



REFUND POLICY

1. Purpose	ArbTrack Australia is committed to providing a fair, transparent and consistent approach to course cancellations, transfers and refunds. This policy outlines the circumstances in which refunds may be available and the process for requesting a refund.
2. Scope	This policy applies to all learners, employers and clients enrolling in training delivered by ArbTrack Australia, including nationally recognised and non-accredited training. Where training is funded by a government funding program, additional funding body requirements may also apply.
3. Policy Statement	ArbTrack recognises that circumstances may change after a booking has been made. Refund requests will be considered fairly, consistently and in accordance with this policy. Refund eligibility may vary depending on the timing of the cancellation, the type of training booked and any applicable funding arrangements.
4. Learner and Employer Cancellations	If a learner or employer wishes to cancel a booking, ArbTrack should be notified as soon as possible. Cancellation requests should be submitted in writing by email or other approved written communication. Depending on the circumstances, a learner or employer may be eligible for: • a transfer to another course date; • a partial refund; • a full refund; or • a training credit for future enrolment Refund eligibility will be determined in accordance with the applicable Terms and Conditions and any contractual or funding requirements.
5. ArbTrack Cancellations	Where ArbTrack cancels a course or is unable to deliver the scheduled training, affected learners or employers will be offered the option of: • transferring to an alternative course date; or • receiving a full refund of any fees paid
6. Non-Attendance	Learners who do not attend scheduled training without prior notification may not be eligible for a refund. Where exceptional circumstances exist, ArbTrack may consider requests on a case-by-case basis.
7. Refund Requests	Refund requests should include: • learner name; • course name; • training date (if known); • reason for the request; and • any supporting information where relevant ArbTrack will assess refund requests and advise the applicant of the outcome as soon as reasonably practicable.
8. Responsibilities	ArbTrack will: • assess refund requests fairly and consistently; • communicate refund decisions promptly; • process approved refunds using the original payment method where practicable; and • comply with applicable consumer protection legislation and funding requirements Learners and employers are responsible for: • providing timely notice of cancellations; • supplying any information required to assess a refund request; and • ensuring payment obligations are met where a refund is not applicable
9. Related Documents	This policy should be read in conjunction with: • Student Information Handbook • Terms & Conditions • Complaints & Appeals Policy