

The CTF supports and subsidises training for those building WA by supporting the training and development of a skilled workforce through the following programs.

Short Course Rebates

The CTF Supplementary Skills Program provides support for eligible people working in the building and construction industry across a range of approved short training courses.

Subsidies of up to 80% are available to help reduce training costs for the development and enhancement of the skills required by a growing, contemporary industry

To see how to lodge a claim for short courses as:

- An individual [click here](#)
- An Employer [click here](#)
- A Bulk Billing RTO [click here](#)
 - Submit Invoices [click here](#)

Apprenticeships & Traineeships

The CTF supports employers to reduce the cost of employing an apprentice or trainee in a range of construction occupations in WA.

If you employ an apprentice or trainee, you may be eligible to receive a grant totalling up to \$25,000 over the full term of the apprenticeship to help reduce the cost of training.

The CTF grants are in addition to current employer incentives provided by the Commonwealth Government.

To see how to lodge a claim for Direct Indenture [click here](#)

SUPPLEMENTARY SKILLS (SHORT COURSE TRAINING) CLAIMING

Individuals

WHAT'S NEEDED TO MAKE A CLAIM

For claims to be paid within the 30 day time frame we require:

- o Course details such as course name, course dates, cost;
- o A job site or list of job sites including their location, site start and end dates, job role and contractor / employer or client details for jobs JUST prior to training;
- o Scanned copies of the paid invoice / receipt from the training provider and Statement of Attainment or Certificate
- o *If unemployed an offer of employment letter*

Please note lodging claims should only be done after successful course completion.

LODGE CLAIM

After logging in to the portal Select Claims (from drop down or dashboard shortcuts).

1. Create Claim

Click Add Claim and select your employment status; *click next*

2. Course Details

Enter in the details of the course; *click next*

3. Survey Responses

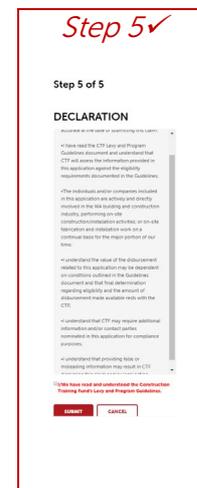
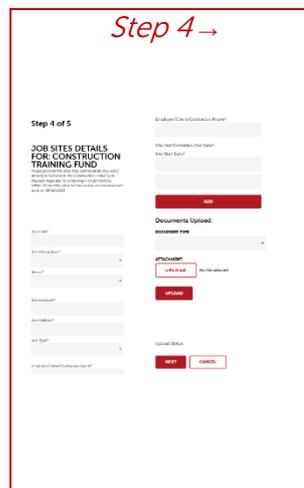
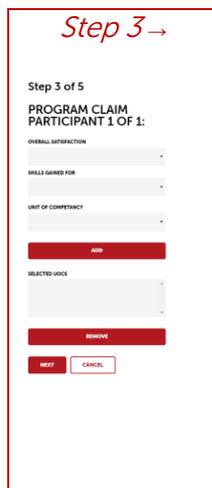
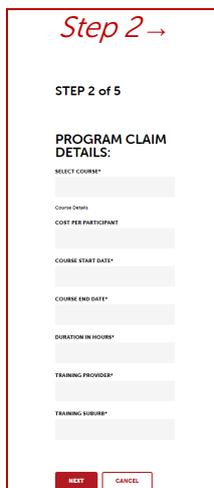
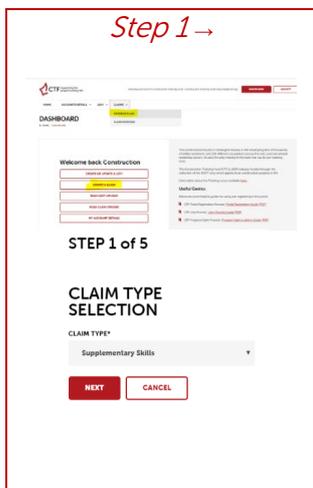
Select your Overall Satisfaction of the course and Skills gained for fields DO NOT ADD UNIT OF COMPETENCY; *click next*

4. Job Site Details and Uploads

Job Site details for Employed and Self Employed ***CLICK ADD before uploading documents***. Upload documents as required from the drop down list and upload one by one; *click next*

5. Declaration

The final step is accepting the declaration by ticking the box and clicking submit



Successful claims will be paid within 30 days from receiving all accurate documentation. Any queries on the status of a claim can be viewed in the portal under the claims view.

Companies and Bulk Billers

WHAT'S NEEDED TO MAKE A CLAIM

For claims to be paid within the 30 day time frame we require:

Two or less employees or participants:

- **Course details** such as course name, course dates, cost;
- **Employee or Participant details** such as name, **email (mandatory)**, date of birth;
- **Job site or list of job sites** including the location, site start and end dates and

contractor / employer or client details for jobs JUST prior to training;

- **Scanned copies** of the paid invoice / receipt and Statement of Attainment or Certificate (employers only)

Three or more employees or participants:

- **Course details** such as course name, course dates, cost;
- **Supplementary Skills PCP bulk upload template** (can be downloaded from claims page in portal). *Complete this spreadsheet PRIOR to creating a claim.* Details required include Employee or Participant details such as name, **email**

(mandatory), date of birth, Job site or list of job sites including the location, site start and end dates, job role and contractor / employer or client details for jobs JUST prior to training;

- **Scanned copies** of the paid invoice / receipt and Statement of Attainment or Certificate (employers only)

Please note lodging claims should only be done after successful course completion.

LODGE CLAIM

After logging in to the portal Select Claims (from drop down or dashboard shortcuts).

1. Create Claim

Click Add Claim selecting Supplementary Skills from the drop down; *click next*

2. Course Details

Enter in the details of the course; *click next*

3. Participant Details and Survey Results

- *2 or less participants: Search or Create employee or participant*
- *3 or more participants: upload PCP bulk upload spreadsheet*
- **DO NOT COMPLETE OR ADD UNIT OF COMPETANCY; click next**

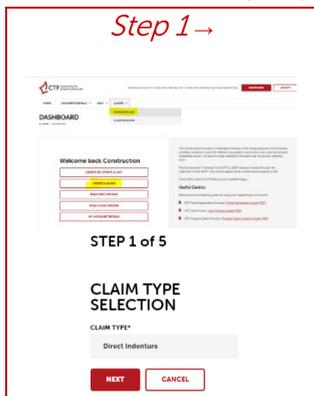
4. Job Site Details and Uploads *where 2 or Less Participants ONLY*

Job Site details ***CLICK ADD before uploading documents***. Upload documents as required from the drop down list and upload one by one; *click next*

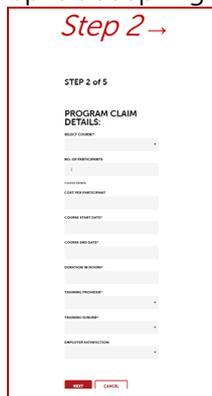
5. Declaration

The final step is accepting the declaration by ticking the box and clicking submit

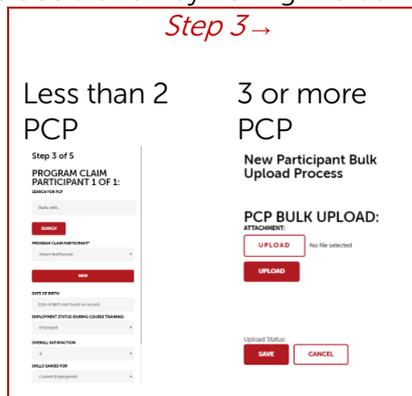
Step 1 →



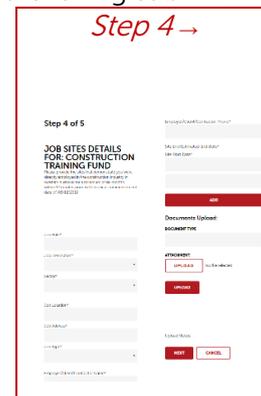
Step 2 →



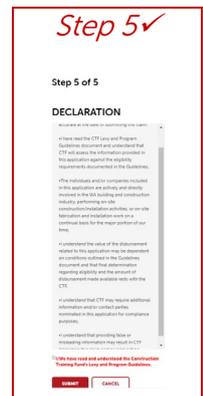
Step 3 →



Step 4 →



Step 5 ✓

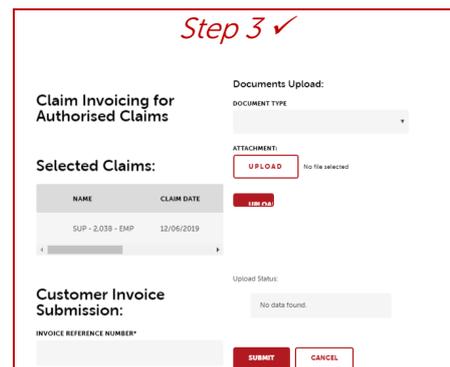
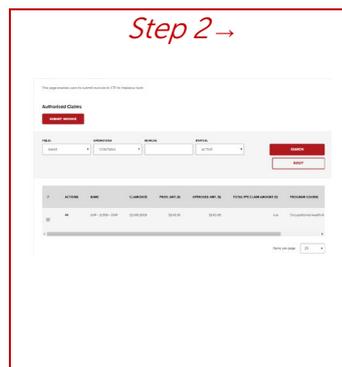


Successful claims will be paid within 30 days from receiving all accurate documentation. Any queries on the status of a claim can be viewed in the portal under the claims view.

Once **notified** by the CTF that your claim has been Authorised and a request for an invoice is made log back into the company's portal account.

Ensure the invoice is ready to be uploaded. PDF is preferable.

- 1. Go to Invoicing**
Claims drop down, select Claim Invoicing
- 2. Tick claim/s**
Tick box/boxes of claim/s for invoice upload
- 3. Invoice Detail and Upload**
Submit invoice button will ask for invoice details and upload of invoice



DIRECT INDENTURE (APPRENTICESHIP) CLAIMING

WHAT'S NEEDED TO MAKE A CLAIM

For claims to be paid within the 30 day time frame we require:

- Apprentice / Trainee must have completed at least 6 months;
- Copy of current apprentice/trainee payslip or payslip from period claiming i.e. instalment due December 2019, payslip must be from December 2019.
 - Work history details, where required, that demonstrates sites the apprentice has been on

CREATE CLAIM

After logging in to the portal Select Claims (from drop down or dashboard shortcuts).

1. Create Claim

Click Add Claim selecting Direct Indenture from the drop down. *Click next;*

2. Select apprentice / trainee

Select person from drop down list* and Employment term . *Click next;*

3. No action required

Click next

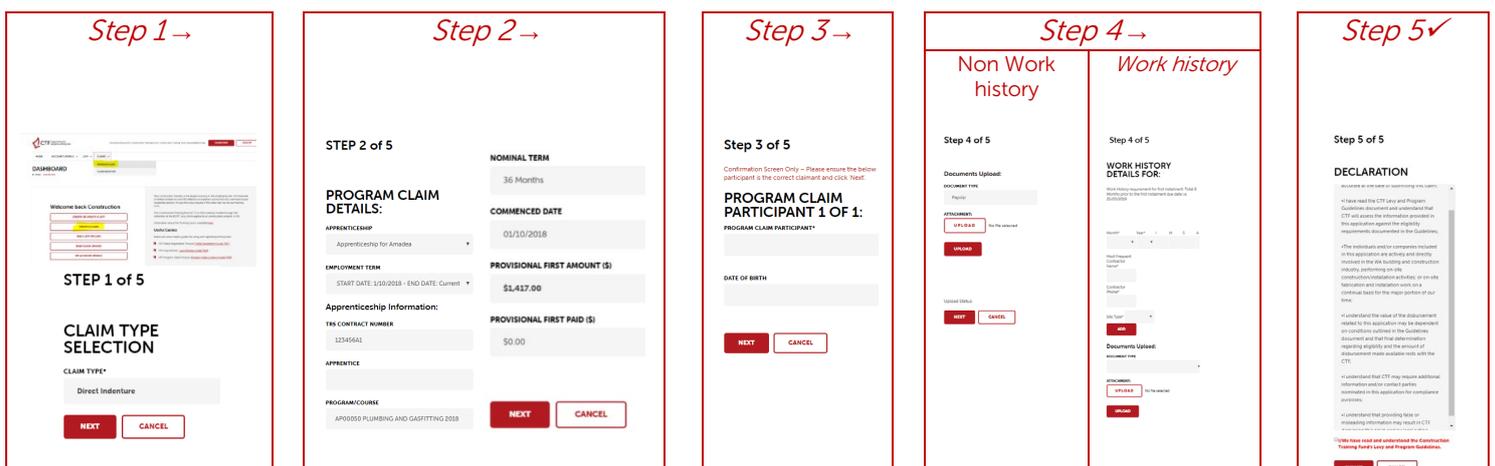
4. Upload and/or Work History (if applicable)

No work history required: Upload payslip

a. *Work History required. Complete fields to demonstrate onsite works of apprentice for period nominated in portal*

5. Declaration

The final step is accepting the declaration by ticking the box and clicking submit



The image displays five sequential screenshots of the CTF portal claim process, each enclosed in a red border and labeled with a step number and a red arrow:

- Step 1 →**: Shows the 'STEP 1 of 5 CLAIM TYPE SELECTION' screen. The 'Direct Indenture' option is selected under 'CLAIM TYPE*'. 'NEXT' and 'CANCEL' buttons are at the bottom.
- Step 2 →**: Shows the 'STEP 2 of 5 PROGRAM CLAIM DETAILS' screen. Fields include 'NOMINAL TERM' (36 Months), 'COMMENCED DATE' (01/10/2018), 'PROVISIONAL FIRST AMOUNT (\$)' (\$1,417.00), 'APPROVISED FIRST PAID (\$)' (\$0.00), 'APPRENTICE' (Apprenticeship for Amalida), 'EMPLOYMENT TERM' (START DATE: 1/10/2018 - END DATE: Current), 'TAX CONTRACT NUMBER' (1234564), and 'PROGRAM/COURSE' (AP0050 PLUMBING AND GASFITTING 2018). 'NEXT' and 'CANCEL' buttons are at the bottom.
- Step 3 →**: Shows the 'STEP 3 of 5 CONFIRMATION SCREEN' with the heading 'PROGRAM CLAIM PARTICIPANT 1 OF 1: PROGRAM CLAIM PARTICIPANT*'. It includes a 'DATE OF BIRTH' field and 'NEXT' and 'CANCEL' buttons at the bottom.
- Step 4 →**: Split into two panels: 'Non Work history' and 'Work history'. The 'Non Work history' panel shows 'Documents Uploaded' with an 'UPLOAD' button. The 'Work history' panel shows 'WORK HISTORY DETAILS FOR:' with a table for 'Work History' and an 'UPLOAD' button. 'NEXT' and 'CANCEL' buttons are at the bottom.
- Step 5 ✓**: Shows the 'STEP 5 of 5 DECLARATION' screen. It contains a large text area with terms and conditions, a 'DECLARATION' section with a checkbox, and 'SUBMIT' and 'CANCEL' buttons at the bottom.

Successful claims will be paid within 30 days from receiving all accurate documentation. Any queries on the status of a claim can be viewed in the portal under the claims view.

***If your apprentice or trainee does not appear in the list Apprenticeship field please contact the CTF offices (9244 0100).**

TIPS AND TROUBLESHOOTS

- **My PCP bulk upload spreadsheet has failed?**
 - > Make sure there are no hidden spaces after each entry in each cell
 - > Only complete one line per participant. If you must include extra work sites to show substantial construction work, please upload this as an extra "Paid Invoice" when uploading your documents (note that with 1 or 2 participant claims, you can manually add multiple claim sites).
 - > Please check spelling errors when completing the prefilled cells (if there is an error, your spreadsheet will not upload correctly)
 - > Please note that "Employment Start Date" has not been added to your PCP Forms but is a requirement for your claims. You can adjust this PCP/work history form that you provide to participants to suit your company's needs in any way you like.
 - > You can use the "Job Description" fields to further explain the Job Site you have provided
- **I have done multiple claims and my newest claim is missing information in the drop boxes?**
 - > This is most likely a caching issue, we suggest logging out, pressing ctrl + F5 to refresh and or clearing your cache;
- **My upload attachments aren't being accepted or failing?**
 - > Ensure there are no special characters in your file name e.g. \$%^*&;
 - > The file name is longer than 10 characters
 - > The file extension isn't acceptable only txt, xls or xlsx, doc or docx, jpg, pdf are able to be uploaded
- **I forgot a paid RTO invoice / Receipt for a submitted claim, can I add a receipt?**
 - > Yes, go to Program Claims Screen > click the envelope symbol on the claim > select document type Paid RTO Invoice / Receipt > choose file for upload > upload > CLICK NEXT
- **I made a mistake on the claim – can I edit it?**
 - > No, unfortunately once a claim type is selected the record is created in the CTF's system. If you cancel, this will cancel the claim, so it won't appear in your list.