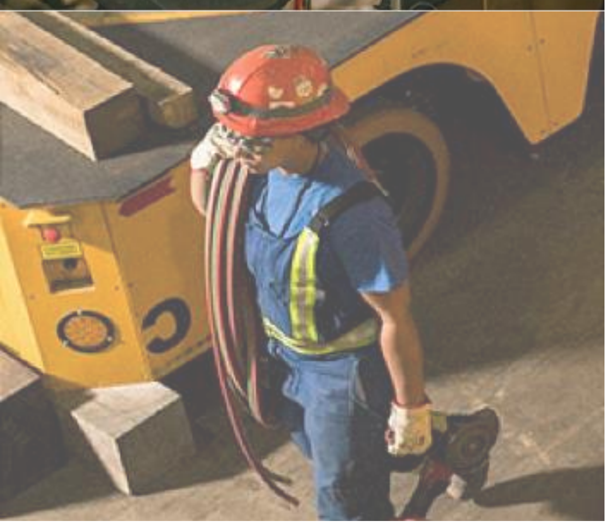
Table of Contents



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.

Employers will have two types of staff users on AMS self-serve:

- *Employer Administrators* can manage their Employer's details, apply to apprenticeship with a potential Apprentice, record hours and skills for their Apprentices, and enroll Apprentices into training.
- *Clients* are employed as Apprentices with Employers so that the Employer's staff can record hours and journeypersons may sign off on skills.

It is expected that each Employer will assign at least one Employer Administrator for an organization.

The Administrator(s) will be responsible for:

- Signing Apprenticeship Agreements for apprentices (both new and transferring from another employer)
- Logging hours for Apprentices
- Onboarding staff and managing journeypersons within their company's Employer page
- Ensuring appropriate Ratios of Apprentices and Journeypersons
- Updating information about their business

Getting Started

All existing employers working with the Nova Scotia Apprenticeship Agency (NSAA) will have an employer account already established.

With the launch of the **Apprentice Management System (AMS)**, each employer organization must **appoint one individual as their *Employer Administrator*.**

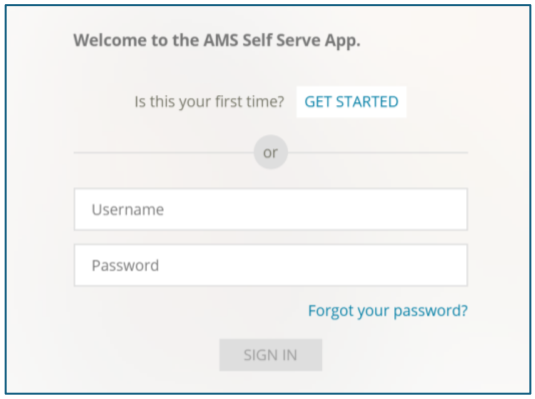
This person will manage your organization's AMS account once the **Self-Serve Portal** goes live — overseeing user access, maintaining accurate data, and helping your team navigate the new system.

If you are a new employer and have not worked with NSAA in the past, please contact NSAA directly to have your account established.

Don't have an Account yet:

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

- For new employer administrators, create a username (suggestions, your email address)
- Once your account and username have been created, please contact NSAA to have your employer administrator account linked to your employer account. At the initial launch of AMS (January 2026), employer administrators will contact NSAA by completing the MSForm found on the NSAA website.
- NSAA will contact the employer administrator to confirm that their account is now ready. The employer administrator can now access the application.



Already have an Account:

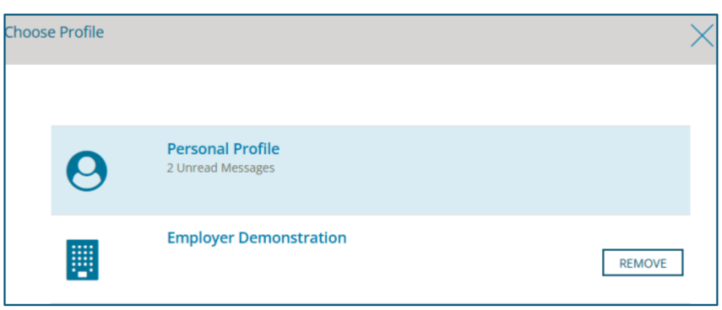
Type in your username and password, then click **SIGN IN**.

If your administrator account has not been created, please contact NSAA to start the account creation.

Forgot Password: Enter username and click **RESET PASSWORD.** A temporary password will be sent to your email on file. Use this to log on and create a new password.

- The system will prompt for a permanent password upon initial sign in. Once the new password has been created and saved, login – using your username 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.

When you are logging in as an employer administrator, you will see two profiles: your personal profile and your employer profile. By selecting the employer profile, you will be able to manage all elements of your business and your team from within AMS. From the example below, the employer is Employer Demonstration.



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

AMS can be used to manage your partnership with the Nova Scotia Apprenticeship Agency as an **applicant**, **apprentice**, **journeyperson** or **employer** administrator. **This document covers details of AMS usage as an Employer with apprentices.**

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

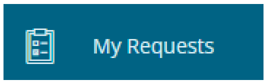
To view your Account information, you can access this by clicking on your name on the top of the screen. Here you can change **User Information**, **Personal Information** and **Contact Information**. Click the section you want to update and follow the on-screen prompts. **NOTE:** Anything that can be maintained via AMS will be a clickable link. 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, if there is a pending application to be signed or additional information needed the Apprenticeship Agency might send it back for more information via AMS. 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.

My Requests

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.

Request to End Link

When an apprentice is no longer employed with your company, you can end the linkage to that apprentice. To end the linkage to an apprentice, you can request this through AMS. A Case Manager from the Apprenticeship Agency may reach out for more details.

Request a meeting

To request a meeting with the Apprenticeship Agency, navigate to the My Requests menu, and pick "Request a Meeting" in the list. For this request type, you'll need to include the reason you're making this request and the Case you wish to meet about.

Request for an Employer Temporary Work Permit

If you, as an employer, wish to provide a potential apprentice with a 30-day probationary period in one of Nova Scotia's compulsory trades submit this request and a representative from the Nova Scotia Apprenticeship Agency will contact you to discuss the option of being issued a temporary work permit.

Manage my Business

As an Administrator of an Employer there are a few things you can do in AMS to maintain your business information. Navigate to the **My Business** menu. From the **Company Information** tab, you can manage your organization's Name and Website as well as your organization's contact information such as phone number and address. Select each box to edit the information in it. Journeypersons can see this information but cannot edit it.

Requests: Ratio of Journeypersons to Apprentices

If you have too many apprentices and not enough journeypersons, you can request to have your approved ratio of Apprentices to Journeypersons *varied* from the usual regulated ratio by submitting a **Ratio Variance Request.** Follow the steps below to submit this request.

1. Before submitting, provide NSAA with a "Statement of Ratio" which is a count of how many Apprentices and Journeypersons you currently have. You can provide that *Statement of Ratio* from the **Statements of Ratio** tab in the **My Business** menu.
2. This tab lists all the previous statements you've provided. If there is one in the list that is still accurate, you can use it to submit your variance request. If not, you'll need to provide a new Statement of Ratio by clicking "New Statement of Ratio". When providing a new Statement of Ratio, confirm that all of your staff are attached to your Employer. Selecting "Yes" indicates to NSAA that all of your Journeypersons and Apprentices have AMS accounts, and they are all properly linked to your Employer. In this scenario, AMS will provide your current ratio automatically.

   NEW STATEMENT OF RATIO
3. If they are not all linked or you are unsure, you will have to provide the number of Journeypersons yourself and upload a document listing the trade staff working for you.
4. Once you have provided an accurate Statement of Ratio, you can request a Ratio Variance from the "Ratio Variance" tab in the **My Business** menu. Click **Request Ratio Variance,** and provide the details of your request (what ratio needed, for how long, and the applicable trade). Identify which of your Statements of Ratio is relevant to the request. Finish the request by substantiating it on the form.
5. After you submit, NSAA will adjudicate the request and inform you of the outcome. A status is provided based on the adjudication process.
   - As the request is being adjudicated, it can be viewed in the *Requested* section of the list.
   - If the request is approved, it can be viewed in *Approved* section of the list.
   - After the variance expires, it will move to the *Previous* section.
   - If the request was denied, it can be viewed in the *Denied* section.

Manage my Employees

As an administrator for your Employer, you can manage your organization's staff and employees from the **My Team** menu.

Add Staff to my Organization

A new staff user would need to be linked to your Employer in AMS if they will be adopting a new role as a Journeyperson, Administrator, or Instructor at your organization, or you are moving someone within your organization from one sub-unit to another (*for larger employers only*).

That staff person will need to give you their last name and a **Link Code** to create a new AMS Profile linked to your organization. If they have not already provided this information, they will need to **generate a link code** by clicking "Join" in the "Switch Profiles" popup below the menu.

Once you have the staff person's last name and Link Code, go to the **Staff** tab in the **My Team** menu, click **Add Staff** in the Action menu on the right-hand side of your screen, and enter their last name and link code. After you have confirmed their identity, you will need to assign them one or several **roles**:

- **Administrators** can manage company information, add or remove other staff, and manage apprentice training.
- **Journeypersons** can see company information, their apprentices, and can sign their apprentices' skills if they have a valid trade credential (eg, CofQ).
    - To ensure your journeypersons are associated to the right trades, click on them under the Staff tab in the **My Team** menu and add the right trade to their **Associated Trades**. Journeypersons (and designated trainers) can only see apprentices associated to the same trade as them.
- **Designated Trainers** are just like Journeypersons except they do not need a valid credential to sign skills.
- Assign them to a specific **sub-unit** (for larger employers only). Keep in mind that staff in a parent unit can work with all of its sub-units, but staff in a sub-unit cannot work with parent units.

Specify a Trade Contact

You can specify someone as the **Trade Contact** for a specific trade if they should be NSAA's first point of contact at your organization regarding trade-specific matters.

Link to my apprentice

If your apprentice is *transferring* from another employer to you, they will have to generate a *Link Code* from their "Employers" tab in their **My Progress** menu. Once they give you their *Link* Code, you can Link to them by entering that code on the" Apprentices" tab in the **My Team** menu.

Enter their Last Name and Link Code, confirm their identity, select the type of relationship they will have with your organization (and with which sub-unit, for larger employers) and then sign the apprenticeship agreement (if applicable). If the agreement is applicable, your apprentice will then have to sign it. They will get a message from AMS prompting them to sign it. Once the agreement is signed, NSAA will process the transfer.

How do I Link to an Apprenticeship Application?

If your apprentice is applying for their apprenticeship program, they will need to submit an application via AMS. Your organization can be named on their application as the employer and will be required to sign an Apprenticeship Agreement to accompany that application.

To do that, the applicant must provide you with their last name and a **Link Code** from their application. To link to the applicant, click **Link to New Applicant** on the **Applicants** tab in the **My Team** menu.

Once linked, you can progress through the steps to submit your portion of the application before the apprentice submits their portion. Note: You must submit the information requested of you before the apprentice can submit the application to NSAA.

Remove staff from my organization

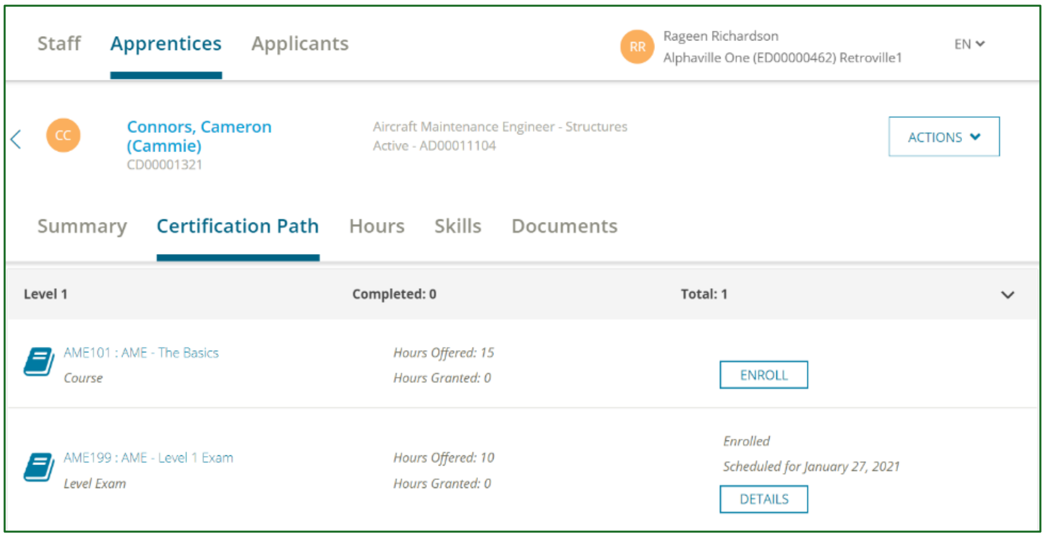
If an administrator, journeyperson, or instructor leaves your organization, remove their staff profile from the **Staff** tab in the **My Team** menu. Highlight their name and click **Remove Staff** in the Action menu in the top-right-hand corner.

Manage my Apprentice

As an Administrator, you can move your apprentice into or out of any of your organization's sub-units by clicking "Manage Link" on the Apprentices tab in the My Team menu (For larger employers only).

Training Enrollment

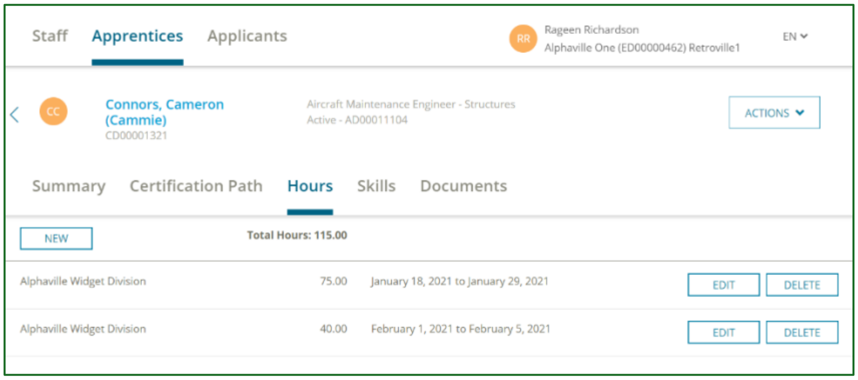
As an administrator, you can see your apprentices' previous training, upcoming training, and exams. You can enroll them into those training & exam events via the **Certification Path tab** in the **My Team** menu, **Apprentices** tab. Then select the apprentice and then the **Certification Path** tab. You can browse their remaining training, see details about that training, browse the training schedule, and pick a session to enroll them into. **NOTE:** If you enroll an apprentice into training or an exam, you will need to pay the fee (if applicable). If you want your apprentice to pay for the training, they will need to enroll themselves.



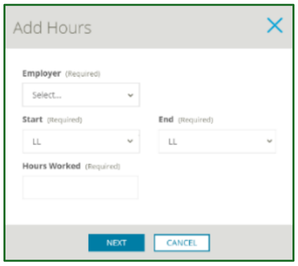
Record hours

You can record hours for your apprentices one at a time, or in bulk.

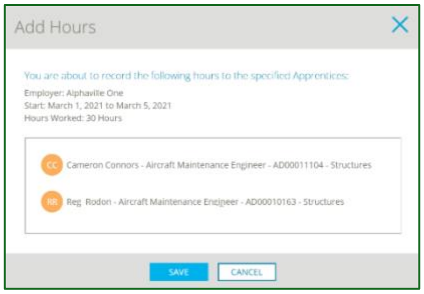
1. To record hours for a single apprentice, go into the **My Team** menu, **Apprentices** tab, select on an apprentice, then select the **Hours** tab.



From there, click **New** to record the hours.

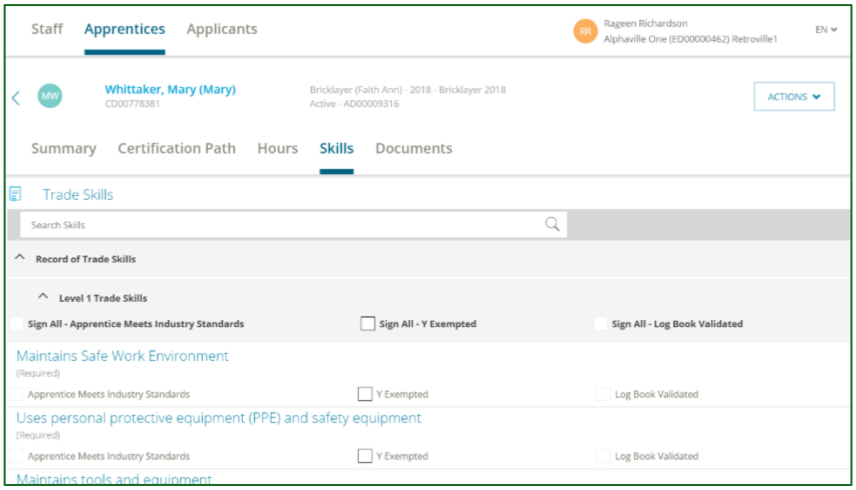


1. To record hours for multiple apprentices simultaneously, they will need to be in the same trade and working for the same sub-unit (for larger employers). From the **Apprentices** tab in the **My Teams** menu, select all the relevant apprentices by clicking the squares to the left of their names, then click **Record Hours** in the Action menu on the right-hand side of your screen.



Skills & Logbook

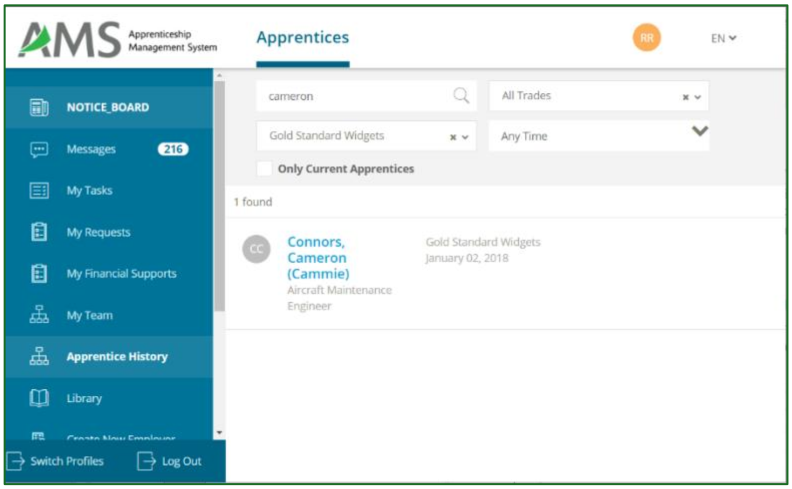
To view apprentices' progress with their skills, navigate to the **My Team** menu, **Apprentices** tab, select an apprentice, then go into their **Skills** tab. Use the search field to find the skill you are looking for, or explore the list of skills by expanding each level. Click the checkbox next to the skill you want to sign. For more details, click **Trade Skills** above the search bar.



Only a Journeyperson with a validated credential can sign an apprentices' logbooks. Check your **My Credentials** menu.

View my Apprenticeship Agreements

Current and previous apprentices and the agreements you've signed with them can be viewed from the **Apprentice History** menu. Filter the list, as needed, and click on **View Agreement** to see and print the signed document. **NOTE:** Your apprenticeship agreements will **not** be in the apprentice's "Documents" tab.



Fees

As an Employer administrator, go to the **My Payments for Apprentices** menu where you can view your apprentices' fees. Click the **Details** button to see a breakdown of the fee. **NOTE**: You cannot pay fees from here; these fees have been paid where incurred (i.e. when enrolling an apprentice into training). Click the **Receipt** button to view and print a receipt.