



A U S T R A L I A N
A P P R E N T I C E S H I P
S U P P O R T N E T W O R K
An Australian Government Initiative

Guide to completing Claim SmartForms

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Introduction to Claim SmartForms

Online SmartForms facilitate submission of Commonwealth incentive claims for employers and personal benefits and Trade Support Loans for Australian Apprentices. They replaced paper-based claim forms on 1 July 2015.

The following claim types are available as SmartForms:

- **1236** Employer Commencement Incentives
(incorporating 1284 School-based Retention where applicable)
- **1241** Employer Completion Incentive
- **1257** Support for Adult Australian Apprentices (SAAA) Claim
- **1288** Application for an Australian Apprentice with Disability
- **1239** Disabled Australian Apprentice Wage Support (DAAWS) Claim
- **1244** Off-the-job Tutorial, Mentor and Interpreter Assistance Claim
- **530** Living Away From Home Allowance (LAFHA) Application
- **1238** Living Away From Home Allowance (LAFHA) Claim
- **1290** Trade Support Loans (TSL) Opt-in
- **1291** Trade Support Loans (TSL) Change of Circumstance

How to access your claim SmartForm

When the claim effect date falls due an email will be sent to your nominated email address. Contained within the email will be a **secure hyperlink** together with a **Tracking Code** and **Security Code**. Simply click on the hyperlink within the email to access the SmartForm and complete it online.

Does MEGT have a valid email address for you?

It is critical that MEGT has your email address in order to issue the claim at the effect date. If you haven't previously provided your email address, or there's been a change, please notify MEGT immediately. Email us at aasninfo@megt.com.au quoting your full name and registration number, or call us on **13 MEGT (6348)** to update your details. This will ensure there are no delays in receiving your claim forms.

Claim process



Completing the claim SmartForm

The claim recipient (authoriser) will receive the initial email from the SmartForm interface. Depending on the claim type, it may require co-authorisation by another party. In these cases an email will be sent to the co-authoriser once the authoriser has completed all required sections of the Claim SmartForm. For employer claims, the co-authoriser is the apprentice. For apprentice claims, the co-authoriser is the employer.

When both the authoriser and co-authoriser have completed their sections the Claim SmartForm will be electronically submitted to MEGT for assessment. If further evidence is required to support any changes made to the pre-populated information on the SmartForm MEGT will request this.

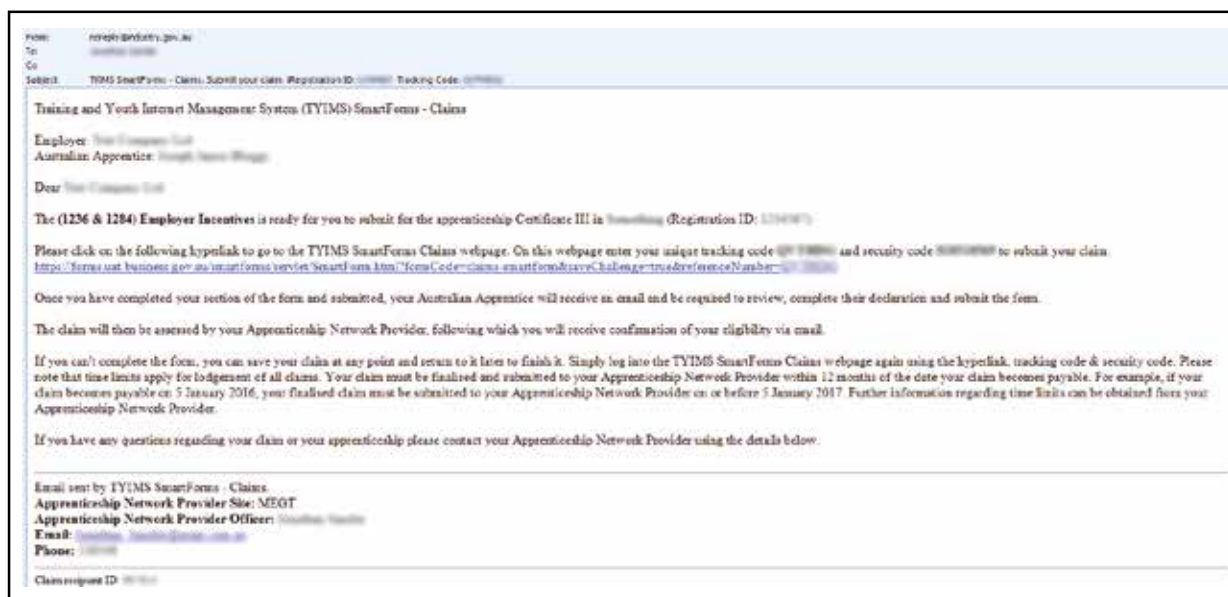
Claim Authoriser

MEGT will initiate the Claim SmartForm process. However, the email you receive will be from the Department of Industry, showing an email address **noreply@industry.gov.au**, and subject line showing:

TYIMS SmartForms – Claims. Submit your claim. (Registration ID: #####. Tracking code: XXXXXX)

Please check your Junk Folder to ensure this email is not flagged as spam.

Training and Youth Internet Management System (TYIMS) is used to process your claim electronically. The email you receive will resemble the following:



The email will depict the claim type (e.g. 1236 & 1284 Employer Incentives) and show MEGT's contact details at the base of the email should you require assistance.

Step 1

Click on the hyperlink contained within the email to initiate the claim process. The following screen will appear. The tracking code (reference code) will automatically populate. Enter the security code then select **CONFIRM**.

Open Your Saved Form

To resume your form please complete the following details:

Tracking Code: Tracking Code *
When you saved your form you should have been provided a Tracking Code.

Security Code: Security Code *

Step 2

On the **Initiate Claim** page **Email** will default as the lodgement type. This field is pre-determined and cannot be altered by the authoriser. Tablet/stylus method can only be used if you're completing the Claim SmartForm with an MEGT Field Consultant. Electronic signatures need to be captured from both the employer and apprentice as part of the tablet/stylus option.

This screen also outlines the claim type, description, amount payable and the claim effect date.

Australian Government
Department of Education and Training

Tracking Code: XX43VQ

Initiate Claim | Enter Claim Details

Initiate Claim Save For Later

Australian Apprenticeships - Claims SmartForm

Field marked with * is required

Your Network Provider (MEGT) has entered this claim for you to submit. The information on this page has been entered by your Network Provider and provides you with information about the claim. Please review the information carefully.
If you have any queries about this claim, you can contact your Network Provider at any time.
After you have finished reviewing this page, click the "Continue" button at the bottom of the page to proceed to the next page.

Claim:

Lodgement type *

Tablet & Stylus

Email

Claim Item *

1236 & 1234 Employer Incentives

Step 3

Read the **Claim Information** carefully, then review/verify all information is correctly reflected in the following sections:

- Employer Details
- Apprentice Details
- Employment Details
- Bank Account Details

Should any amendments be required you can notify changes in the next section – **Enter Claim Details**.

Step 4

Click **CONTINUE**. The authoriser will be taken to the **Enter Claim Details** page.

Step 5

The form will default to indicate the previous page does not need updating. If this is not the case, select 'Yes' and an additional free text box **'What information needs updating?'** will appear to capture the required changes. Please be specific as per the example provided below.

Australian Government
Department of Education and Training

Tracking Code: JXK7VQ

Initiate Claim | Enter Claim Details

Enter Claim Details Save For Later

Australian Apprenticeships - Claims SmartForm Fields marked with * are required

This page requires you to enter information about your claim that you are submitting. Please enter information into all of the relevant fields on this page and once finished, click the "Submit" button at the bottom of the page.

Claim:

Please carefully review all of the information that has been entered on the previous page(s). If you believe any information needs updating, please enter the details here in this field. Enter the name of each individual field that needs to be updated, along with the correct value for each field.

Do any of the details on the previous page(s) need updating?*

Yes

No

What information needs updating?*

Employer mobile has changed to 0458 XXX XXX

Step 6

Check all remaining fields on the Claim SmartForm are correctly reflected.

Step 7

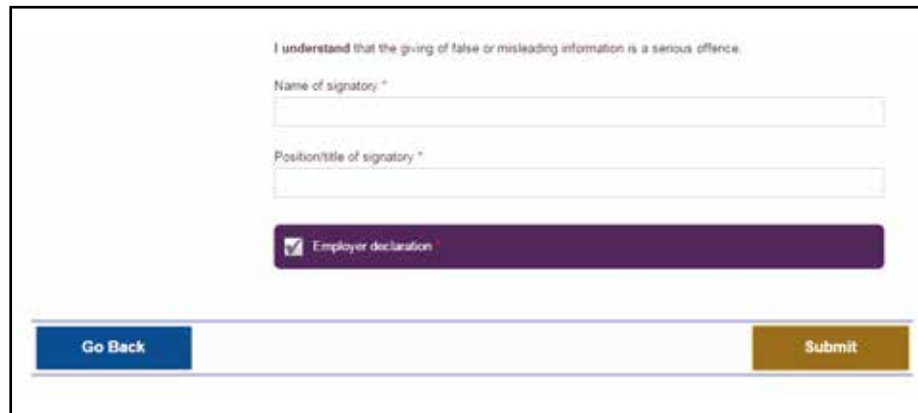
Read the **Co-authoriser Details** section and ensure the email address is correct (or enter details). If the co-authoriser is not available tick the box 'Co-authoriser not available'. An upload button will appear to send supporting evidence required to submit your claim. The authoriser has the option of providing wage evidence to cover the effect date of the claim in lieu of their co-authoriser completing the SmartForm. Refer to the information contained within the link '**Click here for information about what evidence is required when the co-authoriser is not available**' or '**Using wage evidence to support the claim**' on page 14 of this guide.

The screenshot shows the 'Co-authoriser Details' section of the Claim SmartForm. It includes a 'Co-authoriser' section with a text box containing instructions: 'The 'co-authoriser' is your Apprentice that you are undertaking this apprenticeship with. Please enter their email address. After you submit this claim an email will be sent to their email address for them to open this claim and co-authorise it. You may also wish to let them know that they can expect this email. If you are no longer in contact with your Apprentice and they are not available to co-authorise your claim, please tick the 'Co-authoriser not available' checkbox. In doing this you will be able to complete the rest of the claim on behalf of your co-authoriser. Please note you are also required to provide evidence as to why your co-authoriser is not available. This evidence will be used by your Employer. Proceed to submitting your claim. [Click here for information about what evidence is required when the co-authoriser is not available.](#)

Below the text box is a 'Co-authoriser's email' input field. A checkbox labeled 'Co-authoriser not available.' is checked. Below this is an 'Employer evidence or Statutory Declaration' section with an input field and a 'Click to Upload' button. At the bottom, there is a link: 'I have a paper file and have sent this to my Network Provider'.

Step 8

Read and complete the **Employer Declaration**, including the check box, then click on **SUBMIT**.



I understand that the giving of false or misleading information is a serious offence

Name of signatory *

Position/title of signatory *

Employer declaration

Go Back Submit

A message will be displayed showing the Claim SmartForm has been submitted for co-authorisation.



Business

Form Submitted

Your Training Code is
XX43VQ

Thank you, you have successfully submitted your claim. An email has been sent to your co-authoriser for them to co-authorise the claim. Once this has been done the claim will be assessed by your Training Provider. You will receive an email based on the outcome of the assessment, indicating whether the claim is eligible or ineligible.

If you have any queries regarding this claim, you can contact your Training Provider at any time.

Service Provided By

Australian Government
Department of Education and Training

Department of Education and Training
Phone: 1300 88 00 62
Email: TTM@medecor.education.gov.au

Privacy, accessibility and legal notice can be viewed at the Agency website

You're training and career advice is provided by The Department of Industry, Innovation and Science (DIIS). Information regarding the management of this policy is provided to the relevant government agency.

Step 9

Alert your co-authoriser an email has been sent! It is recommended the claim recipient verbally advises their co-authoriser to expect an email and prompt them to complete their section. Once submitted by the co-authoriser MEGT will assess the claim. Refer to **MEGT – Confirmation of Claim Receipt** on page 13.

Claim Co-authoriser

Once the claim authoriser submits the Claim SmartForm the co-authoriser will receive an email similar to that shown under the claim authoriser section on page 5. The co-authoriser will need to:

Step 1

Click on the hyperlink contained within the email to initiate the claim process. The following screen will appear. The tracking code (reference code) will automatically populate. Enter the security code then select **CONFIRM**.

Open Your Saved Form

To resume your form please complete the following details.

Tracking Code: XX43VQ

Security Code: [Empty]

Buttons: Cancel, Confirm

Step 2

On the **Initiate Claim** page **Email** will default as the lodgement type. This field is pre-determined and cannot be altered by the co-authoriser.

Australian Government Department of Education and Training

Tracking Code: XX43VQ

Initiate Claim

Australian Apprenticeships - Claims SmartForm

Save For Later

Your Network Provider, MEDT, and your Employer (ABC Company) have initiated this claim. They have filled out the claim and you passed it to you to authorise.

The information on this page has been entered by your Network Provider and provides you with information about the claim. Please review the information carefully.

If you have any queries about this claim, you can contact your Network Provider at any time.

After you have finished reviewing this page, click the "Continue" button at the bottom of the page to proceed to the next page.

Lodgement type: Email

Claim Rate: 12% & 10% Employer Incentives

Step 3

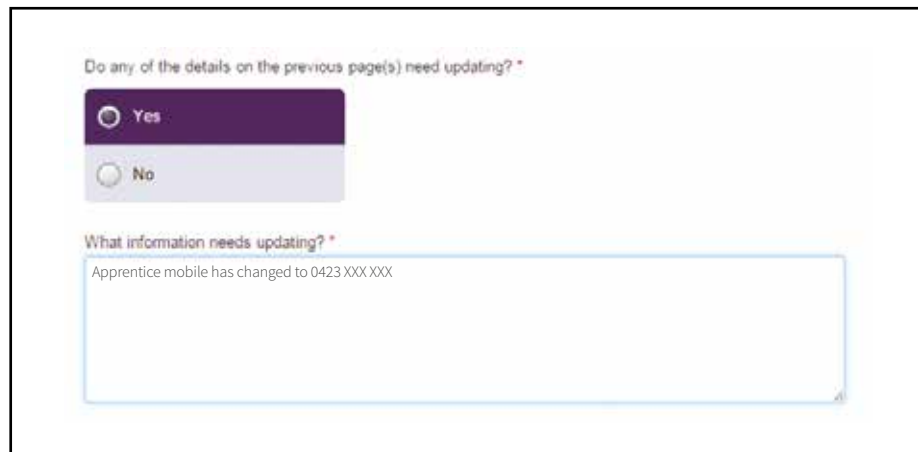
The co-authoriser checks all completed fields on the **Initiate Claim** page then clicks on **CONTINUE**, taking them to the **Enter Claim Details** page. The co-authoriser cannot alter any details in this section but can notify changes later.

Step 4

The co-authoriser checks all completed fields on the **Edit Claim Details** page then clicks on **CONTINUE**, taking them to the **Co-Authorise Claim** page. The co-authoriser cannot alter any details in this section but can notify changes in the next section.

Step 5

If the co-authoriser needs to advise of any amendments to information contained on the previous pages they select 'Yes' to the statement **'Do any of the details on the previous page(s) need updating?'** on the **Co-authorise Claim** page. An additional text box will then be displayed to enter corrections. Please be specific as per the example provided below.



Do any of the details on the previous page(s) need updating? *

Yes

No

What information needs updating? *

Apprentice mobile has changed to 0423 XXX XXX

Step 6

Read and complete the **Australian Apprentice Declaration**, including the check box, then click on **SUBMIT**.

Declaration

Australian Apprentice Declaration

I certify that I have read and understand the information on this form and to the best of my knowledge the details entered on this claim by me and in relation to me are true and correct.

I understand that the information provided in this form:

- is collected for the purposes of registration, preparing statistics, reporting, programme administration, monitoring and evaluation, calculating incentives and allowances paid to employers and apprentices/trainees and ensuring correctness of payment;
- may be disclosed to and used for these purposes by the Australian Government, including, but not limited to, the Department of Education and Training and Centrelink, State/Territory government departments and agencies, employers and my Network Provider, Registered Training Organisations and the Contractors or Agents of any of these organisations, departments and agencies, and

I understand that the giving of false or misleading information is a serious offence.

Apprentice declaration

[Go Back](#) [Submit](#)

A message will be displayed showing the Claim SmartForm has been submitted to MEGT for processing.

 **Business**
Business guides

Form Submitted

Your Training Code is
XX43VQ

Thank you, you have successfully submitted the claim. The claim will soon be assessed by your Network Provider. You will receive an email notice of the success of the assessment.

If you have any queries regarding this claim, please contact your Network Provider at any time.
Telephone: 1300 000 000
Email: helpdesk@megt.gov.au

Service Provided By



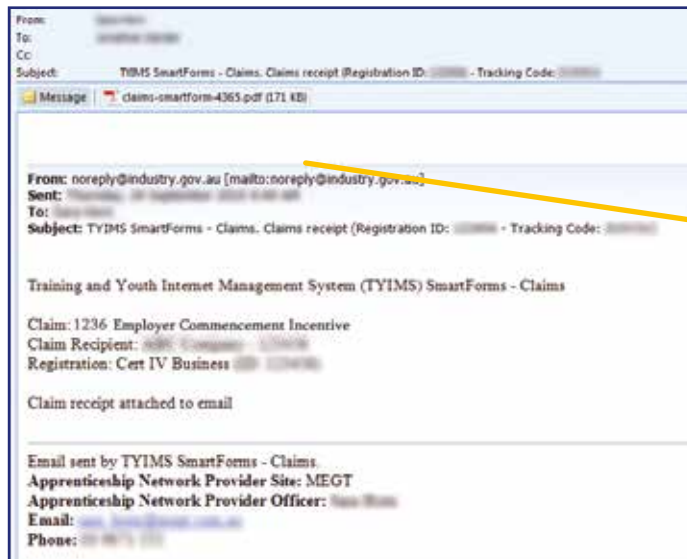
Australian Government
Department of Education and Training

Department of Education and Training
Phone: 1300 00 00 00
Email: helpdesk@education.gov.au

Please, accessibility and legal notices can be found in the footer website.
The information on this website is provided by the Department of Education and Training. It is not intended to be used as a substitute for professional advice.

MEGT – Confirmation of Claim Receipt

Once MEGT has assessed the claim for payment an email containing a PDF of the claim form will be sent to the claim recipient (authoriser) for their records. The PDF contains all information submitted via the SmartForm process, including when the claim was generated by MEGT, when it was authorised, co-authorised and assessed for payment.



The screenshot displays the 'Australian Apprenticeships - Claims SmartForm' interface. At the top, it identifies the Australian Government and the Department of Education and Training. The form is titled 'Tracking Code: ZW819V' and includes a section for 'Office Use Only' with the following data:

Date Submitted by Initiator	Date Submitted by Recipient
20-24-2010 08:38:59	20-24-2010 08:41:43
Date Submitted by Co-authoriser	
20-24-2010 08:43:30	
Date Submitted by Assessor	
20-24-2010 08:44:43	

Below this is the 'Initiate Claim' section, which includes a 'Claim' type selection (with 'Employer Commencement Incentive' selected) and a 'Claim type' dropdown menu.

Useful Information

Bank Account Details

Employers

The account name must match the legal or trading name of the company.

Australian Apprentices

Make sure your bank account details match your full name. Do not write a description of the type of account you have. Complete the bank account number, not your card number. Your bank account number is on your bank statements.

Employer legal and/or trading name

If the employer's legal and/or trading name is incorrectly reflected please provide the correct information in a signed letter. Changes to the SmartForm itself will not meet compliance requirements in applying the change to the Government's management system. The letter can be scanned and uploaded as a supporting document to the Claim SmartForm.

Time limits

SmartForm lifespan

Claim SmartForms have a lifespan of 60 days for each party. Data which is saved, but not submitted will be retained on the SmartForm server for 60 days then removed.

Australian Apprenticeships Incentives Programme Guidelines

Time limits for lodging claims apply to all payments. Claims are not payable if they are lodged with MEGT outside of 12 months from the effect date of the claim. For completion claims payable to employers the time limit is 12 months from the date the State Training Authority (STA) issues documentation of successful completion.

Retention of completed claims

Previously, if paper-based claims were submitted via email or fax, there was a requirement for employers and/or apprentices to retain a copy of the completed claim form for a period of seven (7) years. By moving to a digital environment employers and apprentices are no longer required to retain copies of completed claim forms under the Australian Apprenticeship Support Network Programme, however they should ensure they meet any requirements under taxation legislation and seek their own advice in that regard.

Entering Claim Details

Uploading documents

For guidance in uploading supporting documents click the information symbol  displayed throughout the SmartForm.

Using wage evidence to support the claim

The authoriser can use wage evidence in lieu of the co-authoriser's approval on the Claim SmartForm. Wage evidence used must include the employer's ABN and legal/trading name, the full name of the Australian Apprentice (AA) and the AA's pay period, ensuring it covers the effect date of the claim.

Uncertain what information is required?

If you're unsure of any of the information required on the Claim SmartForm please call 13 MEGT (6348) for assistance.

Common queries may include:

Commencement claims – claim effect date, RTO information, probationary date, recommencement date and date Training Plan signed. Requirements vary between states. For example, some states require submission of Form 1237* (RTO Declaration), others require the Training Plan document (or similar) provided to you which lists the units your apprentice/trainee will study.

***Note:** Where applicable, Form 1237 is issued with the assessment letter sent to you when the Training Contract is registered. If you require another copy please contact 13 MEGT (6348).

Completion claims – period of employment as an Australian Apprentice and the date successfully completed.

Note: A 1241 Completion Claim cannot be issued until the State Training Authority (STA) has issued documentation to confirm successful completion.

