Terms of Service

All Trades and Compliance | RTO Code: 32398

Policy area	Governance — Website and Online Services
Standards	Privacy Act 1988 (Cth); Australian Consumer Law; Outcome Standards and Compliance Requirements for RTOs 2025
Responsibility	CEO
Classification	Public
Version	Version 2.0
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Overview

This website is operated by All Trades and Compliance (ATC), the trading name of Master Mechanics Training Pty Ltd, Registered Training Organisation (RTO) Code 32398. Throughout this website, the terms ATC, we, us and our refer to All Trades and Compliance.

ATC provides vocational education and training (VET) services, including nationally recognised training and assessment, qualifications, Statements of Attainment and related educational services within its approved scope of registration.

These Terms of Service govern your access to and use of the ATC website, online resources and services made available through the website. By accessing or using our website or engaging with our services, you agree to comply with these Terms and any applicable additional terms, policies and conditions.

Please read these Terms carefully. If you do not agree with them, you should discontinue using the website. Enrolment in training and assessment is also subject to the applicable enrolment terms, course requirements, Student Handbook and relevant ATC policies.

ATC may update these Terms from time to time by publishing a revised version on its website. Changes will apply as permitted by law. Where required, ATC will notify affected users of significant changes.

1. Section 1 – Website and Service Use

You must use the ATC website and services lawfully and in accordance with these Terms.

You must not:

- Use the website or services for unlawful, fraudulent or unauthorised purposes.
- Provide false, misleading or inaccurate information.
- Interfere with the security, functionality or operation of the website or associated systems.
- Upload or transmit malicious software, viruses or other harmful code.
- Attempt to gain unauthorised access to ATC systems, accounts, information or resources.
- Misuse ATC's training materials, assessment resources or intellectual property.

You are responsible for ensuring that the information you provide to ATC is accurate and current.

Section 2 – General Conditions

ATC reserves the right to restrict or refuse access to its website or services where reasonably necessary, subject to applicable law and any contractual or regulatory obligations.

You must not copy, reproduce, distribute, sell, modify or commercially exploit ATC website content, training resources or other materials without prior written permission, except where permitted by law.

Headings in these Terms are provided for convenience and do not affect the interpretation of the provisions.

Section 3 – Accuracy and Currency of Information

ATC endeavours to ensure that information published on its website is accurate, current and relevant. However, information may occasionally contain errors, omissions or outdated details.

Website content is provided for general information and should be read alongside the applicable course information, enrolment documents and formal advice provided by ATC.

ATC may update website content, course information, resources and service descriptions when necessary. Where changes affect enrolled students or contracted services, ATC will manage those changes in accordance with applicable legal, regulatory and contractual requirements.

If you require clarification about a course, qualification, entry requirement or training service, please contact ATC before making a decision or proceeding with enrolment.

Section 4 – Changes to Services and Fees

ATC may revise its website, services, course offerings and published fees from time to time.

Any changes to course availability, fees, delivery arrangements or other material conditions will be managed in accordance with applicable legislation, consumer rights, enrolment terms and contractual obligations.

Where a fee has been agreed or paid, ATC will apply the relevant terms and conditions and applicable refund or cancellation requirements.

ATC will not rely on these Terms to exclude rights or obligations that cannot lawfully be excluded.

Section 5 – Training and Assessment Services

ATC delivers vocational education and training in accordance with its scope of registration, applicable VET requirements and relevant legislation.

Course information may specify:

- Qualification or unit requirements.
- Entry requirements and prerequisites.
- Training and assessment arrangements.
- Delivery locations, methods and schedules.
- Required equipment, resources and personal protective equipment.

- Fees, payment arrangements and applicable refund conditions.
- Assessment, reassessment and completion requirements.
- Recognition of Prior Learning (RPL) and credit transfer arrangements.

Students must meet the applicable course and assessment requirements to achieve a qualification or Statement of Attainment. Enrolment does not guarantee successful completion or the issuance of a qualification.

Where ATC engages an approved third-party provider to deliver authorised services, ATC retains responsibility for its obligations as the registered training organisation. Students must comply with applicable ATC requirements and any relevant workplace or delivery-site procedures.

Qualifications and Statements of Attainment will be issued in accordance with applicable requirements and confirmed assessment outcomes.

Section 6 – Enrolment and Account Information

Students and other users must provide complete, accurate and current information when applying for enrolment, registering for online services or engaging with ATC.

You must promptly notify ATC of changes to your contact details or other information relevant to your enrolment or participation in training.

ATC may request supporting documentation to verify identity, eligibility, entry requirements, prerequisites, previous qualifications or other information relevant to training and assessment.

Enrolment applications may be declined or placed on hold where requirements have not been met or further information is required, subject to applicable legal and regulatory obligations.

Fees, payment arrangements, cancellations and refunds are governed by the applicable enrolment terms and ATC's relevant policies.

Section 7 – Third-Party Services and Tools

ATC may use third-party platforms, learning management systems, online tools and other services to support enrolment, training, assessment, communication and administration.

Access to these services may be subject to additional terms and conditions imposed by the relevant provider.

ATC will take reasonable steps to manage third-party arrangements in accordance with its obligations. However, the availability and functionality of external systems may depend on the relevant provider.

Users must comply with applicable terms and use these systems responsibly.

Section 8 – External Links

The ATC website may contain links to external websites, resources or services operated by third parties.

These links are provided for convenience or informational purposes. Unless expressly stated otherwise, ATC does not control external websites and is not responsible for their content, accuracy, availability or privacy practices.

You should review the relevant third party's terms and privacy policy before using its website or services.

This provision does not exclude any liability or consumer rights that cannot lawfully be excluded.

Section 9 – Feedback, Comments and Submissions

ATC welcomes feedback, suggestions and comments about its website, training and assessment services.

When providing feedback or submitting material, you must ensure that it is lawful, accurate to the best of your knowledge and does not infringe another person's rights.

ATC may use feedback to review and improve its services, subject to applicable privacy, confidentiality and intellectual property requirements.

Personal information provided through feedback or other submissions will be managed in accordance with ATC's Privacy Policy.

ATC will manage complaints and appeals in accordance with its relevant policies and procedures. Providing a complaint or feedback will not, by itself, result in unfair treatment or disadvantage.

Section 10 – Personal Information and Privacy

ATC collects, uses, stores and discloses personal information for legitimate purposes associated with its operations, including enquiries, enrolment, training and assessment, student support, certification, regulatory reporting and quality assurance.

Personal information will be handled in accordance with applicable privacy legislation, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles, where applicable, and ATC's Privacy Policy.

Information may be disclosed to authorised third parties, government agencies, regulators, the National Centre for Vocational Education Research (NCVER) and other relevant organisations where required or permitted by law, or where otherwise authorised.

Further information about how ATC manages personal information, including access and correction requests, is available in the ATC Privacy Policy.

Section 11 – Errors, Inaccuracies and Omissions

ATC may correct errors, inaccuracies or omissions in website content, course information, service descriptions or published fees.

Where an error affects an enrolment, payment, contractual arrangement or a student's rights, ATC will address the matter in accordance with applicable legislation, consumer protections and relevant agreements.

Nothing in these Terms permits ATC to disregard its legal obligations or a student's applicable rights.

Section 12 – Prohibited Conduct

You must not use the ATC website, systems or services to:

- Breach any applicable law or regulation.
- Harass, threaten, intimidate or discriminate against another person.
- Submit fraudulent, misleading or deliberately false information.
- Infringe copyright, trademarks or other intellectual property rights.
- Access, collect or disclose another person's personal information without authority.
- Upload malicious code or interfere with the operation or security of ATC systems.
- Copy, distribute or misuse confidential training, assessment or student materials.
- Engage in conduct that compromises the integrity of training, assessment or student records.

ATC may investigate suspected breaches and take proportionate action where appropriate, subject to applicable policies, procedural fairness and legal requirements.

Section 13 – Disclaimers and Limitation of Liability

ATC takes reasonable steps to provide reliable website information and training-related services. However, uninterrupted access to websites, online platforms and external systems cannot always be guaranteed.

To the extent permitted by law, ATC is not responsible for loss arising from circumstances beyond its reasonable control or from a user's unlawful or improper use of its website or services.

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, statutory right, remedy or liability that cannot lawfully be excluded or limited under Australian law.

Where ATC is permitted by law to limit liability, any limitation will apply only to the extent legally permitted and consistent with applicable contractual and statutory obligations.

Section 14 – Indemnification

You are responsible for losses arising from your unlawful conduct, infringement of another person's rights or breach of these Terms, to the extent that you are legally responsible for those losses.

Nothing in this section requires you to indemnify ATC for loss or liability attributable to ATC's own conduct where such an obligation would be unlawful or unenforceable.

Section 15 – Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision will be interpreted or limited to the extent necessary, where legally permitted.

If it cannot be made enforceable, it will be severed without affecting the validity of the remaining provisions.

Section 16 – Suspension and Termination

ATC may suspend or restrict access to its website or online services where reasonably necessary, including in response to suspected security breaches, unlawful activity or a material breach of these Terms.

Any action affecting a student's enrolment, participation in training or access to services will be managed in accordance with applicable legislation, contractual obligations and ATC policies, including any relevant review, complaint or appeal processes.

Termination or suspension of access does not remove any rights or obligations that accrued before the relevant date or that continue under applicable law or agreement.

Section 17 – Entire Agreement

These Terms govern the use of the ATC website and related services within their stated scope.

Where applicable, they operate alongside the relevant enrolment terms, course information, Student Handbook, privacy and other policies, and any separate written agreement.

If there is an inconsistency, the applicable legislation and regulatory requirements will prevail. The relevant written agreement or policy will apply according to its terms and legal effect.

Nothing in these Terms overrides a statutory right or obligation.

Section 18 – Governing Law

These Terms are governed by the laws applicable in Queensland, Australia, and any applicable Commonwealth laws.

Any dispute will be dealt with in accordance with applicable laws and the relevant complaint, dispute resolution or legal processes.

Section 19 – Changes to These Terms

ATC may review and update these Terms from time to time to reflect changes to its services, operations, policies or legal and regulatory requirements.

The current version will be published on the ATC website, together with an effective date or version number where appropriate.

Users should review these Terms periodically. Where changes materially affect existing students or contractual arrangements, ATC will provide notice where required and manage the changes in accordance with applicable obligations.

Contact All Trades and Compliance

For enquiries about these Terms of Service, please contact ATC through the contact details published on the official website.

Contact	Details
Organisation	All Trades and Compliance — trading name of Master Mechanics Training Pty Ltd
RTO Code	32398

Contact	Details
ABN	27 109 145 388
Website	www.alltradesco.edu.au
Email	support@alltradesco.edu.au
Location	Warana, Queensland