Pty Ltd 12345	Sample ANP Pty Ltd		User Choice New Worker	DTC 18 Sep 2018 Received 22 Sep 2016 NOB 22 Sep 2016 Start 19 Sep 2016 TP Signed 29 Sep 2016	

Confirm that you wish to create the export.

## Create Export

Are you sure you want to create an export for Contracts CSV?

Create Export

You will be navigated to your exports. Depending on the size of the report you requested, you may have to wait some minutes and refresh the page while the system generates your file. Once the file is created, you will see that it is available for download.

## Exports

Your recently created exports

Id	Name	File Name	Type	Created	Updated	Elapsed	Status	Actions
1332	Contracts CSV	1332_contracts-csv_2017-03-22.csv	csv	22 Mar 2017	22 Mar 2017	-	Processing	



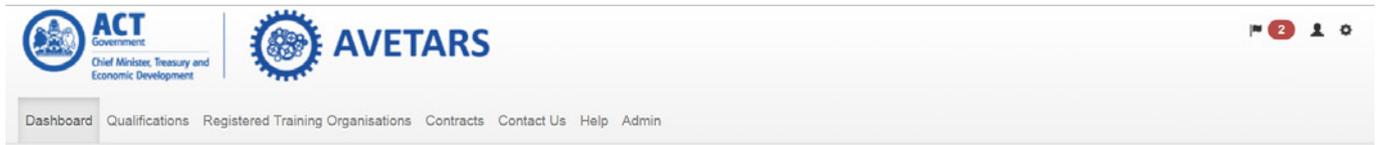
You can revisit and re-download reports that you have created in the past at any time. Simply click on the “person” icon at the top right of your screen, and then click the “Exports” tab.

# MANAGING YOUR USERS

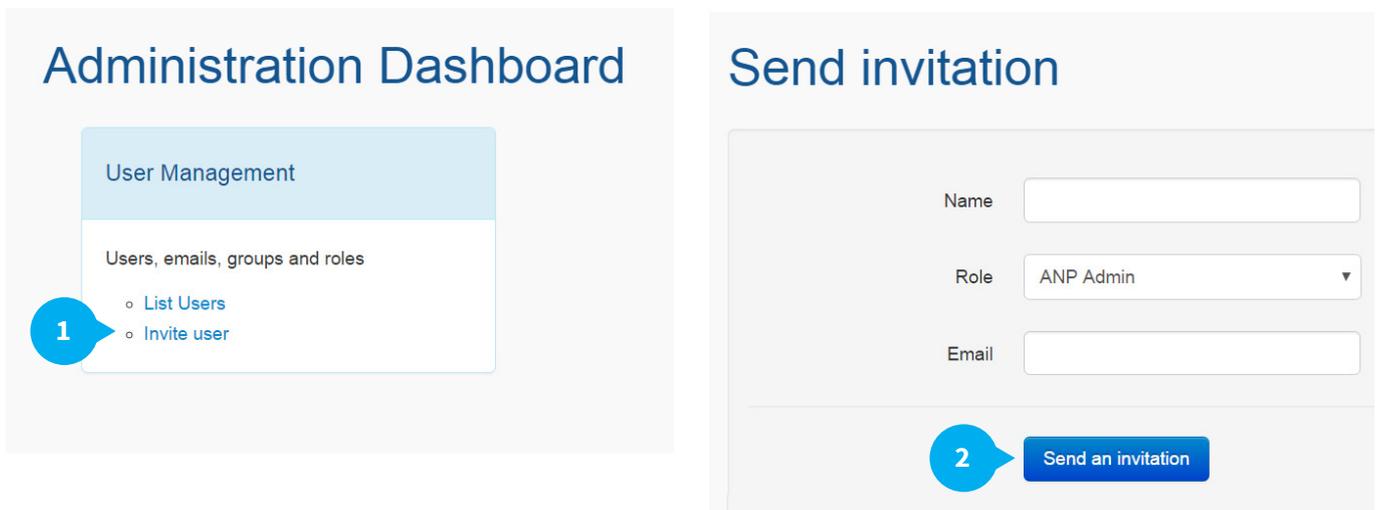
## INVITING A USER

As an ANP admin user, you can invite others from your organisation to join AVETARS to perform the same functions as yourself.

Click “Admin” in the top ribbon menu.



1. Click “Invite User”
2. Enter the relevant details.

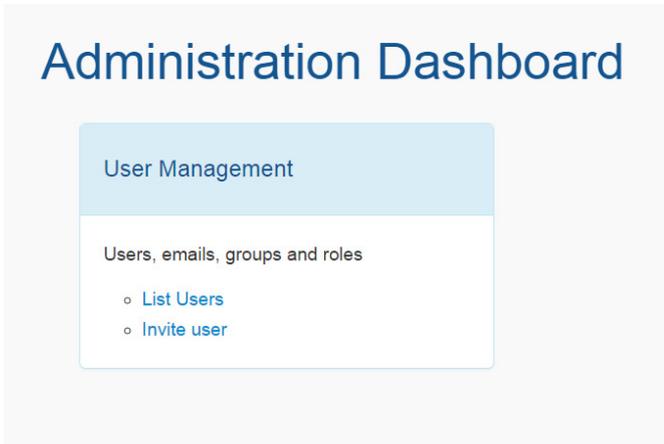


You can choose between creating another ANP Admin, or creating an ANP User. The two user roles have the same access privileges save for the ability to invite others: this is reserved for the ANP Admin.

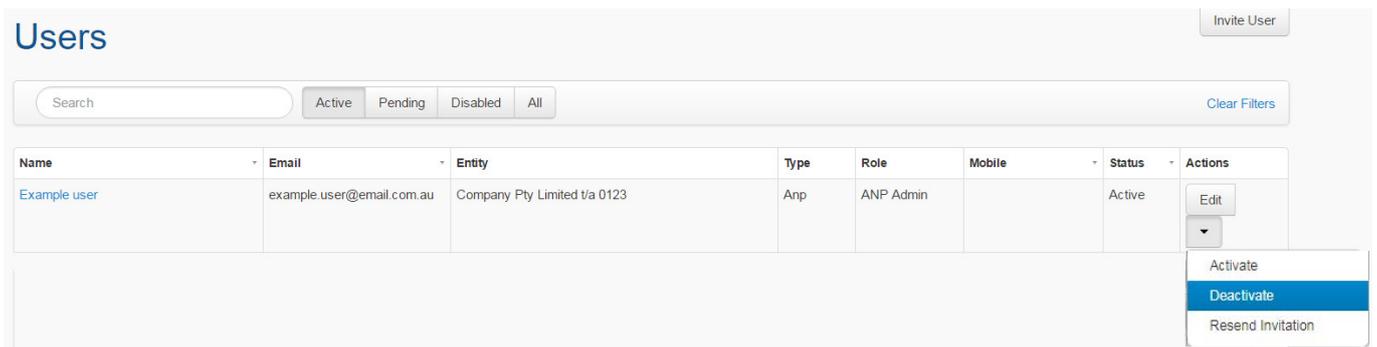
## VIEWING AND REMOVING EXISTING USERS

As the ANP admin user, you have a responsibility to manage other users from your organisation. For example, if a member of your organisation moves on, you are required to disable their access.

To view and/or remove other users from your organisation, click “List Users”.



You will see four tabs: “Active”, “Pending”, “Disabled”, and “All”. Pending users are those who have been invited to join AVETARS but have not yet created their account.



To disable a user, click on the down arrow under the table heading “Actions”. Press “Deactivate”.

## CONTACTING SKILLS CANBERRA

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



Skills Canberra  
Chief Minister, Treasury and  
Economic Development Directorate

April 2018