



SmartForm Claim – Instructions

In July 2015 the Australian Government introduced electronic Claim forms (SmartForm) for claiming Australian Apprenticeships Incentives. You will receive your SmartForm via email. Instructions for completion of your Smart Form are below, however if at any stage you have questions or require assistance please call 1300 363 831.

Being sent electronically via email means you will receive your claim form faster and if you're assessed as eligible to receive incentives, they will be processed into your bank account sooner. To ensure there are no delays you just need to keep us informed of any changes to your email address.

Completing the SmartForm Claim

Shortly after the expected eligible claim date, you will receive an email into your inbox from: noreply@industry.gov.au, (example below)

Note: Keep a check on your SPAM/Junk mail as the email may arrive there.

The email will have a Claim Tracking Code; a Security Code and a link to the SmartForm Claim.

Example only:

From: noreply@industry.gov.au
Sent: Tuesday, 13 September 2016 2:02 PM
To: Xxxxx Xxxxx
Subject: TYIMS SmartForms - Claims. Submit your claim. (Registration ID: 4811475. Tracking Code: 8K97WC)

Training and Youth Internet Management System (TYIMS) SmartForms - Claims

Employer: "Example Company"
 Australian Apprentice: Xxxxx XXXXXXX

Dear "Example Employer"

The (1236 & 1284) Employer Incentives is ready for you to submit for the apprenticeship UF3 - Business Sales 4 (Registration ID: 4811475).

Please click on the following hyperlink to go to the TYIMS SmartForms Claims webpage. On this webpage enter your unique tracking code 8K97WC and security code 469229424 to submit your claim.
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=claims-smartform&saveChallenge=true&referenceNumber=8K97WC>

Once you have completed your section of the form and submitted, your Australian Apprentice will receive an email and be required to review, complete their declaration and submit the form.

The claim will then be assessed by your Apprenticeship Network Provider, following which you will receive confirmation of your eligibility via email.

If you can't complete the form, you can save your claim at any point and return to it later to finish it. Simply log into the TYIMS SmartForms Claims webpage again using the hyperlink, tracking code & security code. Please note that time limits apply for lodgement of all claims. Your claim must be finalised and submitted to your Apprenticeship Network Provider within 12 months of the date your claim becomes payable. For example, if your claim becomes payable on 5 January 2016, your finalised claim must be submitted to your Apprenticeship Network Provider on or before 5 January 2017. Further information regarding time limits can be obtained from your Apprenticeship Network Provider.

If you have any questions regarding your claim or your apprenticeship please contact your Apprenticeship Network Provider using the details below.---

Email sent by TYIMS SmartForms - Claims.
 Apprenticeship Network Provider Site: Apprenticeship Support Australia - ABAC
 Apprenticeship Network Provider Officer: Client Support Officer
 Email: claimsmartform@australianbusiness.com.au
 Phone: 1300 363 831

1. This is the unique Security Code (copy, or write it down)

2. Click on the SmartForm Claim link to open the form online

Open Your Saved Form


To resume your form please complete the following details.

Tracking Code	Tracking Code * <input type="text" value="8K97WC"/>
Security Code	Security Code * <input type="text" value="469229424"/>

[Confirm](#)


3. Enter your unique security code and then click on **Confirm**

You will find that most of the information is pre-filled on the first page of the Claim Form.

 **Australian Government**
Department of Education and Training

Reference Code: 8K97WC

Initiate Claim | Enter Claim Details

Save For Later 

Initiate Claim

Australian Apprenticeships - Claims SmartForm

*Fields marked with * are required*

Your Network Provider, Apprenticeship Support Australia - ABAC, has initiated 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:
Client Support Officer
1300 363 831
claimsmartform@australianbusiness.com.au

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 form *

1236 & 1284 Employer Incentives

TYIMS Registration ID *

4811475

Eligible Claim 1

Claims type *

COM4

Claims details *

Commencement for AQF3/4 tships/apships

Amount * | Effect date

\$1,500.00 | 01 Oct 2016

Supporting Document(s)

Do you have any supporting document(s) that you would like to attach to this application?

Yes

No

Continue

4. **Review** all information on the first page (any changes can be made on the next page).

Take note of the **Effect Date** of the Claim (if uploading wage evidence)

Once reviewed scroll to the bottom of the page and click CONTINUE

*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

5. **Changes** can be documented on the second page where indicated.

All questions with an **asterisk *** must be completed

In order for the claim form to be submitted and processed by us, *Apprenticeship Support Australia*, both you and your apprentice/trainee will need to complete a separate form each. Once you complete your form and submit it, a second form will be automatically generated and emailed to your apprentice/trainee to co-authorise(complete).

If your apprentice/trainee is not available to complete (co-authorise) their form, you have the option to select the **“Co-authoriser Not Available”** box, and upload wage documents that support the apprentice/trainee was employed by your company on the **“Effect Date”** of the Claim. **Note:** the “Effect Date” can vary depending on the claim type (refer to previous page notes at 4. to locate the Effect Date).

Tip: have your wage evidence saved, ready in advance, to upload.

Co-authoriser Details

Co-authoriser

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 Network Provider in assessing your claim.

[Click here for information about what evidence is required when the co-authoriser is not available.](#)

Co-authoriser's email
EXAMPLE@hotmail.com

Co-authoriser not available

Employer evidence or Statutory Declaration *

[Click to Upload](#)

[I have a paper file and have sent this to my Network Provider](#)

6. **“Co-authoriser not available”** box is ticked, then upload of wage documents covering the claim **“Effect Date”** is required.

If this check box is not ticked then the claim form will be **automatically emailed** to the Apprentice/Trainee to complete

In the event you do not (or forget) to select the “Co-authoriser Not available” box and still provide wage evidence, your apprentice/trainee will automatically be emailed the claim form for completion.

If the apprentice/trainee is going to co-authorise the form they will receive an email similar to the one you received to initiate the claim. They will need to follow the same directions in clicking on the link and entering the security code. They will only see information relevant to them.

Once both parties have completed the Claim Form (or in the case where wage documents have been uploaded in lieu of the co-authoriser completing) your Claim will be auto-emailed to *Apprenticeship Support Australia* for processing.

Note: For Completion Claims you will have to supply additional evidence (e.g. RTO completion certificate) – if you require more information with this process, please call the Client Service Centre on 1300 363 831.

When your Claim has been successfully processed by *Apprenticeship Support Australia* you will receive a Claim Receipt with a copy of the completed Claim Form for your records. If your Claim is approved for payment then you should see the funds in your nominated bank account within 7-10 business days.

In the event *Apprenticeship Support Australia* requires additional information to successfully process your claim, a letter requesting specific information required will be posted to you.

Queensland Employers ONLY please note:

Queensland Employers must also upload the apprentice/trainee’s Training Plan when lodging a commencement claim form. *Apprenticeship Support Australia* only requires the first page depicting employment details and the last page depicting authorising signatures. If you require a copy of the Training Plan, you can request this from your Supervising Registered Training Organisation (SRTO).

If you require any further information or assistance please call our Customer Service Centre on 1300 363 831