



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DIVISION OF APPRENTICE STANDARDS

CHARLES D. BAKER  
GOVERNOR

KARYN E. POLITO  
LIEUTENANT GOVERNOR

ROSALIN ACOSTA  
SECRETARY

PATRICK MITCHELL  
DIRECTOR

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Information  
 Policy

# Apprenticeship Issuance

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**To:** Registered Apprenticeship Sponsors  
**From:** Patrick Mitchell, Director  
**Date:** June 24, 2021  
**Subject:** Division of Apprentice Standards Online Business Portal Launch

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**Purpose:** To provide a policy update regarding the required use of the Division of Apprentice Standards (DAS) Online Business Portal for all Registered Apprenticeship business transactions as of July 1, 2021.

**Background:** Since March 2020, Sponsors have been required to separately email requests for Sponsor Applications, Apprentice Agreements/Renewals/ID Cards and other Amendments required by the Commonwealth to [apprenticeship@mass.gov](mailto:apprenticeship@mass.gov) (and Sponsor Verifications to [DASVerification@mass.gov](mailto:DASVerification@mass.gov)) with proof of payment (if required) through nCourt online payment system for approval by DAS.

**As of July 1, 2021, the Division of Apprentice Standards will be launching a new Online Business Portal, which will provide a single online environment to request approvals and submit payment for all standard DAS business transactions. Importantly, Sponsors will no longer be able to submit such requests via email or outside of the Online Business Portal after June 30, 2021.**

**New Policy:** As of July 1, 2021, all existing and prospective Apprenticeship Sponsors are required to submit the following requests through the Division of Apprentice Standards Online Business Portal:

- Registered Apprenticeship Sponsor Application (Traditional, Expansion, Dispensing Optician-specific and Reciprocal requests)
- Apprentice Agreement/Apprentice Renewal/ID Card Requests

- Completion Certificate Requests
- Sponsor Verification Requests
- Registered Pre-Apprenticeship Program Application

Less common requests are also required to be submitted via the Online Business Portal as of July 1, 2021, including but not limited to:

- Apprentice Program Extension Requests
- Apprentice Cancellation Requests
- Wage Amendment Requests
- Add an Occupation Requests

And any additional forms and documentation, as required by DAS, will be required to be submitted through the Online Business Portal.

**Please note: Any formal requests listed previously that are submitted via email or other medium outside of the DAS Online Business Portal on or after July 1, 2021, will not be accepted nor processed for approval.**

**Requests submitted via email to DAS prior to July 1, 2021, will still be processed by DAS staff who will work directly with Sponsors to complete these tasks through the Portal and/or email, as determined by DAS, until all such requests are approved or denied. Otherwise, all business transactions on or after July 1, 2021, must be conducted via the Portal.**

**As was DAS policy prior to the launch of the Online Business Portal, only Sponsors may submit approval requests to DAS. DAS does not accept any Sponsor requests submitted directly to the Division by prospective or Registered Apprentices, Sponsor subsidiaries or Co-sponsors. Furthermore, non-Sponsors will not be provided access to the Portal; all business transactions with DAS are the Sponsor's responsibility.**

**Access to Portal:** On July 1, 2020, Sponsors will be provided access to the Online Business Portal, detailed user information on creating an account, and additional technical assistance. At this time, Sponsors will be required to link to their existing Sponsor Profile through the Portal (which includes all legacy program data migrated into the new system) in order to commence all activities (e.g., submit Apprentice Agreements). Sponsors will not be required to resubmit any previously approved Sponsor applications or forms.

The DAS Online Business Portal was designed to enhance the customer experience and apprenticeship program quality in the Commonwealth. DAS staff are here to support you. Portal trainings via WebEx are currently and will continue to be available to Sponsors after July 1, 2021. For more information on available trainings or additional technical assistance, please contact [Deborah.M.Cassano2@mass.gov](mailto:Deborah.M.Cassano2@mass.gov).