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AMS Overview

The Apprenticeship Management System (AMS) is an online self-serve system that will improve access to information for apprentices and employers who are participating in apprenticeship.

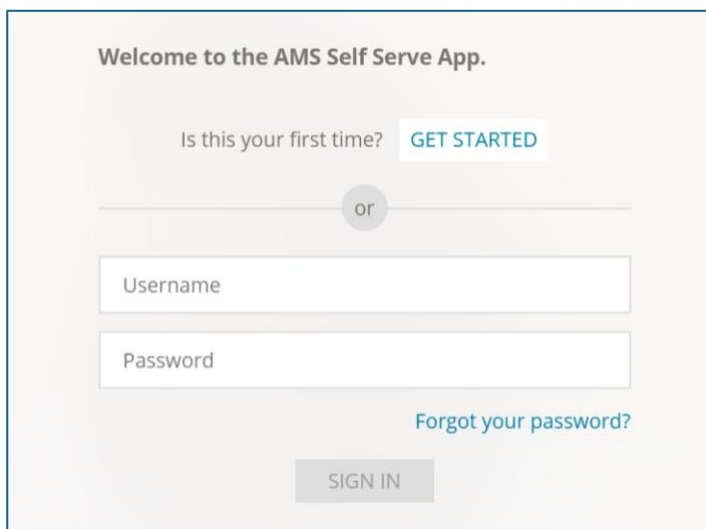
AMS was developed by the provinces of Nova Scotia, New Brunswick, and Prince Edward Island, and is part of a major initiative to maximize harmonization amongst apprenticeship programs in the Maritime Provinces. It is also a key focus of our efforts to modernize the apprenticeship system.

Getting Started

Don't have an Account yet:

Click **GET STARTED** and follow prompts to create your AMS self-serve account.

- For new apprentices, create username (suggestions, your email address)



Welcome to the AMS Self Serve App.

Is this your first time? [GET STARTED](#)

or

Username

Password

[Forgot your password?](#)

SIGN IN

Already have an Account:

All current and active Apprentices with NSAA will be migrated to the new AMS platform.

- Enter your username and click “Forgot your Password?”.
 - For apprentices (certified in Nova Scotia) and logging in for the first time, your username will be your previously used Client ID number (example: 20XXXXX)
 - The temporary password will be emailed to the email address that we have on file.
- Type in username and temporary password, then click **SIGN IN**.
- The system will prompt for a permanent password upon initial sign in. Once the new password has been created and saved, login – using your Client ID number and the permanent password created.
 - Passwords are a minimum of 10 characters, and must contain:
 - at least one uppercase letter,
 - at least one lower case letter,
 - at least one number,
 - at least one special character and
 - must not contain spaces.

NOTE: Please check all email addresses for the temporary password (work and personal). If an email is not received, please contact NSAA for further assistance. Also ensure you check your junk mail folder.

Upon initial login, please visit “My Profile” in the left menu to ensure user information is correct.

If further assistance is needed, contact the Nova Scotia Apprenticeship Agency at 1-800-494-5651 or by email apprenticeship@novascotia.ca.

Notice Board

The first thing you’ll see when you log in is the Notice Board. This is where the Apprenticeship Agency will post news and updates that will affect individuals involved in the trades. Keep an eye on this screen for important information

Messages

Messages include things you need to know sent from the Apprenticeship Agency. If you see a number next to the Messages menu, it means you have Messages! Click the **Messages** menu to view them. If the message was sent directly from someone in the Apprenticeship Agency, you can reply to them. If the Message was sent by AMS (a System Message), you cannot reply to it. You can receive a Notification to your email or phone whenever you get a message by enabling the Notification of Messages in your Contact Information.

My Profile

To view your Account information, you can access this by clicking on your name on the top of the screen. Anything that can be maintained via AMS will be a clickable link. Here you can change **User Information, Personal Information** and **Contact Information**. Click the section you want to update and follow the on-screen prompts. **NOTE:** Some information is maintained by the Apprenticeship Agency and can be modified via MY Requests.



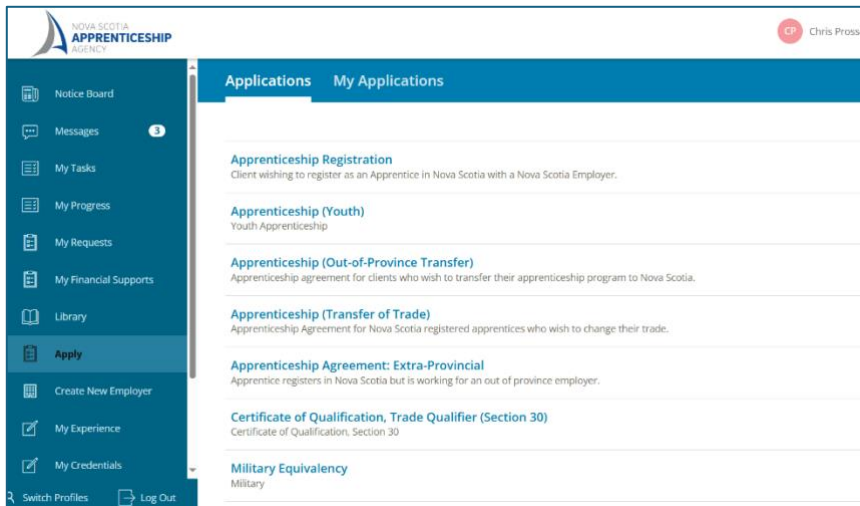
My Tasks

If you see a number next to the My Tasks menu, it means there is a task for you to do. For example, after you submit an application, the Apprenticeship Agency might send it back for more information. AMS will send you a Task prompting you to resubmit the application with the additional information requested by the Apprenticeship Agency. The My Tasks screen will show you that Task and any of your other incomplete Tasks. You can search through them, see completed tasks, or overdue tasks using the filters. Tasks will automatically be closed once you complete the action they prompt you to do.

Apply for Apprenticeship

To register as a Nova Scotia apprentice, the online registration application and all required support documentation** must be completed and submitted to the Nova Scotia Apprenticeship Agency for review and approval via AMS. The online application is to be completed by both the employer and the apprentice, as it contains information that pertains to both parties. If you have questions regarding eligibility and process, please contact the Nova Scotia Apprenticeship Agency at 1-800-494-5651, or within the Halifax area at (902) 424-5651, and ask to speak to one of our Industrial Training Consultants.

1. Select the **Apply** menu and choose the application type that best-suits your situation. Click **APPLY NOW**.

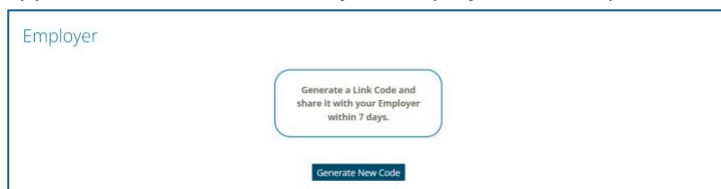


Note: If you have any questions about which application type is right for you, you may read more on the Nova Scotia Apprenticeship Agency Home Page or contact the Nova Scotia Apprenticeship Agency at 1(800) 494-5651.

2. Complete all the required steps for your application. All required fields will be highlighted with a red outline. Your application is saved as you go. If you need to leave your application and come back later, you can navigate to the **My Applications** tab in the Apply screen.



3. Before registering as an Apprentice, your hiring employer will have to link your application to them in AMS. This process is incorporated within the application process. Once you reach this step, **generate a Link Code** and send it to your employer so they can link themselves to your application and confirm your application. You can not submit your application to the NSAA until your employer has completed their part.



4. At the end of the steps, there is a **Submit** button. This will be inaccessible until all information is added, all required documents have been uploaded, and the linked Employer has submitted their half of the application. When the Submit button turns blue, you will be able to submit the application. After submission of the online application and any applicable fees, the Apprenticeship Agency will review it. Status can be checked by accessing the **My Applications** tab.

My Progress

Once your application is approved and you are an active apprentice, your progress can be checked in the **My Progress** menu. In AMS, this is called a “**Case**”. It is there where you can track and review your training and employment hours to achieve your level and accreditation.



- The Summary tab provides a summary, and the number of hours left to complete.

Start Date:	2025-12-18
Current Level Summary	
Current level:	Cook Level 1
Apprentice level status:	Level in Progress
Minimum Hours Required to Complete Current Level	
Technical Training and Employment Hours:	1800
Apprenticeship Minimum Hours Required	
Technical Training and Employment Hours:	5400
Summary of Progress	
Total Hours Required:	5400
Remaining Hours	5400

- The Hours tab provides all the hours credited by your employers.
- The Certification Path tab shows the training and exam required and taken. Click **Details** on any training or exam to see detailed results. If you were unsuccessful, click **Show Previous Attempts** button to see your results.

Enroll in Training

In the **Certification Path** tab, click **Enrol** to learn more about the training/exam you’re interested in. At the bottom of the screen, available training and exam are offered. **Select one of those options** to enrol. If there are no sessions available for your training/exam, enrolment might not be open yet.

Start an exam

To start an exam you are enrolled in, click **Details** of that exam on the **Certification Path** tab in the **My Progress** menu. The **Start** button will be available when the exam is scheduled to begin.

Track my Skills

Your required skills can be viewed on the **Skills** tab of the **My Progress** menu. Here you can view what skills your journey person has confirmed, the skills that the Apprenticeship Agency have been confirmed and those that you may be outstanding confirmation.

View Agreements and Documents

From the Documents tab, you can view and manage documents attached to your case such as your Agreement and ID Card.

Manage Employers

Current and previous employers linked to your case can be viewed and managed on the **Employers** tab in the **My Progress** menu.

Link Employer

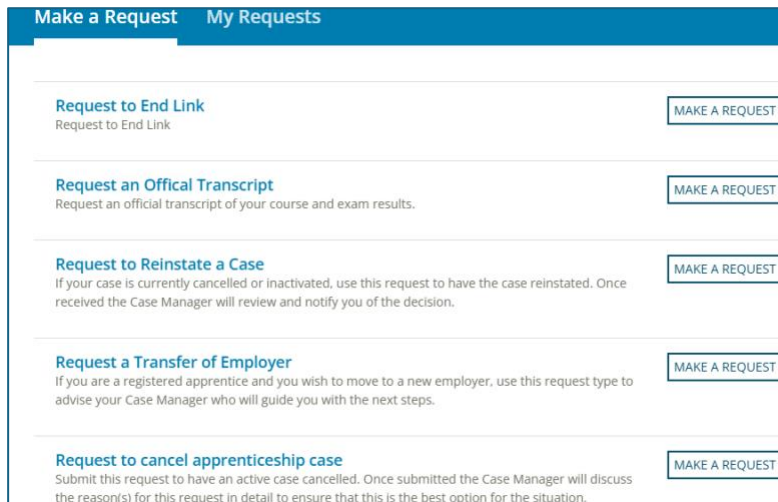
To link to a new employer,

- To link to your new employer, click Link to New Employer. This will generate a Link Code to your case. Provide those details to your new Employer so they can add you to their team.
- If a new signed agreement is needed for your trade, AMS will send a message prompting you to login and sign the new agreement after your new employer has signed it.
- If the new employer doesn't want to use AMS, please contact the Apprenticeship Agency.

Remove Employer

Any employer presently linked to your case will be able to see all your case information, credit your employment hours, confirm your skills, and enrol you in training. To remove this access, click **End Link** on an employer.

My Requests



Request Type	Description	Action
Request to End Link	Request to End Link	MAKE A REQUEST
Request an Official Transcript	Request an official transcript of your course and exam results.	MAKE A REQUEST
Request to Reinstate a Case	If your case is currently cancelled or inactivated, use this request to have the case reinstated. Once received the Case Manager will review and notify you of the decision.	MAKE A REQUEST
Request a Transfer of Employer	If you are a registered apprentice and you wish to move to a new employer, use this request type to advise your Case Manager who will guide you with the next steps.	MAKE A REQUEST
Request to cancel apprenticeship case	Submit this request to have an active case cancelled. Once submitted the Case Manager will discuss the reason(s) for this request in detail to ensure that this is the best option for the situation.	MAKE A REQUEST

Access the **Requests** tab to view any **Requests** made to the Apprenticeship Agency. Click on the **My Requests** tab to view Requests started and the status of Requests that have been submitted.

There are a variety of requests that can be made, and each request will be routed to an Apprenticeship Agency resource to process this. If there are subsequent actions or information needed, you will receive a notification in My Messages.

Note: Some requests will have a fee that must be paid before the request can be submitted. You will pay the fee through the AMS application.

Here is a list of some of the requests that may be initiated through AMS. In all cases, include the reason for the request and the specific case you are requesting action.

Cancel a Case

To cancel a Case, navigate to the **My Requests** menu, and select **Request to Cancel a Case**. For this request type, include the reason for the request and the specific Case. A Case Manager from Apprenticeship Agency may reach out for more details before cancelling your Case.

Request an Official Transcript

To request an official Transcript, navigate to the **My Requests** menu, and select **Request an Official Transcript**. For this request type, include the specific case.

Reinstate a Case

If your Case has been previously cancelled or made inactive and you would like to request to reinstate it, navigate to the **My Requests** menu, and select **Request to Reinstate a Case**. For this request type, include the reason for the request and the specific case.

Request replacement Certificates or IDs

To request a replacement Certificate of Apprenticeship, navigate to the **My Requests** menu, and select the applicable request. For this request type, include the reason for the request and the specific case.

Request an out of province Exam

To request an out of province exam, navigate to the **My Requests** menu, and select **Request for an out of province exam**. For this request type, include the reason for the request and the specific case.

Withdraw Consent

To withdraw your consent to have information used in AMS going-forward, navigate to the **My Requests** menu, and select **Request to withdraw consent** in the list. For this request type, include the reason for the request and the specific case.

Request third party consent

To request third party consent, navigate to the **My Requests** menu, and select **Request for third party consent**: For this request type, include the reason for the request and the specific case.

My Documents

From your Personal Profile, you can view the **My Documents** menu to see documents that you or the Apprenticeship Agency has uploaded to your account. If permitted, you can also delete documents by clicking “Delete”.