SKILLS CANBERRA AVETARS PORTALS FAQS

AVETARS won't let me use the same email address for my different business logins, how can I fix this?

By design each ABN requires a unique login to protect privacy. An email address is used to login. If you are monitoring different entities (for example an RTO business and an employer business or you have six businesses with unique ABNs) you could create unique logins:
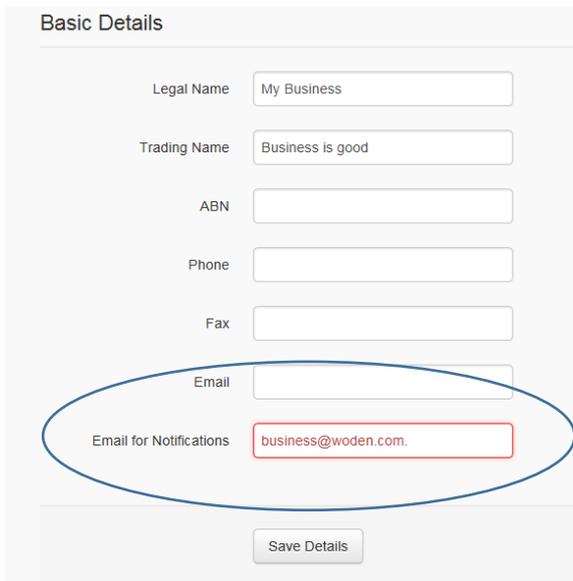
Business_name@woden.com.
Business_name@gungahlin.com
RTO@mybusiness.com
employer@mybusiness.com

Passwords may be set identical (remember passwords need a capital, a lower case, a number and a character/symbol).

Once you have set up each entity profile, you can edit the 'notification email' by *updating basic details* through your portal:

Skills Canberra may consider linking employer entities so that only one email is required. Skills Canberra will consider this action upon request from the employer. Skills Canberra will review training contracts from the different employer codes. If the same ABN, we will link. If the same employer name/representative we will link. If there is not matching details on either employer profile, a written request from the employer will need to be submitted and/or contact details updated in the portal to match.

I am part of a large organisation and receive email notifications for Australian Apprentices that I don't know about. How can I manage this?

Regardless of the size, each organisation/entity has one email address for notifications. It is recommended for large organisations (for example Government Departments/Directorates) that a central email account is used to manage the notifications (this should generally be arranged through the HR section of the business). Each organisation/entity will be issued an Admin-level user Login to one person within the organisation. The Admin-level user has the ability to create additional Employer User level logins for others within their organisation.

Jobs can then be assigned to this user through the portal dashboard. User name could be person or the name of the area in which that person is employed. Each user can then have their own login to AVETARS portal to manage any jobs assigned to them in their dashboard.

I have received a notification to do something but can't find where to go.

If you receive a notification, click on the link and login to your AVETARS portal. The job for action could be in your dashboard (click on the word dashboard in the header on the portal) or you could click on the hyperlinked Student Contract ID in the Contracts listing to open the contract details and click on the variations tab.

Click on the 'View' button and if you agree with the changes to be made click 'approve'. This has completed your action for this variation. You can continue to login to your portal to see if your Australian Apprentice or other stakeholder has approved the variation (the variation will not be applied to the training contract until all relevant stakeholders have approved).

I am getting numerous notifications for the one contract and it is very frustrating.

Please contact Skills Canberra by email (skills@act.gov.au) or phone – (02) 62058555 and let us know. AVETARS is built to only send notifications when there is a need for action or to provide an update but sometimes there could be a problem in the system process and the sooner we know the sooner we can fix this and switch off these notification emails.

For further information please refer to the AVETARS User Manual for Australian Apprenticeship Employers.