REQUEST TO CHANGE APPRENTICE/TRAINEE AND EMPLOYER DETAILS

There are a number of reasons why the details on a Training Contract may need to be amended:

- **Data Entry Error** – this is where Training Contract (TC), Training Plan Proposal (TPP) or Training Plan (TP) data has been incorrectly e-lodged with Training Services (TS) NSW. The error may be identified either before or after the TC has been approved.

- **Changes Pre-Approval** – data on a TC may need to be changed as a result of an error or in order for the TC to be approved.

- **Variations Post Approval** – a variation is a change to a key component of the training arrangement eg. name of qualification, name of Registered Training Organisation (RTO) etc. Does not include employer business or learner personal details.

- **Change of Personal/Business Information** – this may include changes to contact details, personal information, and employment and training history.

**NB:** Any post approval changes made in TYIMS are NOT electronically updated in IVETS. Conversely, only post approval “variations” made in IVETS are reflected in TYIMS.

EVIDENCE REQUIREMENTS

**DATA ENTRY ERROR**

Where it is found that a data entry error has occurred during e-lodgement, a request to amend the TC, TPP or TP should be emailed to the appropriate TS NSW regional centre. The request should provide details of the data entry error and include a copy of the TC, TPP or TP which shows the correct information.

**CHANGES PRE-APPROVAL**

Where it is necessary to change lodged TC, TPP or TP data prior to approval, TS NSW will accept any form of request from an ANP as long as the proposed change is clearly and accurately specified, and there is evidence of consent to that change by both the employer and learner. This may include an email trail OR an altered and initialled TC/TPP/TP OR where there is a change of RTO, a new TPP.

**VARIATIONS POST APPROVAL**

A variation of the TC, TPP or TP post approval may include a change of: contract type; employment type; vocation/qualification; term, probationary period; Registered Training Organisation (RTO). A variation
may be requested by completing the Application to Vary an Apprenticeship or Traineeship by Consent Form and providing any additional evidence as required.

CHANGE OF PERSONAL/BUSINESS INFORMATION

Personal Information
A change of learner details can be requested for a number of reasons:

- Unique Student Identifier (USI) Mismatch – this is where a TC has been lodged with different details (name or date of birth) compared to the official USI for the learner.
- Change of Learner Name – this is where the learner has changed their name eg. has gotten married or has changed their name with Births Deaths and Marriages.
- Change of Other Learner Details – this may include a change of contact details, education, citizenship etc.

USI Mismatch
Where a mismatch is identified, and the TC details need to be changed, TS NSW will amend the learner’s name or date of birth on receipt of a request (ie. email, letter or completed Change of Learner Details form) from the learner. The request may be sent to TS NSW directly by the learner or be provided by the learner’s ANP, RTO or employer. Where a learner’s USI details need to be changed, the learner should contact their RTO or ANP who will assist with this process.

NB. Any difference between a learner’s USI and TC details may impact an RTO’s ability to lodge training data and claim payments under Smart & Skilled.

Change of Name
Where a learner has an official change of name they are required to complete a Change of Learner Details form AND provide supporting evidence such as a Justice of the Peace certified copy of their Driver’s License, Change of Name Certificate, Marriage Certificate etc.

Change of Other Learner Details
A change to other learner details can be made at any time post approval by the learner completing a Change of Learner Details form, sending a letter or email, or phoning and asking for the change. These requests may be made directly by the learner with TS NSW or through their ANP or RTO.

Business Information
An employer may change their details at any time throughout the term of a TC. Changes may include:

- Change of Employer ABN – as a part of a business decision an employer may change their ABN this may also include changing their legal and or trading name.
- Change of Employer Name – an employer may change their legal and or trading name without a change of ABN.
- Change of Other Employer Details – this may include change of contact details, employer history etc.

Change of Employer ABN
Where an employer changes their ABN, a transfer request for all current learners should be lodged with TS NSW. In some cases bulk transfers may be appropriate. It should be noted that all entitlements for
the learner are rolled over to the new legal entity, parties should be made aware that the balance of a learner’s probationary period is forfeited.

**Change of Employer Name**

Where an employer has changed their legal and/or trading name, and their ABN stays the same, employers should provide a *Change of Employer Details* form or a letter (on letterhead) requesting a change in name. For a change of trading name the request should detail if this change affects all learners or just a specific cohort. A legal name change will amend all active and non-active learners.

**Change of Other Employer Details**

To change other details, the employer should complete a *Change of Employer Details* form, or send a letter or email, or phone and ask for the change. These requests may be made directly by the employer with TS NSW or through their ANP or RTO.

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