ARBTRACK
AUSTRALIA

Student Information Handbook

Delivering excellence in Arboriculture Training



2027

Produced by Arborlec Pty Ltd, trading as ArbTrack Australia.

© ArbTrack Australia Pty Ltd, Victoria.

This work is copyright. It may be reproduced in whole or in part for study or training purposes, subject to the inclusion of an acknowledgement of the source. Apart from any use permitted under the Copyright Act 1968, it is not to be used for commercial use or sale.

Requests for other use should be addressed to:

Compliance Officer
ArbTrack Australia
13/17-23 Keppel Drive
Hallam VIC 3803

V 3.0
Date: November 2026

File Location:

Authorisation – CEO
Date Accepted – November 2026

CONTENTS

1. Welcome to ArbTrack 4
   Message from the CEO 4
   Access, Equity and a Positive Experience 5
   Contact Us 5
2. Training at ArbTrack 5
   Learning Approach 7
      Understanding Competency Based Training 7
3. Enrolment Information 8
      USI Requirements ..... **Error! Bookmark not defined.**
4. Recognition of Prior Learning (RPL) & Credit Transfer 9
5. Student Rights & Responsibilities 10
6. Support Services 10
7. Fees & Charges 11
   Cancellations and Refunds 12
8. Student Safety & Wellbeing 13
   Students Under 18 Years of Age 14
   Diversity, Inclusion & Wellbeing 15
9. Complaints & Appeals 17
10. Certification 19
      1. Statement of Attainment or Qualification (Accredited Training) 19
      2. Certificate of Completion (Non-Accredited Training) 19
      Reissuing Certificates 19
11. Feedback & Improvement 19
12. Privacy & Confidentiality 20
13. Changes to Training, Ownership or RTO Operations 21
Appendix A - Student Support Services Directory 22
Appendix B – Glossary of Terms 23

1. Welcome to ArbTrack

Welcome to ArbTrack, a Registered Training Organisation (RTO 41047) based in Hallam, Victoria. We provide nationally recognised training across the Arboriculture and Electrical Supply Industries. Our training combines classroom instruction with real-world, hands-on field experience to prepare you for industry roles safely and effectively.

Message from the CEO

The arboriculture and powerline clearance industries present unique, highly skilled—and at times, highly dangerous—situations. When not managed correctly, these situations can result in serious injury or even death.

At ArbTrack, my goal has always been to deliver the highest quality training possible. We do this by engaging expert trainers and assessors, and by ensuring our content reflects the latest industry practices. I believed then, and still believe now, that education is the most powerful tool we have to improve safety—for arborists, for clients, and for the wider community.

I am equally passionate about supporting arborists in building a recognised and respected career. This industry has evolved thanks to the tireless efforts of skilled professionals who have honed their craft to deliver the best outcomes for trees, for clients, and for themselves.

It is a pleasure to welcome you to ArbTrack Australia. I trust your learning experience will be of the highest quality, professionally enriching, and directly applicable to your work. Together, we'll support your journey on the path to becoming a confident, capable, and safe professional in arboriculture.

Lee Merrifield, CEO



Access, Equity and a Positive Experience

ArbTrack is committed to providing every learner with a welcoming, inclusive and supportive training environment. We recognise that all learners have the right to access quality education regardless of their background, personal circumstances, or previous learning experiences.

- **Access**: We offer flexible delivery methods and support services to remove barriers to learning. This includes access to reasonable adjustments (where applicable) and support for those with learning needs or personal challenges.
- **Equity**: ArbTrack actively promotes fairness and equal opportunity. We do not tolerate discrimination or harassment on the basis of race, gender, age, disability, sexual orientation, religion, or cultural background.
- **Positive Experience**: Your learning experience matters. We work hard to create a safe and engaging environment where students feel respected, supported, and confident in their learning journey. Trainers and support staff are approachable, industry-experienced, and committed to your development.

If you require additional support, reasonable adjustment, or assistance accessing support services, please speak with your trainer or contact ArbTrack's Student Support team. Support services can be accessed before enrolment, during training, and throughout the assessment process.

Contact Us

ArbTrack's Student Support team is available to assist learners throughout their training experience between **8am – 4pm (Monday – Friday) EST**

- (03) 9707 5602 or 1300 583 146
- enquiries@arbtrack.com.au

Your trainer will provide their contact number, for when you are out in field undertaking practical training.



2. Training at ArbTrack

Training Site

Conveniently located in Hallam, in Melbourne's vibrant South Eastern suburbs, ArbTrack is just a 5-minute drive from major arterials including the Monash Freeway and South Gippsland Highway, and a short walk from Hallam Train Station.

We offer free and ample on-street parking, spacious classrooms, dedicated breakout rooms, and full kitchen facilities — everything you need for a comfortable and productive learning environment. We aim to make your time with us feel professional, welcoming, and just like a second home.

Training at your Workplace



ArbTrack offers flexible off-site training and assessment services, including regional and remote delivery at your employer's worksite. This approach supports convenience, minimises downtime, and allows training to take place in real, familiar environments — using your own equipment and procedures.

By coming to you, we help reduce travel time and keep your teams on-site while still meeting all training and assessment requirements. Prior to delivery, we'll coordinate with your employer to ensure the site meets safety and suitability standards. Trainers will complete site inductions and risk assessments, and all students are expected to follow ArbTrack's policies, including PPE and assessment conditions.

Practical Training

Once theory is complete, it's time to put those skills into practice, be ready to travel to nearby sites for your practical assessment. These locations will be disclosed to you at the time of booking, you must bring all required PPE and follow ArbTrack's safety and conduct policies at all times.

Delivery Modes

Face-to-face: ArbTrack delivers all courses and qualifications primarily via face-to-face delivery due to the practical nature of the training and equipment used, this also allows you to demonstrate your skills in real or simulated work settings.

Online: A small number of units and modules are available to be undertaken online, under the following stipulations:

- For reaccreditation only
- Where no practical demonstration is required
- Where the assessment has a non-accredited outcome (Certificate of Completion)

Please contact us for further information about whether this would be suitable for you.

Course Duration

ArbTrack offers a range of short courses, reaccreditation training and qualifications, we can also customise a course specific to your needs and contractual obligations. Training is structured and paced in line with the Australian Qualification Framework (AQF). Depending on the course and your skill and experience level you can expect the following timeframes to apply:

- Annual reaccreditation training – 1 day
- General Reaccreditation – 1 – 3 days (depending on the number of units or course)
- UET Certificate II in ESI (Powerline Vegetation Control) – 8 – 10 days
- AHC Certificate III or Diploma of Arboriculture – 14months – 24months
- Customised Training – dependent on location and training requirements

Learning Approach

At ArbTrack, we believe in learning by doing. Our training is hands-on, practical, and designed to reflect the real challenges and environments you'll face in the field. Whether at our site, your workplace, or in a simulated setting, we aim to replicate authentic industry conditions to build your confidence and capability.



All of our trainers are experienced industry professionals who bring real-world knowledge to the classroom. They don't just teach the theory — they demonstrate it in action, guide you through practical tasks, and share insights from their time on the job.

This approach ensures our students are job-ready, safety-conscious, and well-prepared for the demands of the arboriculture and powerline clearance industries.

Understanding Competency Based Training

ArbTrack delivers training using a competency-based model. This means you are assessed on your ability to demonstrate the skills and knowledge required to perform specific tasks to industry standards — not on how long it takes you to get there.

You'll be given opportunities to learn, practice, and then be assessed when you're ready. Competency-based training recognises that everyone learns differently and brings different levels of experience. If you already have relevant skills, you may progress more quickly; if you need more time or support, that's okay too. The goal is to ensure you're fully competent — confident, skilled, and safe

Re-Assessment

If a learner is assessed as Not Yet Competent (NYC), ArbTrack will provide feedback outlining the areas requiring further development and, where appropriate, guidance on additional training or practice opportunities prior to re-assessment.

Learners are generally entitled to one (1) re-assessment attempt at no additional cost. Re-assessment arrangements, including timeframes and assessment requirements, may vary depending on the unit, training product, licensing requirements, workplace risk, or course-specific conditions outlined within the relevant Training and Assessment Strategy (TAS) and assessment materials.

Where a learner is unable to achieve competency following the permitted re-assessment attempt(s), they may be required to undertake further training and/or re-enrol into the unit or course at their own cost prior to undertaking further assessment.

3. Enrolment Information

How to Enrol: If you have been enrolled by your employer, we will contact you regarding your enrolment and request that you complete the following:

- Candidate Registration Form
- Language, Literacy and Numeracy Assessment (LLN)

These can be completed digitally on a compatible device, or we can send you a copy to print and fill in if you prefer.

As part of the enrolment process, ArbTrack will identify any support needs that may impact a learner's ability to participate in training or assessment. This may include language, literacy, numeracy (LLN), or digital literacy support needs.

Some courses may require learners to use basic digital technology skills such as accessing email, completing online forms, or submitting documents electronically. Where appropriate, ArbTrack will discuss available support options or alternative arrangements during enrolment.

Entry Requirements:

- Minimum age: 16 years (18+ for High Risk Work licensing, must also reside in Victoria)
- Must be currently employed or have prior industry experience
- Fit for high-risk work (physical capacity, vision/hearing, English proficiency)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a nationally recognised reference number made up of letters and numbers that creates a secure online record of your nationally recognised training and qualifications completed in Australia.

Under Commonwealth legislation, all learners undertaking nationally recognised training are generally required to have a USI before a qualification or statement of attainment can be issued.

Creating or Retrieving a USI

- If you do not already have a USI, you can create one via: https://www.usi.gov.au/
- If you already have a USI but cannot remember it, you can retrieve your USI through the USI Registry website.
- You may be required to provide identification when creating or retrieving your USI.

Providing Your USI
Learners are responsible for ensuring their USI details provided to ArbTrack are accurate and match their identification documents. ArbTrack may verify your USI in accordance with legislative requirements.

USI Exemptions
Some learners may be exempt from requiring a USI under limited circumstances, including certain offshore learners completing training entirely outside Australia. Further information regarding exemptions is available through the USI Registry System or by contacting ArbTrack Student Support.

If you are unsure whether a USI exemption applies to you, please contact ArbTrack prior to enrolment.

4. Recognition of Prior Learning (RPL) & Credit Transfer

Credit Transfer
If you have completed units of competency through another Registered Training Organisation (RTO), you may be eligible for credit transfer. This means you won't need to repeat the same unit if it is equivalent to one offered by ArbTrack. To apply, you'll need to provide:

- an original or certified copy of a Statement of Attainment, Testamur or Record of Results issued by an Australian RTO; or
- an authenticated and current VET Transcript obtained through the USI Registry.

Important Note:

- *High-risk work licences* are not accepted as evidence for credit transfer, as they do not meet the competency evidence requirements of the AQF or the unit of competency standards.
- Current USI transcript means it must be generated at the time of enrolment, or within seven (7) days prior to your application.

If you wish to apply for Credit Transfer, complete a Credit Transfer Application Form and provide the required supporting evidence. Applications may be submitted during enrolment or at any time throughout your course. We will review your evidence and notify you (or your employer) of the outcome in writing. If granted, the credit will be applied automatically to your student file, and you won't need to complete the unit again.

Credit Transfer is only available for nationally recognised training that is equivalent to the unit(s) being delivered by ArbTrack. Credit Transfer cannot be granted for non-accredited training, industry refresher programs, attendance-only training, employer inductions or other regulatory authorisations where refresher or recurrent training is required.

Recognition of Prior Learning (RPL)
ArbTrack recognises that some students may have acquired skills and knowledge through work, life experience, or previous study. However, due to the high-risk and practical nature of the courses, ArbTrack **does not** offer a formal RPL pathway.

Instead, students with prior experience may be eligible for *modified training delivery*. This may include:

- Reduced training duration
- Opportunities for early assessment
- Focused skill development in new areas



You can request modified delivery by submitting evidence such as a resume, references, work photos, logbooks, or previous Statements of Attainment. All students—regardless of experience—must still demonstrate competency through the same practical and knowledge assessments

5. Student Rights & Responsibilities

At ArbTrack, we aim to create a positive and respectful learning environment for everyone. As a student, you have responsibilities to contribute to this environment, as well as rights to ensure you are supported, safe, and treated fairly. The following table outlines what is expected of you and what you can expect in return.

I Must	I Must Not	I Have the Right To
✓ Participate actively and safely in training	× Disrupt classes or behave disrespectfully	☺ Learn in a safe and inclusive environment
✓ Follow trainer instructions and safety rules	× Attend class under the influence of drugs or alcohol	☺ Be treated fairly and with respect
✓ Wear required PPE during all practical sessions	× Plagiarise or cheat in assessments	☺ Receive support for my individual learning needs
✓ Notify ArbTrack of any special support needs	× Use unsafe or unapproved equipment	☺ Access accurate and timely information
✓ Submit my own, original assessment work	× Harass, bully or discriminate against others	☺ Appeal assessment decisions and lodge complaints
✓ Respect staff, students, and property	× Ignore site safety procedures or policies	☺ Receive recognition for prior learning and experience

6. Support Services

At ArbTrack, we are committed to supporting your success through practical, flexible, and inclusive training support. If you need help at any point during your course, our team is here to assist you. We encourages learners to seek support for any personal, wellbeing, cultural, learning, or safety matter that may impact participation in training.

Academic & Trainer Support

- You can contact your trainer or our student support team via phone, email, or in person during business hours 8am – 4pm (Monday–Friday). ArbTrack aims to respond to student enquiries within two (2) business days during normal operating hours. Response times may vary during peak periods or public holidays.
- Trainers are experienced industry professionals who offer real-world guidance, mentorship, and ongoing support throughout your training.

Flexible Delivery

- Training may be adapted to suit your schedule or workplace needs.
- We deliver training in various locations and are flexible with where practical delivery occurs.

Language, Literacy and Numeracy (LLN)

- An LLN assessment is completed at enrolment to help us identify any additional support you may need.
- If LLN support is required, we may provide additional tutoring, extra time in assessments, verbal assessment options, or referrals to external services.

Digital Literacy Requirements and Support

Some courses may require learners to use basic digital technology skills, such as:

- accessing emails and online links
- completing electronic forms
- using a phone, tablet, or computer
- uploading or submitting documents online

ArbTrack will identify any digital literacy requirements prior to enrolment and discuss support options where needed.

Where appropriate, and where this does not impact training package or assessment requirements, ArbTrack may provide additional support or alternative methods such as paper-based resources for learners who experience difficulty with digital tasks.

Reasonable Adjustment

If you have a disability, medical condition or other support need affecting your participation, please speak privately with your trainer or contact ArbTrack's administration team. You can raise a need at any time, including after training has started.

We will discuss how your needs affect your learning and assessment, what has helped previously and which adjustments may assist you. You may invite a support person to this discussion.

Adjustments may include accessible learning materials, additional time or breaks, changes to the learning environment, or alternative assessment arrangements where appropriate. We will consider options with you while maintaining the required competency and safety standards.

Agreed adjustments, responsibilities and review arrangements will be recorded in a Student Support Plan. You will receive a copy of the agreed plan and any subsequent changes.

We will respect your privacy. Information will only be shared with staff who need it to arrange or provide support. Any proposed involvement of your employer or an external service will be discussed with you, and relevant consent obtained.

Active support arrangements will be reviewed with you at least every four weeks, or earlier if your needs change or an adjustment is not helping. You can contact us at any time to request a review.

If you are unsure what assistance you need, please get in touch. The ArbTrack team is here to support you throughout your training.7. Fees & Charges

ArbTrack delivers most of its training on a fee-for-service basis. You'll be advised of all course costs before you enrol, either through our marketing materials, your employer, or a direct enquiry.

For Individual Students

- You will never be asked to pay more than **$1,500** in upfront fees before training starts.
- If your course fee is more than $1,500, the balance will be due on the first day of training.
- Your place in the course is not confirmed until payment is received.
- A **24-hour cooling-off period** applies after full payment or signing the training agreement (whichever comes first). During this time, you can cancel and receive a full refund.

For Employers and Funded Enrolments

- Employers booking staff must pay the full fee as per invoice terms (usually **7 days** before course commencement).
- Some courses may be supported by state government funding. Any funded enrolments will be clearly identified.

Payment Methods

We accept:

- Direct bank transfer (preferred) or Credit Card
- Purchase order (for employers only, by prior arrangement)

Cancellations and Refunds

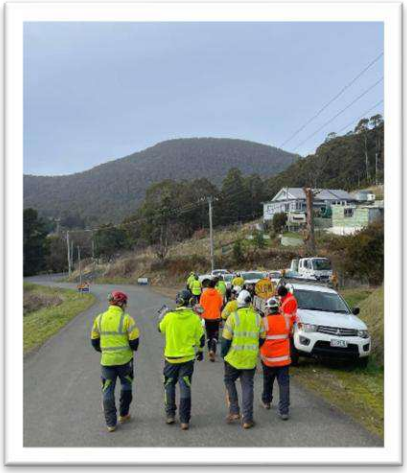
- A full refund is available where cancellation is received in writing **at least five (5) business days** prior to the course commencement date.
- Where less than five (5) business days' notice is provided, no refund will apply; however, the learner may **transfer to another course date within twelve (12) months**. Only one transfer is permitted.
- If ArbTrack **cancels or reschedules** a course, learners will be offered an alternative date or a full refund.
- Learners who **do not attend training ("no-show")** are not eligible for a refund.

If you have any questions about your fees or payment options, contact our administration team before your course begins.

8. Student Safety & Wellbeing

At ArbTrack, your safety and wellbeing are our highest priorities. We operate in high-risk environments and it's important that all students understand and follow safety procedures.

- **Risk Assessments and Safe Environments**
- Before any training session—especially practical tasks—a **Job Safety Assessment (JSA)** or **Risk Assessment** will be completed to identify any site-specific risks and how to manage them.
- First aid kits and emergency communication equipment are available at all training locations.
- Sites used for practical training are regularly inspected for safety, and trainers will check each site again on the day of training.
- You will be inducted into the safety requirements and site-specific access limitations before you begin any practical work.



Student Safety Responsibilities

- You must be in a **fit state for work** when attending training. This means being physically and mentally able to participate safely.
- If you're feeling unwell or unsafe at any time, notify your trainer immediately. You will never be forced to participate if you're not safe to do so.
- If a trainer believes your participation could pose a risk to you or others, you may be temporarily stood down until further review.

Personal Protective Equipment (PPE)

- Students are required to bring their own **PPE and climbing equipment** (if applicable). All equipment must meet **current industry safety standards**.
- Your trainer will inspect all PPE and climbing gear before it can be used in training or assessment.

Practical Assessments and High-Risk Tasks

- All practical assessments include a pre-activity safety check. These assessments may involve working at height, using chainsaws, or other high-risk tasks.
- Trainers will ensure that emergency response plans are in place and that the activity meets all safety standards.

Support for At-Risk Students

- If you are dealing with fatigue, stress, injury, or other wellbeing concerns, let your trainer know. We may offer support such as deferring assessments or liaising with your employer.
- Your privacy will be respected and handled in line with our Privacy Policy.

What You Need to Do

- ✓ Always follow safety instructions from your trainer.
- ✓ Use the correct PPE for the task.
- ✓ Speak up if you feel unsafe, unwell, or unsure.
- ✓ Report any incidents, near misses, or hazards to your trainer.

Students Under 18 Years of Age

ArbTrack welcomes learners from the age of 16 (once approved by management) and is committed to ensuring the safety and wellbeing of all students, including those under 18. The following policies and procedures apply specifically to students who are minors:

Minimum Age Requirement:

- Students must be at least 16 years of age to attend any training or assessment activities.
- Students wishing to undertake High Risk Work (HRW) Licencing (e.g., WP EWP) must be at least 18 years old, as mandated by WorkSafe Victoria.

Parental and Employer Involvement:

- If a student is under 18 and has been enrolled by an employer, ArbTrack maintains open communication with parents/carers and/or the workplace supervisor as appropriate.
- Employers must notify the RTO at the time of booking if a candidate is under 18 so child safety procedures can be enacted.

Child Safety Commitments:

- ArbTrack follows the *National Principles for Child Safe Organisations* and has clear procedures to create a safe learning environment across all delivery modes—face-to-face, practical and online.
- Staff involved in training minors are required to hold a valid Working With Children Check (or equivalent), and receive child safety training during induction and team meetings.

Supervision and Safety:

- Risk assessments are conducted with additional considerations for students under 18.
- Trainers are instructed never to be alone with a student under 18 unless it is unavoidable and must be recorded.
- All concerns or disclosures related to safety are to be reported immediately to the RTO Manager or CEO and managed in accordance with ArbTrack's incident reporting procedures.

Student Support and Participation:

- Students under 18 are informed of their rights and who to contact if they have a concern during course orientation.

For more information or if you are under 18 and have questions about your course, please speak with your trainer or contact the RTO Manager directly.

Diversity, Inclusion & Wellbeing

ArbTrack is committed to creating an inclusive, respectful, and supportive learning environment where every learner is valued. We embrace diversity and uphold the right of all students to access high-quality training regardless of background, identity, or personal circumstance.

Discrimination and Harassment

Discrimination, harassment, and bullying have no place at ArbTrack. We actively promote a safe learning environment free from:

- Unlawful discrimination (e.g. race, gender, disability, age)
- Sexual harassment or unwanted behaviour
- Bullying or intimidation
- Vilification or victimisation

All staff and learners are expected to respect others, behave professionally, and speak up about any inappropriate conduct.

Complaints or concerns can be reported through informal channels or via our formal *Complaints and Appeals* process. All reports are treated confidentially and without victimisation.

First Nations Student Commitment

Aboriginal and Torres Strait Islander peoples are acknowledged as the First Peoples of Australia, with continuing connections to Country, culture, and community.

ArbTrack is committed to providing a culturally safe, respectful, and inclusive learning environment for First Nations students and staff. We recognise that Aboriginal and Torres Strait Islander peoples may experience barriers to accessing vocational education and training and are committed to supporting equitable access, participation, and outcomes.

We will:

- Treat First Nations cultures, knowledge, and communities with respect
- Foster an environment where learners feel safe, valued, and supported
- Promote inclusive practices that support participation and success for all learners

Through these commitments, ArbTrack aims to contribute to a fairer and more inclusive training environment for all Australians.

Wellbeing and Support

Because ArbTrack specialises in high-risk training environments, your physical and psychological wellbeing is a top priority. We define wellbeing as the ability to safely and successfully participate in your training and assessment activities.



If needed, we may work with your employer to ensure additional support is provided.

If You Need Help

Let your trainer or ArbTrack staff know as early as possible if you require support. We will respect your privacy and help you explore available options such as:

- Modified training plans
- Additional time
- Reasonable adjustment (where safe and compliant)
- Referral to appropriate support services

We encourage all students to ask questions, seek support, and be active participants in their learning journey.

9. Complaints & Appeals

ArbTrack encourages feedback and is committed to resolving any complaints or appeals in a fair and timely manner. If you are not satisfied with a service, staff conduct, assessment outcome, or another decision, you are entitled to raise a concern without fear of disadvantage.

How to Make a Complaint

A complaint may be submitted regarding:

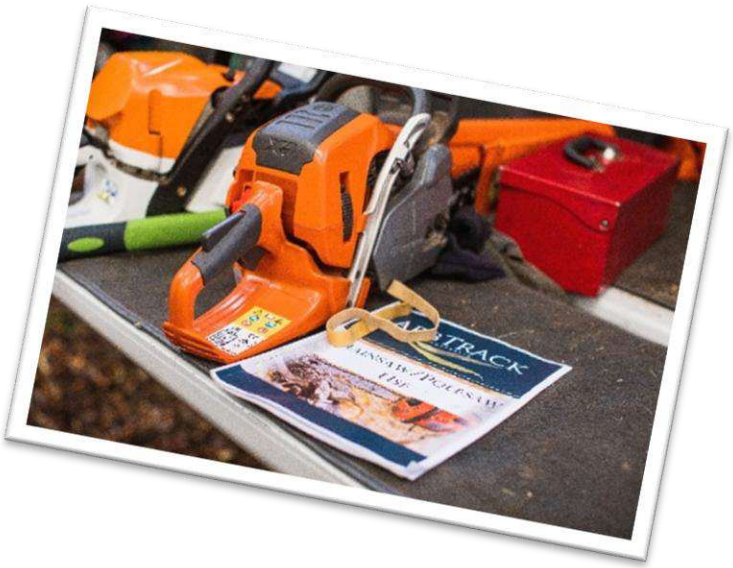
- the conduct of the RTO, its staff, trainers, assessors or third parties;
- another learner;
- training, assessment, enrolment or administrative services; or
- any other matter relating to the operations of the RTO.

Formal complaints must be submitted in writing using the Complaints and Appeals Form available via the ArbTrack website: **ArbTrack Complaints and Appeals Form**

The form may also be requested directly from administration.

Completed forms and supporting evidence are submitted electronically through the online form. Where a person is unable to access the form electronically, ArbTrack will provide reasonable assistance or an alternative submission method upon request.

All complaints will be acknowledged within two (2) business days and managed in accordance with procedural fairness principles.



Appealing a Decision

An appeal is a request for reconsideration of a decision made by ArbTrack, including but not limited to:

- assessment outcomes;
- recognition or credit transfer decisions;
- administrative decisions; or
- outcomes arising from a complaint.

Appeals must:

- be submitted in writing using the Complaints and Appeals Form;
- clearly outline the grounds for the appeal; and
  include any supporting evidence relevant to the matter.
- Appeals should be lodged within 20 working days of the original decision being communicated.
- You'll be invited to a meeting to discuss the issue. A final outcome will be provided in writing.

Review and Outcome

- All complaints and appeals will be reviewed by the CEO or delegated representative.
- Written outcomes, including reasons for the decision, will generally be provided within five (5) working days where practicable.
- Where resolution cannot be achieved within 60 calendar days, the complainant or appellant will be informed in writing and provided with progress updates.
- Learners may be accompanied by a support person during any meeting relating to a complaint or appeal.

Next Steps

If a complainant or appellant is dissatisfied with the outcome of the internal process, they may seek assistance from an external and independent dispute resolution or support service. Information regarding relevant external organisations, including mediation services, the National Training Complaints Hotline and the Australian Skills Quality Authority (ASQA), is available within *Appendix A – Student Support Services Directory of this handbook.*

10. Certification

ArbTrack issues certificates in line with the Standards for NVR Registered Training Organisations 2025 and accompanying Compliance Requirements. Depending on the type of training you complete, you may receive one of the following:

1. Statement of Attainment or Qualification (Accredited Training)

You will receive a formal certificate (AQF Qualification or Statement of Attainment) when:

- You have been assessed as *competent* in all required units.
- You have provided a verified **USI** (Unique Student Identifier).
- All fees have been paid or an approved payment plan is in place.

These certificates are nationally recognised and will be emailed to you within **2 business days**, or up to **30 calendar days** where processing is delayed. Printed copies are available on request.

2. Certificate of Completion (Non-Accredited Training)

If you complete a short course or internal training that is **not nationally accredited**, you will receive a **Certificate of Completion**. This recognises your participation and effort but does **not** represent a formal qualification. Certificates of Completion are typically provided via email after training.

In both instances, where an employer has enrolled an employee on their behalf, they will also receive a copy of the certificate/s.

Reissuing Certificates

If you misplace a certificate (accredited or non-accredited), you can request a replacement by contacting ArbTrack. We'll verify your details before reissuing the document by email.

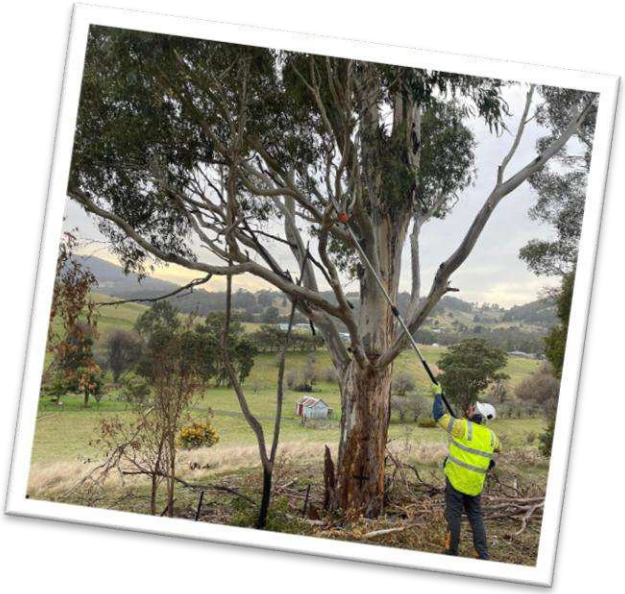
11. Feedback & Improvement

At the end of your training, you'll be invited to complete a short feedback form or survey. This is your chance to share what worked well, what could be improved, and anything else you'd like us to know about your experience.

We use student feedback to:

- Improve training delivery and materials
- Support our trainers and assessors
- Make your learning environment even better

All feedback is welcome — positive or constructive — . If something urgent comes up during your course, don't wait! Speak with your trainer or contact the RTO directly.



12. Privacy & Confidentiality

Your Information
ArbTrack is committed to protecting your personal information in line with the *Privacy Act 1988*. We only collect information necessary for your training and assessment and keep it safe and secure. This includes your name, contact details, USI, date of birth, and any information relevant to your enrolment or licensing course.

Accessing Your Records
You can request access to your student records (such as certificates or academic history) at any time by contacting ArbTrack. We'll ask for some details to confirm your identity before providing details.

When Employers Can Access Records
If your employer has enrolled and paid for your training, they may be given access to records such as your attendance, completion status, or certification—unless you advise us otherwise in writing.



Media Consent
Photos or videos taken during training may be used for promotional or educational purposes, but only with your written consent. You can opt in or out during your enrolment process or by contacting us directly.

Third-Party Access
We do not share your personal information with third parties unless:

- Required by law, or
- You give us written permission.

For example, your information may be shared with:

- WorkSafe Victoria (for licensing),
- Australian Skills Quality Authority (ASQA)
- The National Centre for Vocational Education Research (NCVER), or
- Government funding bodies.

If you have questions about your privacy or wish to change your consent, please contact the RTO directly.

13. Changes to Training, Ownership or RTO Operations

ArbTrack is committed to keeping students informed about any important organisational changes that could affect your training. These changes might include:

- A change to the training you are enrolled in (e.g. if the course is replaced or updated)
- Changes in ownership or leadership of the RTO
- Relocation of training venues or delivery methods
- Teach-out periods for superseded or expired training products

If your training product is replaced or no longer offered, ArbTrack will ensure you are either able to complete your training within the allowed timeframe or provided with support to transition to a new course.

Should ArbTrack undergo any significant change—such as changes in ownership or if it is no longer able to deliver training—we will notify affected students as soon as practicable and outline your available options.

You will always be supported to continue, complete, or transfer your training where possible.



APPENDIX A - STUDENT SUPPORT SERVICES DIRECTORY

At ArbTrack, we know that successful learning doesn't happen in isolation. We've compiled a list of trusted national and state-based support services that are free or low-cost and available to help you when you need it. Whether you're looking for personal support, study assistance, legal advice, or mental health services, there's always someone you can reach out to.

General Wellbeing and Mental Health		
Service	**Description**	**Contact**
Lifeline	Crisis support, mental health, suicide prevention	13 11 14 www.lifeline.org.au
Beyond Blue	Mental health support and resources	1300 22 4636 www.beyondblue.org.au
Headspace	Mental health & wellbeing for people aged 12–25	www.headspace.org.au
MensLine Australia	Support for men (mental health, relationships, etc.)	1300 78 99 78 www.mensline.org.au
13YARN	24/7 culturally safe crisis support service.	13 92 76
Yarning SafeNStrong	Confidential wellbeing and counselling support service.	1800 959 563 www.vahs.org.au
Brother to Brother	24/7 emotional wellbeing and crisis support service for men.	1800 435 799 www.dardimunwurro.com.au

Education & Training Support (including complaints and appeals)		
Service	**Description**	**Contact**
ASQA	National regulator for VET sector	1300 701 801 www.asqa.gov.au
Resolution Institute	Dispute resolution	1800 651 650 infoaus@resolution.institute
National Training Complaints Hotline	Report unfair training experiences or issues with an RTO	13 38 73 www.dese.gov.au
Victorian Skills and Jobs Centres	Free career advice, resume help, and referral services	www.skills.vic.gov.au
Reading Writing Hotline	Free support for adults needing help with reading or writing	1300 655 506 www.readingwritinghotline.edu.au

Industry & Workplace Safety Support		
Service	**Description**	**Contact**
WorkSafe Victoria	Workplace safety information, injury support, OHS laws, incident reporting	1800 136 089 www.worksafe.vic.gov.au
Safe Work Australia	National workplace health and safety guidance and codes of practice	www.safeworkaustralia.gov.au
Electrical Safety Victoria	Safety advice and licensing info for electrical workers and vegetation workers	1800 815 721 www.esv.vic.gov.au
Victorian Equal Opportunity & Human Rights Commission	Help with workplace discrimination or bullying	1300 292 153 www.humanrights.vic.gov.au
Fair Work Ombudsman	Workplace rights, pay, conditions, and employer obligations	13 13 94 www.fairwork.gov.au

Appendix B – Glossary of Terms

AQF
Australian Qualifications Framework – the national system for recognised training and qualifications in Australia.

Assessment
The process of determining if you have the required skills and knowledge to meet the outcomes of a unit of competency.

ASQA
Australian Skills Quality Authority – the national regulator for RTOs.

Competency-Based Training
A training model where you must demonstrate specific skills and knowledge to a set standard, regardless of time taken.

Credit Transfer
Recognition of equivalent units you've already completed through another RTO.

High Risk Work (HRW)
Work involving significant safety risks, such as operating EWPs or working at heights. Requires specific licensing.

JSA / Risk Assessment
Job Safety Analysis – a structured assessment of site-specific hazards and control measures prior to work.

LLN
Language, Literacy and Numeracy – basic reading, writing, speaking and maths skills needed to participate in training.

Nationally Recognised Training
Accredited training that leads to formal certification, such as a Statement of Attainment or Qualification.

Non-accredited Training
Training that does not lead to a nationally recognised qualification or unit of competency.

PPE
Personal Protective Equipment – safety wear required for practical training, such as head, eye and hearing protection.

RPL
Recognition of Prior Learning – assessment of skills and experience gained through work or other learning.

RTO
Registered Training Organisation – a provider authorised to deliver nationally recognised training.

Statement of Attainment
A certificate issued when you complete one or more accredited units but not an entire qualification.

Transition
The process of moving from a superseded course to a new version, ensuring your training remains current.

USI
Unique Student Identifier – a government-issued number required for all nationally recognised training.

My Notes:

ARB TRACK
AUSTRALIA