

## **How do I login to the DAS/AS Apprenticeship Service?**

Create a new account: [here](#)

You can log in to an existing account [here](#)

## **I need to set up a new account, what is the easiest way to do this?**

Your assigned account manager will request that an invitation to create an account is sent to you, alongside a guidance document which will support you in every step of the set-up process. If you have not had the invitation yet, contact your account manager today or email: [customerservice@smarttar.co.uk](mailto:customerservice@smarttar.co.uk)

When the invitation to create a new account arrives simply follow the instructions, assign us – your provider – access permissions during this process. This allows us to reserve your government funding and upload your apprentice's data as soon as the apprentice makes it through the enrolment process. It saves you a lot of administration work! You still approve every action, don't worry! Our UKPRN or Provider Reference Number is **10005927**

## **What details will I need in order to get set-up?**

- Your legal company name and an email address
- Registered company address and contact details
- Companies House number (if you have one)
- VAT number (if you have one)
- Contact details for person in charge of financials
- Bank account details

## **Do I assign Smart Training and Recruitment Limited “access permissions?**

Yes, this relieves you of significant administration responsibilities (see above) and we are happy to cover as much of the leg work as possible.

## **OK, I am all set up with SmartTAR allocated with access permissions, what happens next?**

We will make a funding reservation from government on your behalf, covering the total cost of the apprenticeship training. Once the apprentice(s) are enrolled we will upload their data to the DAS/AS Portal and this will come back to you for approval.

## **What data do you upload for the apprentice?**

We will upload the apprentice(s) full name, date of birth, what course they are doing, the start date and the planned end date of the final exam, the agreed price of training to ringfence from government and a unique learner reference number which is government-issued and specific to the individual.

## **How do I “approve” the data?**

From the home page of your account, scroll down to the “apprenticeships” section and then click “Apprentices” and then “apprentice requests” [as screen shots below]

– a cohort or cohort(s) containing the apprentice's data will there awaiting approval.

Simply confirm approval or reject back if something is not correct.



Coronavirus (COVID-19): to find out how we can support you making to help your apprentices continue learning, [read ou](#)

## Apprenticeships

Manage your apprentices, advertise apprenticeships and set training provider permissions

### [Apprentices](#)

Add apprentices, update details of existing apprentices, change training providers and authorise payments to training providers.

### [Your apprenticeship adverts](#)

Create adverts to post on Find an apprenticeship, view applications and view previous adverts.

## Apprentices

### [Add an apprentice](#)

Add new apprentices or ask your training provider to add them.

### [Apprentice requests](#)

Review, edit, approve and add more apprentices.

### [Manage your apprentices](#)

View approved apprentices, update details of existing apprentices, change training providers or stop and pause payments to training providers.

## **My apprentice(s) data is now uploaded on to the DAS/AS Portal and approved – If I am eligible for a government apprenticeship incentive payment, how do I claim this?**

This is really easy to do once you have your account set up and we have uploaded your apprentice(s) data and you have “approved” it. At this stage in the process, we will email you a detailed guidance document to guide you through the claim process!

You claim using this platform and direct with government. For further information contact your account manager or email: [customerservice@smarttar.co.uk](mailto:customerservice@smarttar.co.uk)

### **Further information:**

**Early leavers:** We will always contact you if a learner leaves programme early. In this instance the status of the learner will need changing from “Live” to “Stopped” – we will advise stop date to use, this is the last date we can evidence teaching and learning. You need to “Stop” apprentices who leave your organisation otherwise you are preventing other employers from re-starting them on another apprentice in the future.

Please refrain from using the “Stop” function for learners who complete, no further funding will ever be taken following the planned end date and changing completers to “stopped” can affect the final achievement payment (20% of agreed price) owed to us. Once the stop function has been used this cannot be undone.

**Completions:** Learners who achieve will automatically change to “Completed” on the DAS system, within 6 weeks of achievement taking place. You need make no amendments to Completed apprentices.

**Breaks in learning:** Some learners will request to take a break from learning, if this is approved you can pause payments on your AS system – to do this, edit the learner’s status from “Live” to “Paused” We will then contact you to un-pause when the learner returns. This function is optional, some employers prefer to leave the status live throughout the break so that the pause and un-pause amendments are not an extra administrative burden. Rest assured that if you leave the learner as “live” during their break in learning, we take no payments during this time and the data system we use at our side tells the service that we do not require a payment during this period (monthly payments will simply debit and be returned to you at each monthly system reconciliation point)

Further reading: Full government guidance website: <https://help.apprenticeships.education.gov.uk/hc/en-gb>

Useful video guidance from government:

[https://www.youtube.com/playlist?list=PLMNvQX\\_alOux3SdHgg3lw8D8dPrVHbMY7](https://www.youtube.com/playlist?list=PLMNvQX_alOux3SdHgg3lw8D8dPrVHbMY7)

**DAS helpdesk** (Try us first! on [customerservice@smarttar.co.uk](mailto:customerservice@smarttar.co.uk) )

Open Monday – Friday, 8am-8pm. Tel: 0800 0150 600, press option 3 then option 2.