



How to submit an incentive claim - User Guide - For employers

Getting started – Setting up Employer Incentive user roles

To manage employer incentives, confirm you are setup with the appropriate user roles. To submit an incentive, EIS user access is required.

For assistance setting up your user roles, view the user guide on access level in WAAMS, available at <https://www.jobsandskills.wa.gov.au/employerincentive> or contact Apprenticeship Office on 13 19 54 (for callers outside WA, please call 08 6551 5499), and press option 2 to speak to the employer incentive team.

To submit an incentive claim

- 1 Log into the WAAMS portal.

The way you sign in to the WAAMS Portal is changing.

From **22 November 2024**, the WAAMS Portal will require multi-factor authentication (MFA) when signing in. This important initiative adds additional security to your account.

As the existing (email and password) sign in process will be removed on 22 November 2024, it is **strongly recommended** that you register for WAAMS MFA as soon as possible. To do so, just click on the 'Sign in with WAAMS MFA' button to the right.

Sign in with WAAMS MFA. Your first sign in will create your MFA account

Sign in with WAAMS MFA

or

continue with email and password...
not available after 22 November 2024

Email

Password

Remember me

Login [Forgot or change your password?](#)

By signing in, you agree to the [terms and conditions](#) of the WAAMS Portal.

2 Check My Permissions to verify you have EIS user access

The screenshot shows the WAAMS portal interface. At the top, there is a navigation bar with tabs: Organisation, Contracts, Incoming Training Contracts, Employer Incentives, Reengagement Incentive, and TAA Portal. The 'Employer Incentives' tab is highlighted. Below the navigation bar, there is a breadcrumb trail: Home / Organisation. The main content area is divided into two columns. The left column contains 'WAAMS Menu Options' with sub-sections: Organisation Tab, Contracts Tab, Incoming Training Contracts Tab, and Employer Incentives Tab. The right column contains 'My Permissions' and 'Organisation' sections. The 'My Permissions' section is highlighted with a red box and a red arrow pointing to it. It lists four permissions: Financial Admin, Organisation Admin, Employer Incentive (EIS) User, and Training Contract Change (TCC) User, each with a checkmark and an information icon. The 'Organisation' section below it lists various actions like Bulk Contract Change, Enrolment Evidence Upload, etc.

Note: Users with the financial administrator role can manage financial information, however the EIS User access is required to submit claims.

Submitting a claim

1 From the WAAMS landing page, select the **Employer Incentive** tab.

The screenshot shows the WAAMS portal interface with the 'Employer Incentives' tab selected in the top navigation bar. A red arrow points to this tab. The main content area is divided into two columns. The left column contains 'WAAMS Menu Options' with sub-sections: Organisation Tab, Contracts Tab, Incoming Training Contracts Tab, and Employer Incentives Tab. The right column contains 'My Permissions' and 'Organisation' sections. The 'My Permissions' section lists four permissions: Financial Admin, Organisation Admin, Employer Incentive (EIS) User, and Training Contract Change (TCC) User, each with a checkmark and an information icon. The 'Organisation' section below it lists various actions like Bulk Contract Change, Enrolment Evidence Upload, etc.

2 From the **Employer Incentive** page, select **View and Claim Employer Incentives**

The screenshot shows the 'Employer Incentives' page. At the top, there is a navigation bar with tabs for 'Organisation', 'Contracts', 'Incoming Training Contracts', 'Employer Incentives', 'Reengagement Incentive', and 'TAA Portal'. A 'Log out' button is in the top right. Below the navigation bar, there is a breadcrumb 'Home / Employer Incentives' and a blue banner that says '* PTL- Payroll Tax Declaration is Required'. A red arrow points from the 'Employer Incentives' tab to a button labeled 'View and claim Employer Incentives'. Below this button is another button labeled 'View Training Contract Eligibility & Estimates'. The main content area is titled 'Jobs and Skills WA Employer Incentive' and contains introductory text about the incentive and a link to 'jobsandskills.wa.gov.au/employerincentive'.

Your entitlements for eligible contracts will appear in one of the following tables:

- **Pending entitlements:** entitlements that have not reached the relevant milestone date.
- **Active entitlements:** entitlements that have reached their milestone date.

To submit a claim, the claim status must be **Ready to Claim**. Before an entitlement is ready to claim you must complete all outstanding tasks.

3 If the claim status is **Tasks Incomplete**, click on the **Details** icon to complete your tasks.

The screenshot shows the 'Active Entitlements' table. The table has columns for Status, Learner, TC Id, Type, Claim Open Date, Incentive Type, Amount, Claim Status, and Submit Claim. A red arrow points to the 'Details' icon (a document with a checkmark) in the 'Tasks Incomplete' row. The table contains five rows of data, all with 'Completion' as the Type and 'EIS' as the Incentive Type. The first four rows have a 'Tasks Incomplete' status, and the fifth row has an 'Assessing Eligibility' status. The 'Submit Claim' column contains a 'Details' icon for each row.

Status	Learner	TC Id	Type	Claim Open Date	Incentive Type	Amount	Claim Status	Submit Claim
✓			Completion	19 Jul 2023	EIS	\$1,275.00	Tasks Incomplete	Details
✓			Completion	19 Jul 2023	EIS	\$1,275.00	Tasks Incomplete	Details
✓			Completion	19 Jul 2023	EIS	\$1,275.00	Tasks Incomplete	Details
✓			Completion	19 Jul 2023	EIS	\$1,275.00	Tasks Incomplete	Details
✓			Completion	21 Jul 2023	EIS	\$2,337.50	Assessing Eligibility	Details

4 Outstanding tasks will appear in the following table:

Eligibility criteria

The tables that follow provide details regarding an employer's eligibility status for the Employer Incentive, and the incentive tasks required in order to successfully submit a claim. Click the headers below to view each set of criteria.

- + Assessment eligibility criteria ⓘ
- + Incentive eligibility criteria ⓘ
- + Entitlement eligibility criteria ⓘ
- + Payroll Tax Liability Criteria ⓘ
- Incentive task criteria ⓘ

Status	Criteria	Action Required
✓	Enrolment Evidence must be Verified ⓘ	
✓	Employer must provide enrolment evidence (if nominated RTO is not funded by the Department) ⓘ	Enrolment Evidence Required for Non-Publically funded RTOs
✓	The employer must provide a copy of the signed training plan ⓘ	Softcopy of the Training Plan- Employer
✓	Bank account details are required ⓘ	
✓	The Apprentice/Trainee's Unique Student Identifier (USI) must be validated ⓘ	
✓	Unique Student Identifier (USI) required for the apprentice/trainee ⓘ	
✓	Signed Training plan notification required from RTO ⓘ	Training Plan Notification- RTO

Refer to the user guides on completing outstanding tasks in WAAMS, available at jobsandskills.wa.gov.au/employerincentive or contact Apprenticeship Office for more information.

5 Once the claim status is **Ready to Claim**, select the **Details** icon to complete your claim.

Active Entitlements

The table below shows incentive milestone payments that have reached a milestone payment point. Payment for training contracts with a green tick in the status column can be claimed by selecting the Details heading and following the prompts. For training contracts with a yellow tick in the status column, outstanding tasks need to be completed before a payment can be claimed. Details of these tasks for each training contract are displayed when you select the corresponding icon in the Details column.

Column options and reports									
Status	Learner ↑	TC Id	Type	Claim Open Date ↑	Incentive Type ↑	Amount	Claim Status	Submit Claim	
✓			Completion	21 Mar 2022	EIS	\$1,122.05	Ready to Claim	Submit Claim	
✓			Completion	21 Mar 2022	EIS	\$1,122.05	Ready to Claim	Submit Claim	
✓			Completion	30 Mar 2022	EIS	\$1,233.55	Ready to Claim	Submit Claim	
✓			Completion	30 Mar 2022	EIS	\$1,233.55	Ready to Claim	Submit Claim	

1-50 of 191 items

- 6 Upload your employment evidence documentation. A **payslip that covers the period of the claim open date** could be used as example of employment evidence. If you provide a payslip that does not meet the requirements, the assessment of your claim may be delayed. Check each of the boxes before uploading the evidence.

Payment Details

Payment details provided below include claim dates, entitlement status, entitlement type and payment estimates.

– Commencement Payment Details

Entitlement Type ⓘ	Claim Open Date ⓘ	Claim Close Date ⓘ	Claim Status ⓘ
Commencement	18 May 2022	18 May 2023	Ready to Claim

Payment Type ⓘ	Start Date ⓘ	End Date ⓘ	Pro Rata Days ⓘ	Percentage	Amount
Base amount ⓘ	16 Nov 2021	18 May 2022	183	-	\$2,125.00
SPOL ⓘ	09 Dec 2021	18 May 2022	160	10%	\$185.79
Estimated total payment					\$2,310.79

Employment evidence is required to be uploaded

Please confirm your employment evidence complies with the following requirements

- The evidence demonstrates that the Apprentice/Trainee was employed on the Claim Open Date i.e. **18/5/2022**
- The employment status is not Casual
- The Apprentice/Trainee was working the weekly hours specified in your Training Contract i.e. **15**
- The evidence shows the Apprentice/Trainee's name and the Employer's name and/or ABN

Click the **Choose file to upload employment evidence (e.g. payslip)**

Choose File | No file chosen

- 6b A completion agreement is required to be uploaded for all completion entitlements.

– Completion Payment Details

Entitlement Type ⓘ	Claim Open Date ⓘ	Claim Close Date ⓘ	Claim Status ⓘ
Completion	14 Mar 2022	14 Mar 2023	Ready to Claim

Payment Type ⓘ	Start Date ⓘ	End Date ⓘ	Pro Rata Days ⓘ	Percentage	Amount
SPOL ⓘ	09 Dec 2021	14 Mar 2022	95	10%	\$55.46
Base amount ⓘ	29 Sep 2021	14 Mar 2022	166	-	\$1,062.50
Region 1-South West ⓘ	29 Sep 2021	14 Mar 2022	166	10%	\$106.25
Estimated total payment					\$1,224.21

Completion Agreement

A training contract is considered to be successfully completed when there is agreement from the employer, registered training organisation (RTO) and apprentice or trainee that the apprentice or trainee has attained all of the required competencies to successfully complete the qualification.

To obtain a copy of the signed written completion agreement, please contact your RTO.

Completion evidence is required

Please confirm your completion evidence complies with the following requirements

- The Completion Agreement shows the Completion Date and this date matches the date notified by the RTO in the WAAMS portal i.e. **14/3/2022**
- If the Apprentice/Trainee is still employed, or if no longer employed, the Completion Date is before the last day of employment
- The Completion Agreement is signed by the Apprentice/Trainee, Employer and RTO
- The Completion Agreement shows the qualification obtained

Click the **Choose file to upload completion evidence (e.g. signed completion agreement)**

Choose File | No file chosen

7 Once you have successfully uploaded your evidence, you must agree to the **Jobs and Skills WA Employer Incentive Terms and Conditions** before you can submit your claim.

Payment Details

Payment details provided below include claim dates, entitlement status, entitlement type and payment estimates.

– Commencement Payment Details

Entitlement Type	Claim Open Date	Claim Close Date	Claim Status
Commencement	18 May 2022	18 May 2023	Ready to Claim

Payment Type	Start Date	End Date	Pro Rata Days	Percentage	Amount
Base amount	16 Nov 2021	18 May 2022	183	-	\$2,125.00
SPOL	09 Dec 2021	18 May 2022	160	10%	\$185.79
Estimated total payment					\$2,310.79

Entitlement proof documentation has been uploaded

I agree to the Jobs and Skills WA Employer Incentive Terms and Conditions (view Summary of terms and conditions), and acknowledge that without limitation to those terms and conditions, incentive payments may be recovered where the employer:

- becomes liable for payroll tax;
- becomes eligible for a Construction Training Fund Incentive;
- fails to act in good faith, for example by making a non-genuine claim, or manipulating the incentive as evidenced by their retrenchment or recruitment patterns;
- has no basis for claiming, or entitlement to, the payment;
- has provided to the Department incorrect, misleading or deceptive information under or in connection with the incentive;
- has withheld from the Department information relevant to the employer's entitlement, if any, under the incentive;
- is not providing a genuine or appropriate employment and training opportunity for the apprentice or trainee;
- is not meeting their workplace obligations to the apprentice or trainee; or
- is otherwise in breach of the terms and conditions.

*Please note, if a representative from this organisation updates the organisation's bank account details before this claim is approved, the payment will be sent to the updated account.

[Claim](#)

8 Click on **Submit**.

IMPORTANT: Please ensure that your Organisation's Bank Account details are up to date before submitting your claim.

[Submit](#)

9 A message will be displayed once the claim has been submitted successfully.

Completion evidence has been uploaded

Thank you for submitting this entitlement request. To track its status, please refer to the Submitted Entitlements table on the View Entitlements page.

Please note: If you also have another incentive entitlement ready to claim for this Learner, please navigate back to the Active Entitlements table to view and submit the claim.

Claims are normally processed within 6-8 weeks of submission. If you require any assistance with WAAMS, please contact Apprenticeship Office on 13 19 54 (option 2) or email employerincentive@dtwd.wa.gov.au.