



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

# AVETARS User Manual

Australian Apprenticeship  
Employers



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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 ACT State Training Authority (STA) to manage vocational education and training (VET) administration in the ACT. If you're the employer for an Australian Apprentice (apprentice or trainee) in the ACT, your Australian Apprentice's details are held in AVETARS and are viewable by you. These details will consist of the Australian Apprenticeship Training Contract (training contract), unit results, and other records relating to their training contract.

The training contract that you signed with your Australian Apprentice includes information relating to you. You can use AVETARS to update these details and others, by initiating or approving a variation to your training contracts.

It is important that these details are current: they are the STA's official record of your training contract. The ACT Government liaises with the Commonwealth Government to share training contract data, including completions. The accuracy of the training contract is therefore important to the eventual payment of employer incentives.

## ACCESSING AVETARS

### INVITATION EMAIL

You will automatically receive an invitation email to join AVETARS when a training contract between your business and an Australian Apprentice is first approved. 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.

Once you join AVETARS, any future training contracts with other Australian Apprentices will be automatically linked with your employer account.

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

### REQUEST AN INVITATION

If for some reason you did not receive an invitation, for example, if your email address as recorded on the training contract was incorrect, then simply email [skills@act.gov.au](mailto:skills@act.gov.au) to ask for a new invitation to be issued. Please state your organisation's legal name, trading name, and ABN 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](mailto: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 tab - your basic details and contracts. Your current and former training contracts with Australian Apprentices, any variations to those contracts that have been lodged (whether by you or someone else) that are pending approval, and any variations to those contracts that have been approved, rejected or expired can be accessed from your Dashboard.



Dashboard

Qualifications

Registered Training Organisations

Contracts

Contact Us

Help

Admin

Basic Details

Contracts

Employer Code

123456

Legal Name

Sample Company Pty Limited

Trading Name

0123

ABN

01234567890

Physical Address

Postal Address

PO BOX 9999, City Dc, 1234, ACT

Telephone Number

Fax Number


Email Address

samplecompany@email.com

Email for Notifications

samplecompany@email.com

Update Basic Details

Notifications 

Variation Actions

Student Contract ID

Submitted


Type


Date


Clear Filters

Student ID	Student Name	Employer	RTO	Dates	Changes Requested	Actions
81338800/1	Sample student	0123	Sample RTO	Submitted 01 Sep 9999	Cancel a Training Contract 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 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.



# VIEWING YOUR CONTRACTS

You can view your contracts in two ways. First, there is a tab on your dashboard which will give you a table-form overview. Second, there is a menu button in the top ribbon menu labelled “Contracts”.

It is recommended that you use the second option, as it will enable you to search and filter training contracts based on elements such as status (approved, completed, expired, etc.), student name, and registered training organisation.

## 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 Received <b>18 Sep 2018</b> NOB <b>22 Sep 2016</b> Start <b>19 Sep 2016</b> TP Signed <b>29 Sep 2016</b>	
<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 Received <b>18 Sep 2018</b> NOB <b>22 Sep 2016</b> Start <b>19 Sep 2016</b> TP Signed <b>29 Sep 2016</b>	

To view individual training contract’s details, click on the link in the Student ID column. The training contract record contains the same information as the training contract you and your Australian Apprentice 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 of the tabs it will be highlighted so that you know which section of the training 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 “L” or “M” may appear after the trading name.

- M

Master
- L

Linked

One employer may have numerous trading names and this can be for a number of reasons. For example, occasionally duplicate employer records are created due to the differing spelling of the name by the individual from the Australian Apprenticeship Network provider (ANP) who has lodged the training contract. Unfortunately, it is not possible to delete/remove the duplicate records. 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 record with which your account is directly associated. “L” is the linked record, and refers to those records linked to your master account.

Please note that there is no significance to which record is labelled as the master and which are the linked. You are able to view the training contracts of your linked records, and initiate and/or approve variations of those training contracts regardless of which record they are from.

If you are an employer representative that has oversight of different employer IDs Skills Canberra can link all employer IDs together (even if you have different ANBs). Skills Canberra will review contact information for the different employer IDs, if contact name and other identifying features match, then we will link these IDs Together. If there isn't matching information then you will need to request the linking in writing (email is fine). Information that will need to be included in the request:

Employer contact name for all correspondence, business trading names requesting to be linked, ABNs of businesses requesting to be linked, email address for all notifications, master employer request.

Skills Canberra will use this email as evidence to link all Ids. Once this is done an email will be sent to the employer confirming this and the notification email.

## UPDATING YOUR DETAILS

It is important to note that while you can update certain details on your account, these will not change on individual training contracts without the lodgement and approval of a training contract variation. Skills Canberra will contact you using the contact details in your account, but it is important your details are accurate on your active training contracts as the training contract is the official legal record relating to the Australian Apprenticeship. To change your details on your active training contracts, you can lodge a 'Change of Employer Details Variation'.

To update your *account* details, simply click "Update Basic Details". The details you can change include:

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

Please note:

1. ABN should *never* be changed unless the change reason is to correct a data entry issue such as a typo. If the ABN of the employer is changing substantively, the legal entity in the training contract also needs to change. As a result, a 'Change of Ownership of Contract Variation' must be lodged.
2. If address, legal name or trading name is changed, then a 'Change of Employer Details Variation' should also be lodged so that the updated details are reflected across all training contracts.

## LODGING A TRAINING CONTRACT VARIATION

### VARIATIONS

A variation is a change to the training contract between your business and your Australian Apprentice. 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:

- > Your business, as the employer
- > Your Australian Apprentice
- > The Australian Apprentice's RTO
- > Your ANP
- > Skills Canberra.

## DECIDING WHICH VARIATION TO USE

There are 23 training contract variations available in AVETARS Australian Apprenticeship training contracts. 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.

For 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 your 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 your 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.

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 registered training organisation	Change Registered Training Organisation	
Update the Australian Apprentice's identification as an Aboriginal and/or Torres Strait Islander	Change ATSI Status	
Change the Australian Apprentice's citizenship	Change Citizenship Status	
Update the Australian Apprentice's identification as a person with a disability	Change of Disability Status	
Move the student to and from an Australian School-based Apprenticeship	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

Detail	Variation	Also consider changing...
Change workplace name Change workplace address Update workplace contact person Change the employment arrangement/award	Change Workplace Details	
Say that the Australian Apprentice is full or part-time Change the hours the Australian Apprentice works per week	Change Workplace Hours	
Correct whether the Australian Apprentice worked for you before Correct the hours, start and end date of the Australian Apprentice's previous work with you Correct whether you had an existing business relationship with your Australian Apprentice Correct whether you have already received an Australian Government Incentive	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 Apprentice or traineeship	Cancel a Training Contract	
Reactivate the contract after it has expired	Update an Expired Status	
Report the date your Australian Apprentice returned to training after it had been on hold	Enter a Return to Work Date	
Update your details where there has been no change of ABN <sup>5</sup>	Change of Employer Details	

You 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 (ANP):

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

<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

<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 you as the 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.

## TRAINING CONTRACT VARIATION LODGEMENT PROCESS

To lodge a training contract variation, navigate to the training contract in question (see “Viewing your Training Contracts”) above. On the training contract itself, click “Request Variation”.

### Contract 89012345/1 for Sample Student training in Sample Qualification

Created

Approved

Initial Payment

Actions

Request Variation

Change Employer Details

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

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

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

Once you have selected the type of training contract 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 training contract 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 Apprenticeship 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

☐ 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

#### 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)

Next

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.

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 training contract variation will not take effect straight away. Certain training contract variations require the approval of others, such as the RTO or Australian Apprentice, and other variations require Skills Canberra review prior to their approval.

You will be notified via email if your training contract 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 TRAINING CONTRACT 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 training contract variation is rejected, Skills Canberra can inform you which party rejected it. If it was Skills Canberra, we can tell you why.

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

## APPROVING A TRAINING CONTRACT VARIATION

### NOTIFICATIONS

When someone else lodges a training contract variation requiring your approval, you will receive a notification via email requesting you either approve/reject the variation.

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

# PROCESS

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

More

Application to Vary Training Contract Sample Person – Validation RequiredInbox x

avetars@jobready.com.au

to me

A variation to the training contract for Sample Person 89012345/1 was submitted on 01 Feb 9999 and requires validation for approval.

If you do not accept the variation within 10 business days the variation will automatically be rejected.

For details of the variation and to accept or reject the variation, please log in to your [user portal](#).

If you have any questions, please contact the Directorate via email to [skills@act.gov.au](mailto:skills@act.gov.au) or on telephone number (02) 6205 8555.

Skills Canberra

Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Canberra Nara Centre, 1 Constitution Avenue |GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra](http://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra)

Click here to [Reply](#) or [Forward](#)

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

Variation Actions

Student Contract IDSubmittedTypeDateClear 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 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

ApproveReject

You are required to approve or reject this variation.

Details

Stakeholder Approvals

Date Of Birth15/03/1992

Apprentice

Pending

Sample Person

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

# CREATING A REPORT

Employers 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 training contracts along with a large portion of the information in those training 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 training contracts, active and inactive, simply click ‘All Contracts CSV’. Otherwise, you can refine results using the search and filter functions available.

## 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.

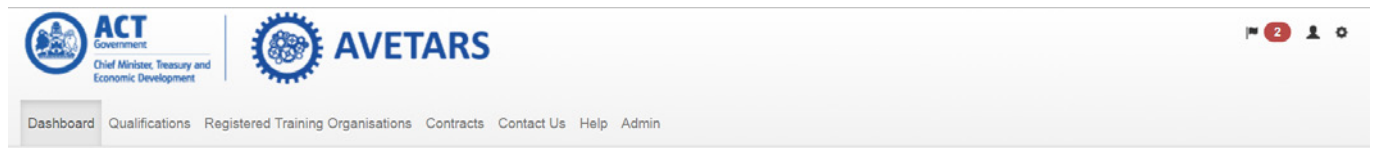


# MANAGING YOUR USERS

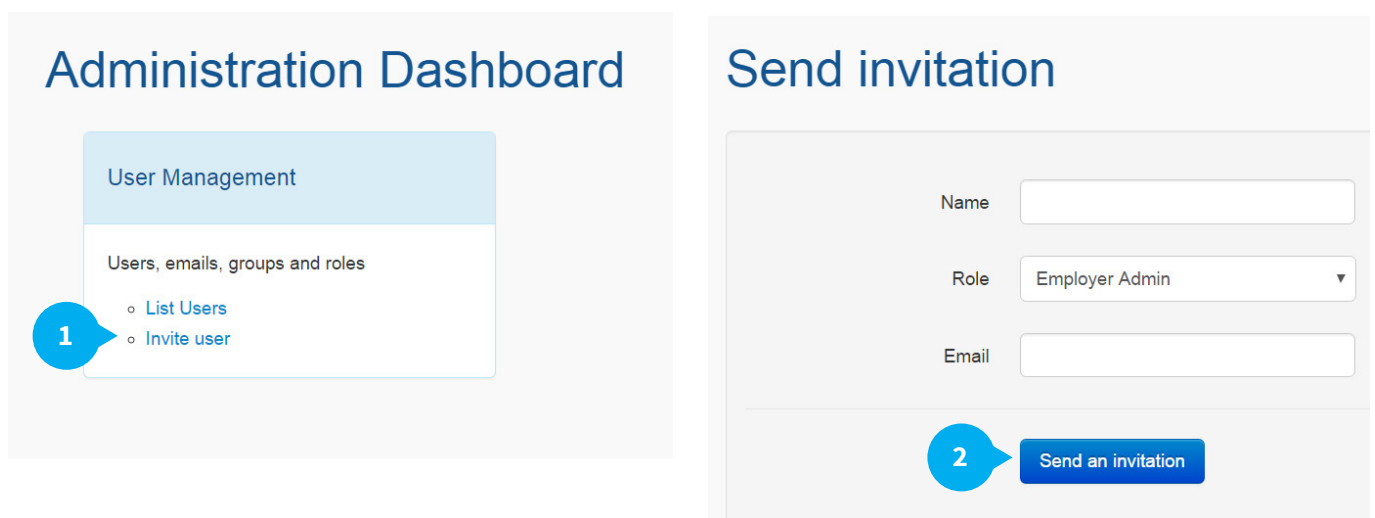
## INVITE A USER

As an employer 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.

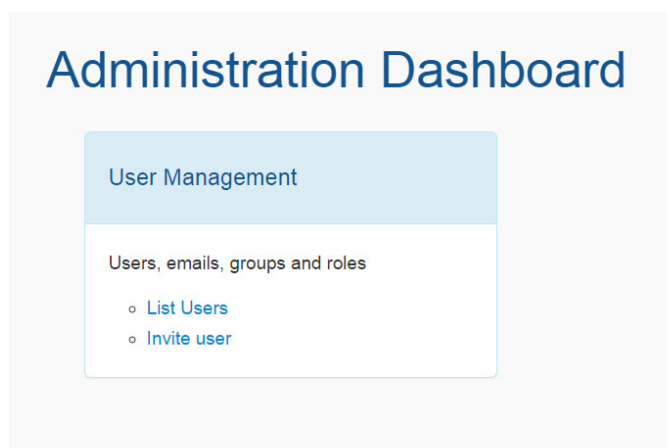


You can choose between creating another Employer Admin, or creating an Employer User. The two user roles have the same access privileges except for the ability to invite others: this is reserved for the Employer Admin. It is recommended that each organisation maintain only one Admin-level user for security reasons.

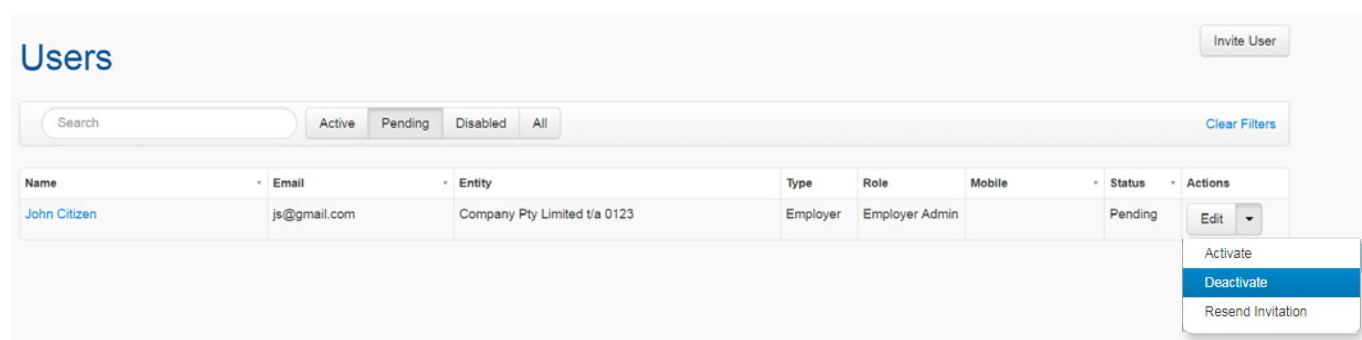
## VIEWING AND REMOVING EXISTING USERS

As the Employer 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.

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



Skills Canberra  
Chief Minister, Treasury and  
Economic Development Directorate

April 2018