



FACT SHEET

TRAVEL AND ACCOMMODATION ALLOWANCE CLAIMS PORTAL – User guide for registered training providers

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 when you have to travel more than 70kms (round trip) to the closest training provider.

The Department released a new online claims portal for the lodgement of travel and accommodation allowance claims.

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) linked to your organisation.

If you do not have a WAAMS portal account linked to your organisation, your existing WAAMS organisation administrator will need to create your organisation contact profile in the portal and send you a WAAMS portal invite.

1 Logging into TAA

Visit the TAA portal and select the **Sign in** button to login and lodge travel and accommodation allowance claims.



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.

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

Login Request an account Verify Trade Certificate

Email
learner@email.com

Password

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.

My Claims ▾ Home Person 2 RTO ▾

Travel and Accommodation Allowance

The Department of Training and Workforce Development assists apprentices and trainees with travel and accommodation costs related to the completion of their off the job training component. [Full information about TAA](#) is available on our website.

ELIGIBILITY

2. Making a new claim

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



My Claims ▾ Home Person 2 RTO ▾

My Claims

Claims Attendance My Claims

Travel and Accommodation Allowance

The Department of Training and Workforce Development assists apprentices and trainees with travel and accommodation costs related to the completion of their off the job training component. [Full information about TAA](#) is available on our website.

Select **Create** to start a new claim, then select **Start claim**.

My Claims ▾ Home Person 2 RTO ▾

Home / My Claims

My Claims

Claim Status

Draft

Submitted

[+ Create](#)

Created On ↓	Claim No.	Trainee/Apprentice	Training Contract	Attendance Start	Attendance End	Status Reason
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My Claims ▾ Home Person 2 RTO ▾

Home / My Claims / Start New Claim

Start New Claim

Before starting the claim process, please ensure that you have reviewed the [Procedures for the Travel and Accommodation Allowance \(TAA\) for Apprenticeships](#) document, which outlines eligibility requirements and payment rates.

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. Application will be returned if incomplete information is provided.

This claim must be submitted within [60 days](#) of the last nominated training day.

[Start Claim](#)

Select the training contact details for the apprentice you are lodging the claim against; then enter their training attendance start and end dates, training location and select whether it is a day or block release. Then select **Next**.

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 log the claim against and enter your training details.

Training Contract

Training Contract *

Training Contract Details

Training Details

Attendance Start *

Attendance End *

Training Location *

Training Release Pattern *

Day Release Block Release

Next

Lookup records

Search

Choose one record and click Select to continue

Name ↑	Training Contract ID	Employer	RTO	TC Start Date	TC Expiry Date	TC Status
<input type="checkbox"/>		Orontes Pty Ltd THE TRUSTEE FOR A & T PERNA FAMILY TRUST	South Metropolitan TAFE(52787)	07-05-2018	07-05-2022	Completed- Successful
<input type="checkbox"/>		HAHN ELECTRICAL CONTRACTING PTY LTD THE TRUSTEE FOR	South Metropolitan TAFE(52787)	07-05-2018	07-05-2020	Terminated

< 1 2 3 4 5 6 7 8 ... 500 >

Select Cancel Remove value

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



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

Process Claim

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

Training Details

Select an eligible funded Training Contract to log the claim against and enter your training details.

Training Contract

Training Contract *

✕🔍

Training Details

Attendance Start *

📅

Attendance End *

📅

Training Location *

▼

Training Release Pattern *

- Day Release Block Release

Training Contract Details

Training Contract ID

TC Status

Active

TC Start Date

16-05-2022

Actual End Date

—

RTO

South Metropolitan TAFE[52787]

Employer *

MEGT (AUSTRALIA) LTD

[Next](#)

Review the apprentice details and ensure they are correct. If you need to edit any details, this must be done in WAAMS.

Select **Next** when ready to proceed with the claim form.

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.

Apprentice/Trainee Details

First Name

John

Middle Name

--

Last Name *

Doe

Birthday

16-07-1988 12:00 AM

Primary Email

test@email.com

Mobile Phone

0400 000 000

Residential Address

106 Frederick Street

--

Dundas

6725

WA

Postal Address

106 Frederick Street

--

Dundas

WA

6725

Previous

Next



Enter the travel details by selecting **Add journey** If not claiming travel, leave this blank.

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 the journey details. Then select **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

Select **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 the accommodation details (number of nights stayed and accommodation address) if you are claiming the accommodation allowance. Select **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**



You must upload receipts and/or other documents for any transport or accommodation being claimed. Select **Next** when ready to proceed.

Process Claim

1 Training Details ✓	2 Applicant Review ✓	3 Travel Log ✓	4 Accommodation ✓	5 Claim Evidence	6 Summary
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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 the claim summary and ensure the information entered is accurate before submitting the claim.

Once you have selected **Submit** the claim will be reviewed by the Department and no further changes can be made.

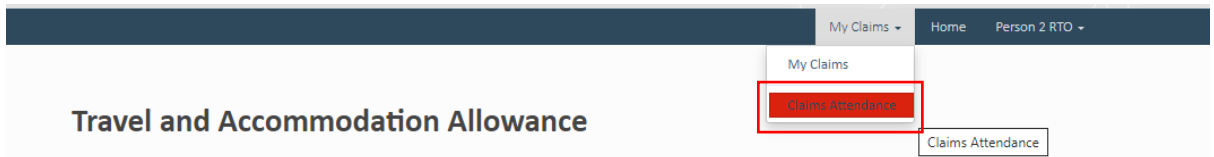
All travel and accommodation allowance claims must be submitted within 60 days of the completion of the apprentice's last day of block training for the claim to be accepted.

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 taarto@dtwd.wa.gov.au

3. Verifying an apprentice's attendance through the claims portal

Apprentice attendance can be verified online through the TAA claims portal by navigating to claims attendance under **My claims**.



Organisations will be provided with a list of all claim attendances by apprentices that they are required to verify.

You can verify attendance using the drop down arrow next to each apprentice log.

Claims Attendance

Apprentice/Trainee	Training Location	Attendance Start Date	Attendance End Date	Requested Date	
	Bunbury Prison	27-11-2022	03-12-2022	12-12-2022 8:40 AM	▼
	Bunbury	27-11-2022	04-12-2022	12-12-2022 11:23 AM	Verify Attendance
	Bunbury Prison	04-12-2022	09-12-2022	16-12-2022 8:11 AM	▼
	Bentley Campus	17-02-2023	20-02-2023	20-02-2023 12:29 PM	▼
	Bunbury Prison	05-03-2023	17-03-2023	08-03-2023 11:03 AM	▼

You will need to verify the number of days and absences during each apprentices claim period and complete the certification. Select **Submit** when you are finished for each apprentice.

Attendance Verification Request

Please review the training attendance information provided by the apprentice below and certify them.

Trainee/Apprentice	Pedro Dionisio
Training Venue	Bunbury Prison
Attendance Start	27-11-2022
Attendance End	03-12-2022

During the period of claimed, please enter the number of days the apprentice/trainee attended off-the-job training *

Number of authorised absences in same period *

I certify the above details are correct and in accordance with Registered Training Organisation attendance records. *

Date *

Submit