



Terms and Conditions

July 2026

Welcome

Thank you for choosing ArbTrack Australia.

These Terms and Conditions outline the rights and responsibilities of ArbTrack Australia, our learners and our clients. They are designed to ensure training and assessment is delivered safely, fairly and in accordance with the Outcome Standards for Registered Training Organisations 2025, the Australian Qualifications Framework (AQF), and other applicable legislative and regulatory requirements.

By enrolling in, booking or participating in training with ArbTrack Australia, you acknowledge that you have read and accepted these Terms and Conditions.

Terms & Conditions	
Enrolment & Bookings	Training bookings may be made by an individual learner or an authorised employer representative. To ensure appropriate resources, trainers and assessment materials are available, ArbTrack Australia requires confirmation of participant details before training commences. Changes to bookings, participant names or training requirements should be requested as soon as practicable and must be approved by ArbTrack Australia. Where additional participants attend training without prior notification, ArbTrack Australia will make every effort to accommodate them; however, participation cannot be guaranteed and additional charges may apply.
ArbTrack Entry Requirements	Entry requirements vary depending on the training product and may include: • minimum age requirements • prerequisite units or licences • workplace experience • physical capability • language, literacy, numeracy and digital capability requirements. Due to the practical and high-risk nature of many courses, participants must be able to safely undertake the practical training and assessment activities required. Learners who have a disability, medical condition or require additional support are encouraged to discuss their needs with ArbTrack Australia prior to enrolment. Reasonable adjustments and learner support will be considered where they do not compromise workplace safety, the integrity of the training product or the competency requirements of the unit or qualification.
ArbTrack Commitment	ArbTrack Australia is committed to providing: • quality training and assessment • a safe and respectful learning environment • fair and transparent assessment practices • learner support throughout the training journey • nationally recognised certification where competency has been achieved

Pre-Requisites & Credit Transfer	Some courses require participants to hold prerequisite units or qualifications before commencing training. Evidence of prerequisite requirements must be provided prior to training and may include: • AQF certification documentation issued by an Australian Registered Training Organisation or other authorised AQF issuing organisation; • an authenticated VET transcript accessed through the USI Transcript Service; or • other evidence accepted by ArbTrack Australia. Where equivalent nationally recognised competencies have previously been completed, learners may be eligible to apply for Credit Transfer in accordance with ArbTrack Australia's Credit Transfer Policy. Where prerequisite evidence cannot be confirmed before training commences, participation may be postponed or alternative non-accredited training options discussed where appropriate.
Fees & Payment	Course fees are confirmed prior to enrolment and may vary depending on the training product, delivery location and funding arrangements (if applicable). Payment terms will be outlined in your invoice. Where payment is the responsibility of an employer or third party, the organisation accepting the booking is responsible for payment in accordance with the agreed terms. Unless otherwise agreed in writing: • payment is required by the due date shown on the invoice; • training fees must be paid before certification can be issued (unless alternative arrangements have been approved); • any applicable government funding or subsidies are subject to eligibility requirements and funding contract conditions. ArbTrack reserves the right to postpone training, withhold certification or decline future enrolments where accounts remain outstanding.
Cancellations, Transfers & Refunds	We understand that circumstances can change. Where possible, ArbTrack will work with learners and employers to reschedule training or transfer bookings. Requests to cancel or transfer a booking should be made in writing as soon as practicable. Refunds, transfers and cancellation fees are managed in accordance with ArbTrack's Refund Policy and may vary depending on the timing of the request, the type of training and any applicable funding requirements. Where ArbTrack is unable to deliver a scheduled course, participants will be offered an alternative training date or a refund of any fees paid. Failure to attend scheduled training without prior notice may result in forfeiture of course fees.
Training & Assessment	ArbTrack delivers nationally recognised training in accordance with the requirements of the relevant training product and the Outcome Standards for Registered Training Organisations. Assessment is competency based. To achieve a unit of competency or qualification, learners must demonstrate the required knowledge and practical skills to the standard specified within the training product. Assessment methods may include: • practical demonstrations • workplace observations • written assessments • verbal questioning • projects, logbooks or workplace evidence. Where a learner is assessed as Not Yet Competent (NYC), further training and reassessment opportunities may be available in accordance with ArbTrack's assessment policies.

Learner Responsibilities	To help ensure a safe, respectful and productive learning environment, learners are expected to: • provide accurate enrolment information and notify ArbTrack of any changes to their personal details; • attend training and assessment activities as scheduled and actively participate in learning; • complete all required assessment tasks honestly and within agreed timeframes; • follow all reasonable directions provided by trainers, assessors and ArbTrack staff; • comply with workplace health and safety requirements, including the correct use of personal protective equipment (PPE); • treat fellow learners, staff, clients and members of the public with courtesy and respect; • respect ArbTrack facilities, equipment and training resources; and • advise ArbTrack as soon as practicable if circumstances arise that may affect participation, attendance or assessment. Learners are responsible for maintaining the integrity of their own assessment work. Any form of plagiarism, cheating, falsification of evidence or other academic misconduct may result in assessment outcomes being reviewed and further action being taken in accordance with ArbTrack policies.
Employer Responsibilities	Where training is arranged by an employer, ArbTrack works collaboratively to ensure the training meets organisational and industry requirements. Employers are responsible for: • providing accurate participant information during the booking process; • advising ArbTrack of any workplace, health or support considerations that may impact training delivery (where appropriate and with the learner's consent); • ensuring participants attend training as scheduled; • providing access to suitable workplace facilities, equipment and supervision where workplace-based training or assessment is being conducted; and • meeting agreed payment terms where the employer is responsible for course fees. Where workplace evidence forms part of the assessment process, employers may be asked to verify workplace activities or provide supporting documentation.
Student Support & Reasonable Adjustment	ArbTrack is committed to providing an inclusive learning environment that supports learner success. Support may be available before enrolment, during training and throughout the assessment process. This may include language, literacy, numeracy and digital capability support, reasonable adjustment, additional learning assistance or referral to external support services where appropriate. Learners who require support are encouraged to discuss their needs with ArbTrack as early as possible so appropriate arrangements can be considered. Reasonable adjustments will be implemented where practicable and where they do not compromise: • workplace health and safety; • the integrity of the training product; • the requirements of the unit of competency or qualification; or • the validity of the assessment outcome.
Digital Participation & Learner Portal	Some training products require learners to access the ArbTrack Learner Portal to obtain learning resources, complete assessment activities. The level of Learner Portal use varies depending on the course being undertaken. Where digital participation forms part of the training or assessment requirements, learners will be advised prior to enrolment. Learners experiencing difficulty accessing or using the Learner Portal should contact ArbTrack before training commences. Where appropriate, alternative arrangements may be considered provided they do not compromise the training or assessment requirements.

Cancellations and Refunds	• 'Non-attendance' (no-show) on the training day will not be eligible for a refund. • Cancellations must be given in writing <i>5 days prior to the booking taking place</i> in order to avoid cancellation fees/ charges. (not including any travel costs incurred) • Cancellation made within the 5-day notice period will be charged 50% of the total booking value. (not including any travel costs incurred)
Workplace Health & Safety	The safety of learners, staff and visitors is a priority at all ArbTrack training locations and workplaces. Learners are required to: • follow all safety instructions and site-specific requirements; • wear appropriate clothing and PPE where required; • use equipment only as instructed by authorised trainers or assessors; • immediately report hazards, incidents, injuries or unsafe conditions; and • present fit for training and assessment. ArbTrack reserves the right to suspend or discontinue participation where a learner's behaviour places themselves or others at risk, or where they are affected by alcohol, illicit drugs or any condition that may compromise safe participation.
Certification	Nationally recognised certification will be issued to learners who have: • successfully demonstrated competency in all required units; • provided a valid Unique Student Identifier (USI), where required; • met all course requirements; and • satisfied any outstanding financial obligations. Depending on the training undertaken, learners may receive: • an AQF Qualification; • a Statement of Attainment; or • a Certificate of Completion for non-accredited industry training. ArbTrack aims to issue certification within two (2) business days of all course completion requirements being met. In some circumstances, certification may take longer (such as training that has occurred off-site and/or interstate); however, it will be issued within the maximum timeframe permitted under the applicable Standards for Registered Training Organisations. Replacement certification may be requested. Administrative fees may apply.
Privacy & Confidentiality	ArbTrack collects, stores, uses and discloses personal information only where necessary to deliver training and assessment services, meet legislative obligations and administer nationally recognised training. Personal information is managed in accordance with applicable privacy legislation and ArbTrack's Privacy Policy. By enrolling with ArbTrack, learners acknowledge that required information may be disclosed to authorised government agencies, regulators, funding bodies, the USI Registry and the National Centre for Vocational Education Research (NCVER), where permitted or required by law.
Complaints & Appeals	ArbTrack is committed to resolving complaints and appeals fairly, promptly and transparently. Learners have the right to lodge a complaint or appeal regarding any aspect of their training experience, including assessment outcomes. Complaints and appeals are managed in accordance with ArbTrack's Complaints and Appeals Policy. Information regarding the process, expected timeframes and access to independent review is available through the Student Handbook or by contacting ArbTrack. Lodging a complaint or appeal will not disadvantage a learner.

Changes to Training	While every effort is made to deliver training as scheduled, ArbTrack may make reasonable changes where necessary. This may include changes to: • training dates or times; • training locations; • trainers or assessors; • learning resources; • assessment arrangements; or • training delivery methods, provided these changes do not disadvantage learners or affect the integrity of the training product. Where significant changes occur, affected learners and employers will be notified as soon as practicable.
Contact Us	If you have any questions regarding these Terms and Conditions, your enrolment or your training, please contact the ArbTrack team. ArbTrack Australia 13/17–23 Keppel Drive Hallam VIC 3803 Phone: (03) 9707 5602 or 1300 583 146 Email: enquiries@arbtrack.com.au
Acknowledgement	By enrolling in training with ArbTrack Australia, learners and/or their authorised employer representative acknowledge that they have read, understood and accepted these Terms and Conditions. These Terms and Conditions should be read in conjunction with the ArbTrack Student Information Handbook and other relevant policies available on request.