# PALMLearn Registration Factsheet

PALMLearn is a learning site dedicated to supporting PALM scheme employers, their staff, host employers and other stakeholders to understand the PALM scheme Approved Employer Deed of Agreement (the deed) and the PALM scheme Approved Employer Guidelines (the guidelines). Cultural toolkits are also hosted and available through PALMLearn.

Registration: at a glance

Self-register → Verify email → Await approval → Login
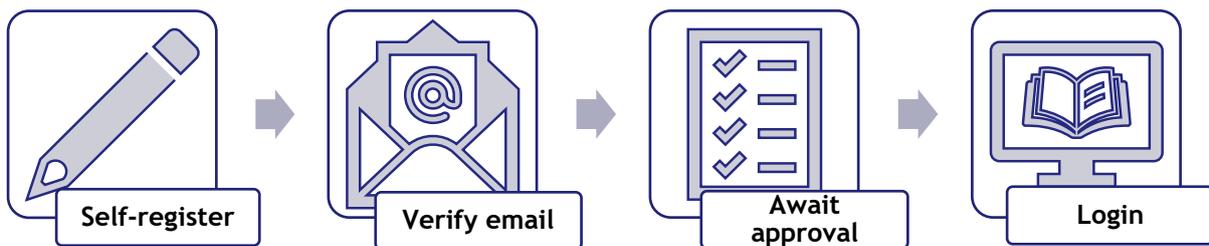
Registration Information

- You will need to register before you can access PALMLearn. Only eligible users will have their registration approved.

- PALMLearn uses a self-registration process for individual users.

- Once you have registered, a PALMLearn Administrator will review your registration, and you will be notified of the outcome. For step-by-step instructions see How to Register on the following pages.

> **ⓘ Registration Tip**
>
> If you are an organisation with multiple staff who need to register, please email palmlearn@dewr.gov.au for a bulk registration form.

Eligibility

Access to PALMLearn is governed by eligibility criteria. Review Table 1 to check your eligibility. If you are unsure if you are an eligible user, please contact palmlearn@dewr.gov.au

Table 1: PALMLearn eligibility criteria

PALMLearn eligibility criteria	
Eligible entity types	• Direct employer (approved employer) & staff • Labour hire (approved employer) & staff • Host organisation & staff • SEE (Skills for employment and education) provider staff • Skills development fund approved training provider staff • Other*
Eligible user workplace roles and/or responsibilities	• Director/CEO • Manager • Human resources (HR) manager or officer • Staff supervisor • Team leader • Employee • Welfare and wellbeing support person • PALM scheme worker who supervises PALM workers from another country • Trainer or Assessor • Country Liaison Officer (CLO) • Other*

* Criteria will be assessed case by case.

Support

If you need support during the registration process you can contact:

- Email the PALMLearn Administrator: PALMLearn@dewr.gov.au
- Phone the PALM support line 1800 51 51 31
- Email the PALM support line palm@dewr.gov.au

How to register

Follow these steps to complete the self-registration process.

> ### Registration Tip
>
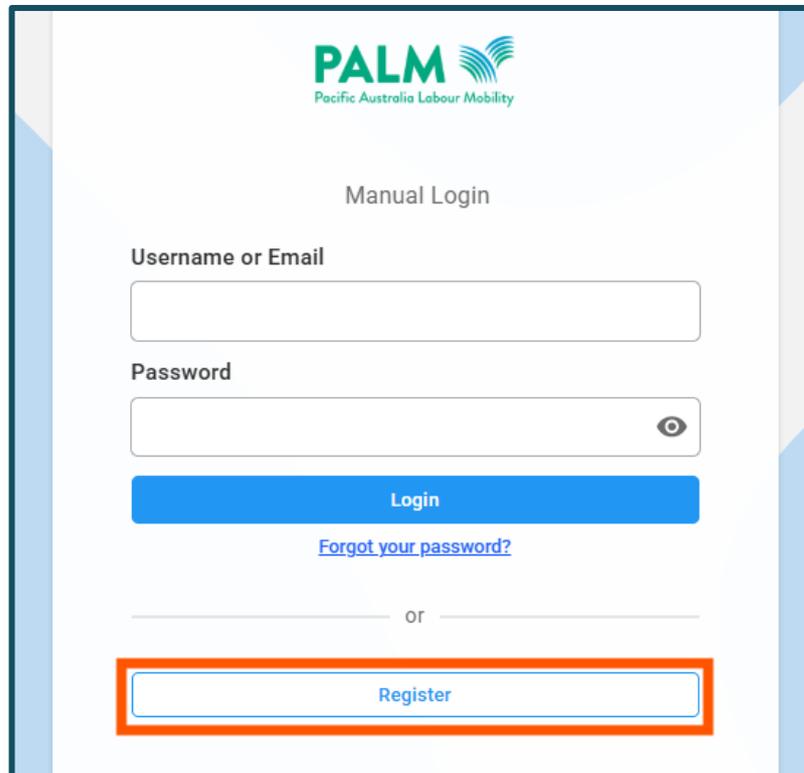> Before you register, add no-reply@palmlearn.gov.au to your safe senders or contact list. You need to be able to receive emails from this address to complete the registration process and login to PALMLearn.
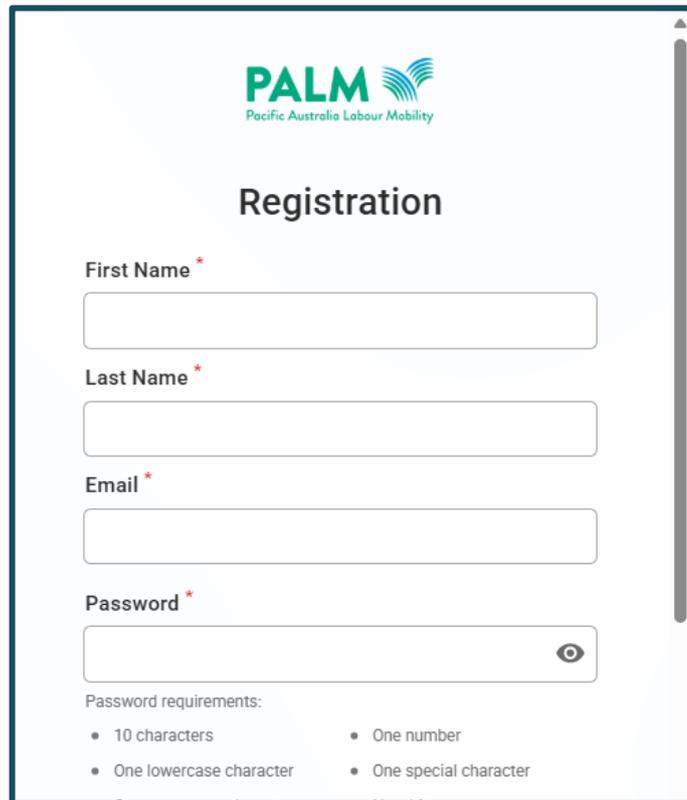
1 ## Initiate registration

1. Go to the website www.palmlearn.gov.au
2. Select 'Register' from the login screen

2   ## Enter registration details

Complete the registration fields. You must make an individual account – use your own email address, not a group inbox.
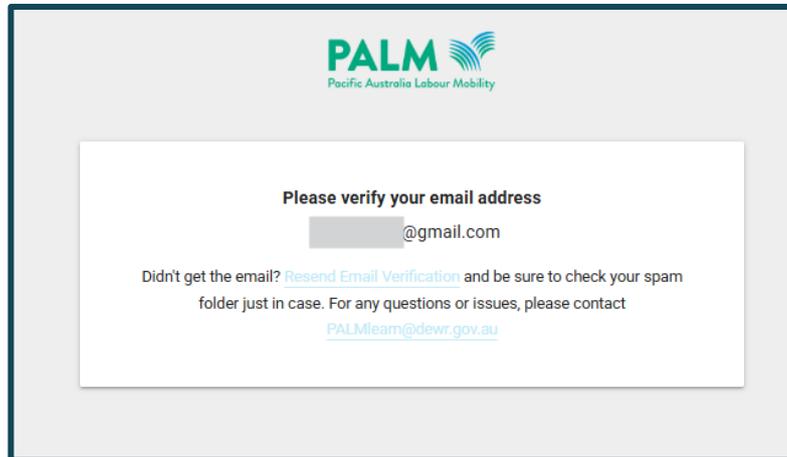

ℹ️ **Registration Tip – Email address**

Use an email address that belongs only to you. Do not use a shared or generic inbox (for example, an admin@ address). You can register with either your work email or a personal email.

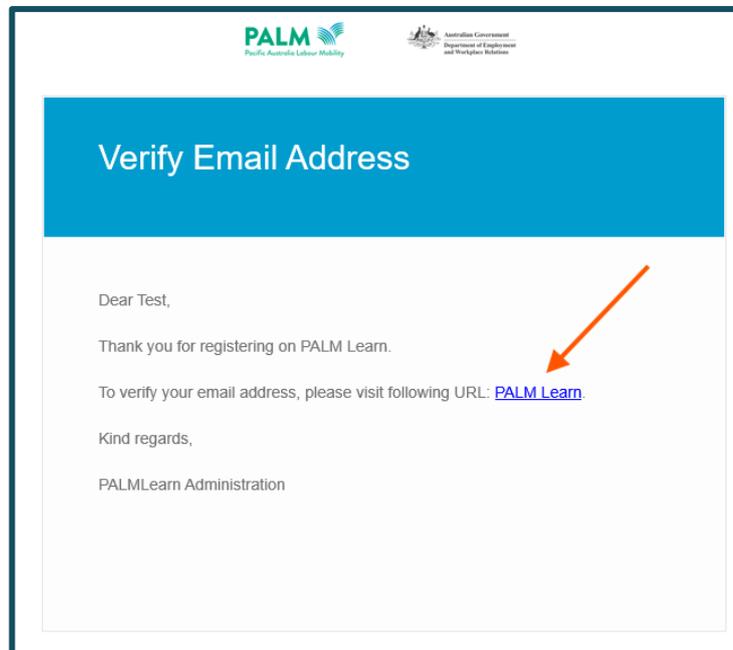
3   Verify your email address

This notification will appear:

You will receive notification to verify your email – this will by email. The email will be from Acorn PLMS <no-reply@palmlearn.gov.au>
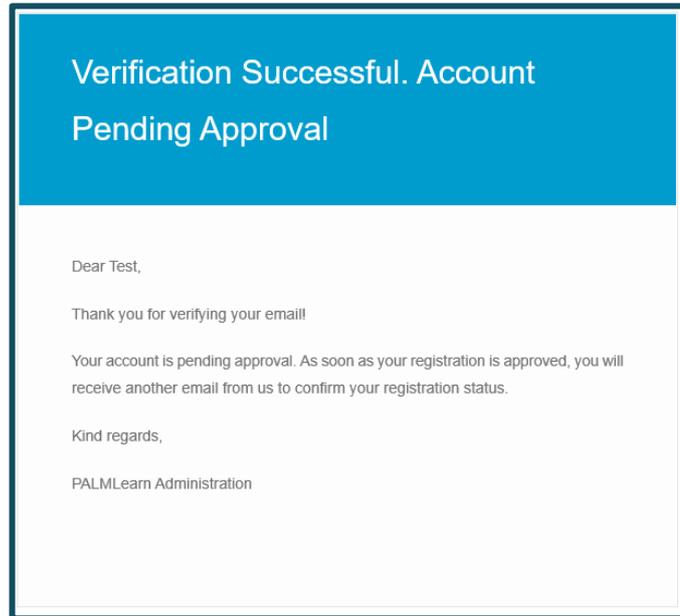
1. Go to the email account you used to register
2. Select the link to verify your email account.

4 Pending approval

You will receive an email confirming your email address verification was successful.

> ### Verification Successful. Account Pending Approval
>
> Dear Test,
>
> Thank you for verifying your email!
>
> Your account is pending approval. As soon as your registration is approved, you will receive another email from us to confirm your registration status.
>
> Kind regards,
>
> PALMLearn Administration

5 Registration outcome

The department will review your registration, and you will be notified of the outcome. This may be:

- Approved
- Denied – this will be if you do not meet the eligibility criteria
- More information required (registration remains pending).

More information required (registration pending)

We will contact you to clarify details provided or ask you to provide information if your registration form was incomplete. We will email the address you used to self-register and ask for the information required – the email will be from PALMLearn@dewr.gov.au

Registration Approved

Dear Test,

Thank you for your recent self-registration for PALMLearn.

We've reviewed your application and your account is approved. Please login to start your learning.

LOGIN

If you need assistance or have any questions, please don't hesitate to get in touch — we're here to help.

Kind regards,

PALMLearn Administration