



## FACT SHEET

# TRAVEL AND ACCOMMODATION ALLOWANCE CLAIMS PORTAL – User Guide for apprentices and employers

The Department of Training and Workforce Development released a new online claims portal for the lodgement of travel and accommodation allowance claims. The Department assists apprentices and trainees with travel and accommodation related to the completion of their off the job training component when you have to travel more than 70kms (round trip) to the closest training provider.

All claims **must be submitted within 60 days** of the completion of the apprentice's training or attendance period for the claim to be eligible.

### BEFORE YOU GET STARTED

To lodge a travel and accommodation claim and use the portal you will need to have a registered account in the Western Australian Apprenticeship Management System (WAAMS).

If you have already registered your WAAMS account, you can [start your TAA application process from Step 2](#).

If you have never used WAAMS and require an account, please see the following instructions for setting up a WAAMS account.

The email invitation contains a link and instructions on how to set up your WAAMS account.

#### 1. Setting up a WAAMS account

If you have not registered for WAAMS you need to [request an account online](#) and the Apprenticeship Office will send you an email with login instructions.



## WA Apprenticeship Management System

### NEW - for AASN Providers

A tool to assist in identifying the correct, current Traineeship/Apprenticeship from the options presented in ADMS/ReadyApprentice.  
Current Apprenticeship Traineeship Verification Tool

The Western Australian Apprenticeship Management System (WAAMS) online client portal provides a quick and easy way to view training contract details, request changes to the training contract, and update personal or organisational details. Employers can also view information about the Jobs and Skills WA Employer Incentive and submit incentive claims for eligible training contracts that have reached their payment milestones.

### Apprenticeship Office News

- **Online Trade Certificate Verification (OTCV) - 20 Sep 2022**

Trade certificates that have been issued to apprentices who have successfully completed an apprenticeship in Western Australia can now be verified online. Follow

Login **Request an account** Verify Trade Certificate

Complete the below fields to request a WAAMS portal account.

**First Name**

**Last Name**

**Email Address**

**Please select required user role**

**Submit**

When requesting an account you will need to use the same details (first name, last name and email) used when you registered your training contract and select your required user role. Please select the user role 'Apprentice / Trainee' or 'employer'.

You will then be emailed instructions on how to register by the WAAMS portal.

If your details do not match or you have any issues requesting an account, please contact the Apprenticeship Office on 13 19 54 or via email to [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au)



### Western Australian Apprenticeship Management System

With **24/7 online access** to view and manage your training contracts, submit change requests with **no forms to fill in** and — in most cases — **instant approvals**, WAAMS gives you **time savings, convenience** and **flexibility**.

The Department of Training and Workforce Development Apprenticeship Office invites you to register for WAAMS - our new online service portal for employers, apprentices and trainees, registered training organisations and AASNs.

Registration is quick, just two easy steps.

- 1 Click or tap on the **Register here** link below
- 2 Enter the user name provided below, and a password, to create your WAAMS account

For more information about WAAMS, including 'how to' videos to help get you started, please visit the Apprenticeship Office website at [dtwd.wa.gov.au/apprenticeship-office](http://dtwd.wa.gov.au/apprenticeship-office).



Government of Western Australia  
Department of Training  
and Workforce Development

# WAAMS

Select the registration link and create your password. Your password must contain at least 14 characters.

Once you have registered you will need to navigate back to WAAMS to successfully login.

## 2. Logging into TAA

Visit the TAA portal webpage and click the 'sign in' button to login and lodge travel and accommodation allowance claims.

Government of Western Australia  
Department of Training  
and Workforce Development

### Travel & Accommodation Allowance

Home Sign in

#### Travel and Accommodation Allowance

Through Travel and Accommodation allowance (TAA) the Department of Training and Workforce Development assists apprentices and trainees with travel and accommodation related to the completion of their off the job training component. Assistance is also available to lecturers and employers whose travel and accommodation arrangements meet the requirements of the policy. Full information about TAA is available in the Apprenticeship and traineeship policy, available under [the Policy section on our website](#).

You will be directed to the WAAMS login page and instructed to login with your email and password before being redirected back to the TAA portal.

Government of Western Australia  
Department of Training and Workforce Development

# WAAMS

Login

## WA Apprenticeship Management System

**NEW - for AASN Providers**  
A tool to assist in identifying the correct, current Traineeship/Apprenticeship from the options presented in ADMS/ReadyApprentice.  
Current Apprenticeship Traineeship Verification Tool

The Western Australian Apprenticeship Management System (WAAMS) online client portal provides a quick and easy way to view training contract details, request changes to the training contract, and update personal or organisational details. Employers can also view information about the Jobs and Skills WA Employer Incentive and submit incentive claims for eligible training contracts that have reached their payment milestones.

### Apprenticeship Office News

- Online Trade Certificate Verification (OTCV) - 20 Sep 2022**  
Trade certificates that have been issued to apprentices who have successfully completed an apprenticeship in Western Australia can now be verified online. Follow the prompts under the new Verify Trade Certificate section on the WAAMS portal. If a matching trade certificate is found, the system will return the name of the apprenticeship and the date that the trade certificate was issued.  
  
The following fact sheet and user guides provide further information:
  - Factsheet - Online trade certificate verification
  - User guide - How to verify a trade certificate
  - User guide - Opt in and out of the Online Trade Certificate Verification
- How to obtain a copy of your trade certificate or an extract of your training contract - 20 Sep 2022**  
A hard copy trade certificate is issued to every apprentice that successfully completes an apprenticeship in WA. Should an original trade certificate become destroyed, lost or stolen, an apprentice has the following options.
  - Their trade certificate may be verified by submitting the applicable details in the

Remember me

**Portal conditions of use**  
I agree to the [Western Australian Apprenticeship Management \(WAAMS\) Terms and Conditions of Use](#), and acknowledge that without limitation to those terms and conditions, it is my responsibility to ensure that:

- I do not provide access to data in the portal to any person otherwise than as authorised by the terms and conditions;
- my organisation has authorised my level of access to the portal; and
- When I cease to be a representative or employee of my organisation, my organisation access is deactivated.

The Department is therefore entitled to assume that any transaction occurring in the Portal from an authorised user account, originates from that authorised user and is a valid transaction or instruction which may not be reversed.  
  
However, the Department understands that there may be a submission made in error. If an incorrect submission is made, the organisation or individual user should contact the Department immediately on 13 19 54 (for callers outside WA, please call 08 6551 5499).

**Login**

[Forgot or change your password?](#)

You will know that you have successfully logged into the TAA portal once back at the home page as you will see new menu options in the top right hand corner.

Government of Western Australia  
Department of Training and Workforce Development

# Travel & Accommodation Allowance

My Claims Home

## Travel and Accommodation Allowance

Through Travel and Accommodation allowance (TAA) the Department of Training and Workforce Development assists apprentices and trainees with travel and accommodation related to the completion of their off the job training component. Assistance is also available to lecturers and employers whose travel and accommodation arrangements meet the requirements of the policy. Full information about TAA is available in the Apprenticeship and traineeship policy, available under [the Policy section on our website](#).



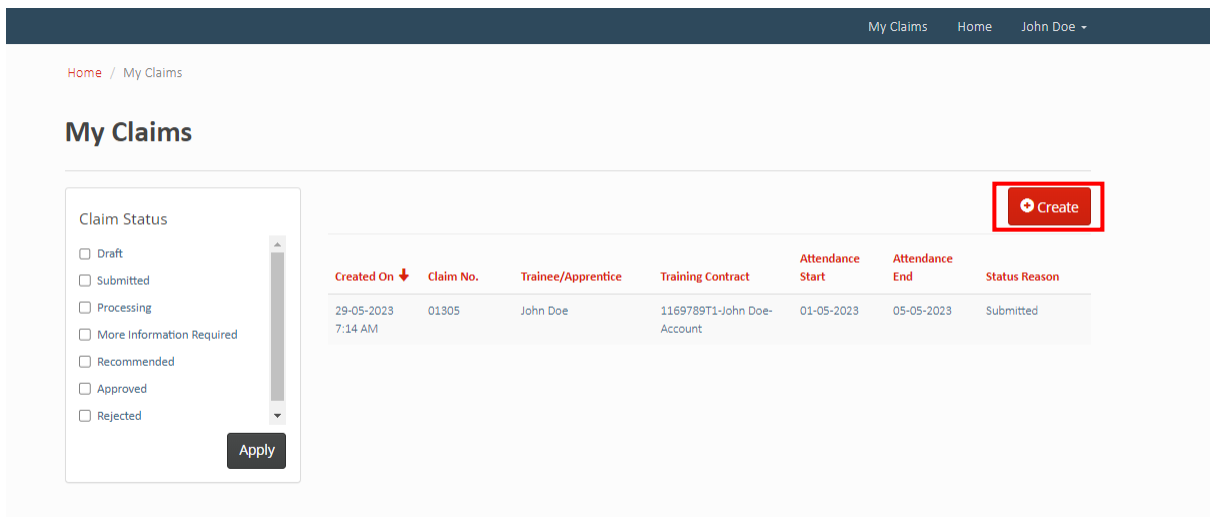
### 3. Making a new claim

To start a new Travel and Accommodation Allowance claim visit the 'My Claims' section of the TAA portal.



Before submitting a claim, you need scanned copies of any paid accommodation or travel receipts.

Select 'Create' to start a new claim, then click 'start claim'.



[Home](#) / [My Claims](#) / Start New Claim

## Start New Claim

Before starting the claim process, please read the relevant [user guide](#) for instructions on how to make a claim in the online portal. For details on the eligibility requirements and payment rates please read the Procedures for the Travel and Accommodation Allowance (TAA) for Apprenticeships document

Amounts payable for a claimed period are determined by the information provided on this form. Non-compliant or incomplete claims may be returned without payment.

[ALL RECEIPTS](#) for paid accommodation must be attached. Your application will be returned if incomplete information is provided.

This claim must be submitted within [50 days](#) of the last nominated training day.

[Start Claim](#)

Select your training contact, enter your training attendance start and end dates, training location and select whether it is a day or block release. Then click 'next'.

If your training contract details are not correct these must be updated in the WAAMS portal. Once updated you will need to refresh the page or re-login to see the changes.

You will see several 'tabs' across the top of the screen and by completing each 'tab' section, you will choose Next> to move through these sections.



## Process Claim

- 1 Training Details
- 2 Applicant Review
- 3 Travel Log
- 4 Accommodation
- 5 Bank Details
- 6 Claim Evidence
- 7 Summary

### Training Details

Select an eligible funded Training Contract to lodge your claim against and enter your training details. If any contract details are incorrect please update them in the WAAMS portal.

### Training Contract

Training Contract \*

1169789T1-John Doe-Account

### Training Details

Attendance Start \*

DD-MM-YYYY

Attendance End \*

DD-MM-YYYY

Training Location \*

Training Release Pattern \*

Day Release  Block Release

### Training Contract Details

Training Contract ID

1169789T1

TC Status

Active

TC Start Date

30-06-2022

Actual End Date

—

RTO

Test RTO(51428)

Employer \*

—

[Next](#)

Review your details and ensure they are correct. If you need to edit any details this must be done in WAAMS. Click 'next' when ready to proceed with the claim form.

Home / My Claims / Process Claim

## Process Claim

1 Training Details ✓ 2 Applicant Review 3 Travel Log 4 Accommodation 5 Bank Details 6 Claim Evidence 7 Summary

### Applicant Details Review

Please review the apprentice/trainee details below and ensure that they are correct. Your residential address will be used to calculate the claim allowance if you are claiming private travel. Please update these details in the WAAMS portal if they are incorrect.

<h4>Apprentice/Trainee Details</h4> <p>First Name John</p> <p>Middle Name --</p> <p>Last Name * Doe</p> <p>Birthday 16-07-1988 12:00 AM</p> <p>Primary Email test@email.com</p> <p>Mobile Phone 0400 000 000</p>	<h4>Residential Address</h4> <p>306 Frederick Street -- Dixson 6725 WA</p> <h4>Postal Address</h4> <p>306 Frederick Street -- Dixson WA 6725</p>
--	--

Previous Next





Enter your travel details by clicking 'add journey'.

Home / My Claims / Process Claim

### Process Claim

1 Training Details ✓ 2 Applicant Review ✓ 3 Travel Log 4 Accommodation 5 Claim Evidence 6 Summary

#### Enter your Travel Journeys

If you are claiming travel allowance you are required to create an entry for each of your return journeys below.

**Add Journey**

Travel To Venue Date ↑	Private	Public	Air	Travel To Home Date	Private	Public	Air
There are no records to display.							

If claiming private transport, are you or your immediate family the owner of the vehicle?  
 No  Yes

**Previous** **Next**

Enter your journey details. Then click 'Submit'.

#### To Campus Journey

Date Travelled to Campus \*

DD-MM-YYYY

By Private Transport? \*

No  Yes

By Public Transport? \*

No  Yes

By Air? \*

No  Yes

#### Return Home

Date Returned Home

DD-MM-YYYY

By Private Transport?

No  Yes

By Public Transport?

No  Yes

By Air?

No  Yes

**Submit**

Click next when all journey details have been added.

Home / My Claims / Process Claim

## Process Claim

1 Training Details ✓ 2 Applicant Review ✓ 3 Travel Log ✓ 4 Accommodation 5 Bank Details 6 Claim Evidence 7 Summary

### Accommodation

If you are claiming the accommodation allowance you are required to enter the number of nights and the accommodation address below. The [private accommodation receipt\\* template](#) is the preferred receipt to use for claiming private accommodation expenses and can be downloaded on the Department's website.

Are you claiming Accommodation Allowance? \*

No  Yes

Previous Next

Enter your accommodation details (number of nights stayed and accommodation address) if you are claiming the accommodation allowance. Click 'next' when ready to proceed.

Are you claiming Accommodation Allowance? \*

No  Yes

Number of Nights \*

0

Please enter the accommodation address

Name \*

Line 1 \*

Line 2

Suburb \*

State \*

Postcode \*

Previous Next

Select the bank details or add your bank account details where claim payments will be made. Select 'next' when ready to proceed.



[Home](#) / [My Claims](#) / [Process Claim](#)

## Process Claim

- 1 Training Details ✓
- 2 Applicant Review ✓
- 3 Travel Log ✓
- 4 Accommodation ✓
- 5 Bank Details
- 6 Claim Evidence
- 7 Summary

### Bank Details

This section is compulsory for all apprentices/trainees claiming the Travel and Accommodation Allowance Payment. Payment of approved claims will be issued by Electronic Funds Transfer (EFT) directly into the bank account listed below. Cheques will not be issued.

#### Bank Accounts

Add a new bank account or select from accounts previously used

Add Bank Account

Account Name	BSB	Account No.
John Doe	066-009	****1234

#### Selected Bank Account

John Doe:\*\*\*\*1234

Previous

Next

### New Bank Account

Account Name \*

BSB Number \*

Bank Name \*

Branch Name \*

Account Number \*

Submit

You must upload receipts and/or other documents for any transport or accommodation being claimed. Click 'next' when you are ready to proceed.

### Process Claim

---

1 Training Details ✓	2 Applicant Review ✓	3 Travel Log ✓	4 Accommodation ✓	5 Claim Evidence	6 Summary
----------------------	----------------------	----------------	-------------------	------------------	-----------

#### Upload Claim Evidence

Please upload receipts and/or other documents for any Transport or Accommodation being claimed.

Please ensure that the receipts and/or documents uploaded are clear and readable as otherwise this may delay your payment.

[+ Add files](#)

There are no folders or files to display.

[Previous](#)[Next](#)

Review your claim on the summary page and add any additional comments before scrolling down, tick the Declaration box, and click on the Submit button.

#### Claim Summary

Please review the information you have entered and ensure it is accurate. You must complete the **declaration** before submitting the claim.

#### Comments

Please enter any additional comments here before submitting



I certify that all of the details stated in this claim, as provided by me, are true and correct. I understand that it is a serious offence under the Criminal Code Act 1913 to provide a false and misleading statement to gain entitlement to Travel and Accommodation Allowance.

Declaration \*

Date \*

11-05-2023

Previous

Submit

[Home](#) / [My Claims](#) / [Process Claim](#)

## Process Claim

Your claim has been submitted successfully. Please allow 30 days for processing before contacting the Department. If you have not received payment after 30 days of lodging your claim you can contact the Department through the below contact details. For queries regarding the Travel and Accommodation Allowance please:

- telephone the TAA Administration Officer on 08 6551 5494 or
- email [taa@dtwd.wa.gov.au](mailto:taa@dtwd.wa.gov.au)

All travel and accommodation allowance claims must be submitted within 60 days of the completion of your last day of block training or within 60 days of the last day of term for apprentices attending day release, for the claim to be accepted.

Your claim will be assessed and processed once your attendance is verified by your training provider.

Please allow 30 days for processing before contacting the Department. If you have not received payment after 30 days of lodging your claim you can contact the Department.

For queries regarding the Travel and Accommodation Allowance please telephone the TAA Administration Officer on 08 6551 5494 or email [taa@dtwd.wa.gov.au](mailto:taa@dtwd.wa.gov.au)