

Apart from the Industry Specific Induction, all induction requirements are available online through Arrow's learning portal The Learning Space. The portal which provides 24/7 access to online courses and tracks your completed learning.

There is a minimum of 3 modules that you must complete:

- Arrow HSE Online Induction (Refreshed every 3 years)
- Arrow Facility & Field Site Specific Induction
- Arrow Energy Land Access Induction (Refreshed yearly)

Depending on your engagement with us there may be additional induction requirements for you to complete but you will be informed by your Arrow representative (usually your contract holder) for those additional training requirements.

You will need to self-register and create a user profile for the Learning Space before starting any training.

Please remember your username and password and save the website as a favourite so that you can log in again.

Once your profile is set up, you will be taken directly to your personal Welcome page where you can access the training courses.

It is your responsibility to ensure you have completed your online induction requirements prior to accessing an Arrow Energy controlled site. If you have not completed these or cannot provide your Arrow Energy Land Access Induction card or printed training record, you will not be able to conduct any work activities.

Ensure you have access to a printer to print your Arrow Energy Land Access Induction card/training record.

Need help?



In the event of issues accessing the Learning Space or completing an online training course, contact Arrow ICT Service Desk on +61 7 3012 4848 (press 8) for assistance.

Please note: Other technical issues must be addressed by your company IT department.

If you have forgotten your password, click the link on the website to [reset your password](#).

The password reset email will most likely go to your JUNK email box, so please check there within 15-30 mins.

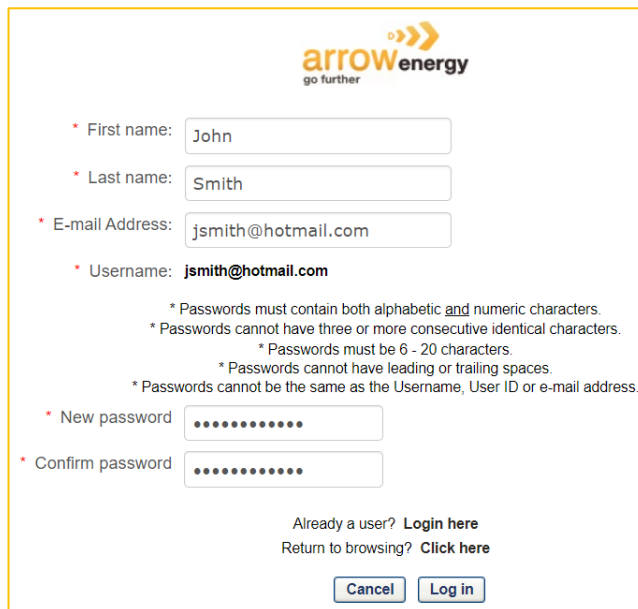
Note: if you don't receive an email within 24 hours to reset your password, please email [Arrow Training](#) as your user account may be inactive.

STEP 1: SELF REGISTRATION AND ACCESS

1. For first time registration and access go to <https://www.arrowenergy.com.au/suppliers-contractors/supplier-portal/contractor-training-and-site-access-requirements>.
2. Under **Online learning portal** click the link to '[self-register and access for the first time](#)'.
3. Complete the form and click the '**Log in**' button.

Your training profile will be created, and you will be automatically logged in and ready to start your online training.

Note: save your log in details somewhere you remember.



The screenshot shows a registration form for Arrow Energy. At the top is the Arrow Energy logo with the tagline 'go further'. The form contains the following fields and text:

- * First name:
- * Last name:
- * E-mail Address:
- * Username:

Below the fields are several password requirements:

- * Passwords must contain both alphabetic and numeric characters.
- * Passwords cannot have three or more consecutive identical characters.
- * Passwords must be 6 - 20 characters.
- * Passwords cannot have leading or trailing spaces.
- * Passwords cannot be the same as the Username, User ID or e-mail address.

At the bottom of the form are two password fields:

- * New password:
- * Confirm password:

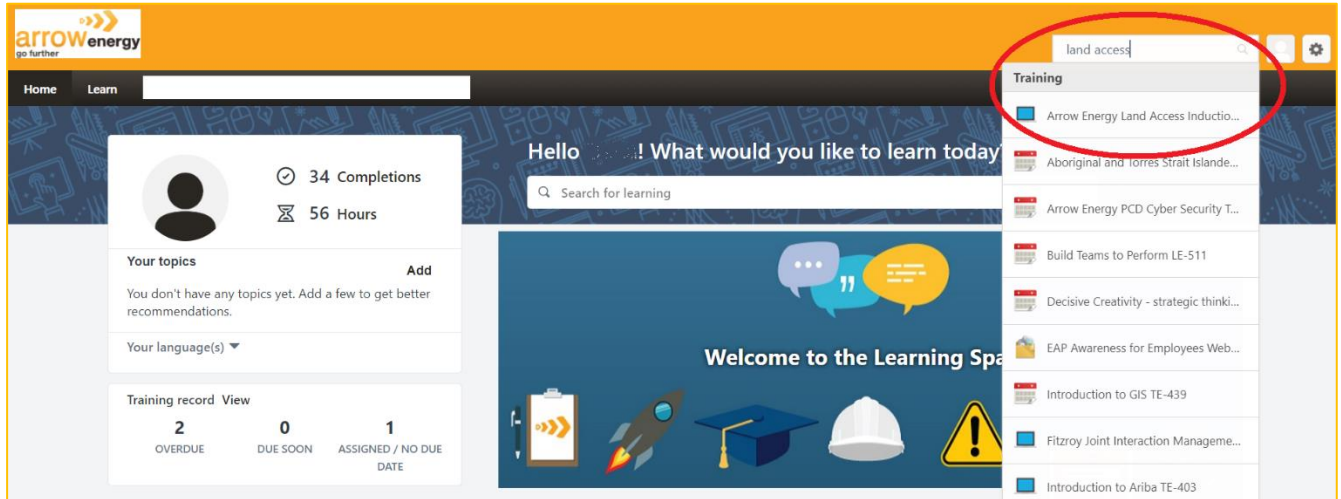
Below the password fields are two links: "Already a user? [Login here](#)" and "Return to browsing? [Click here](#)". At the very bottom are two buttons: "Cancel" and "Log in".

Returning User

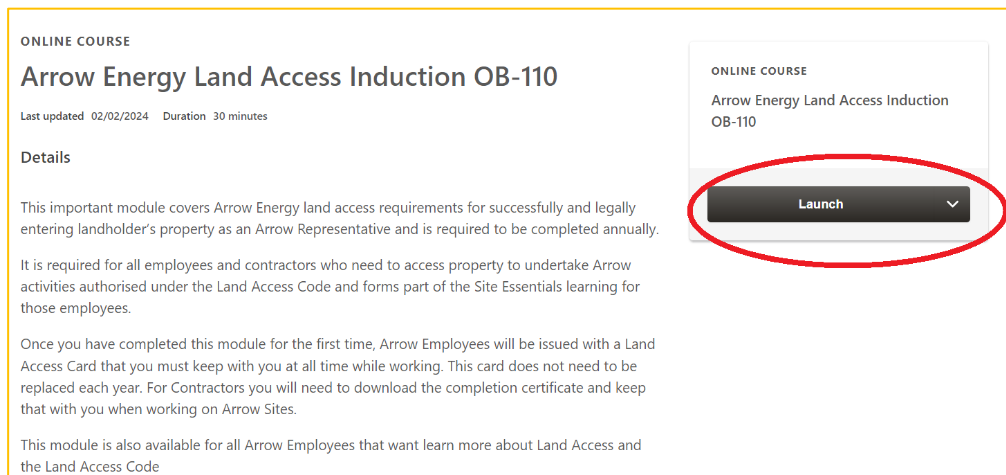
Once you have registered, you can access and log in to the Learning Space site here:
<https://arrowenergy.csod.com/>

STEP 2: COMPLETE ONLINE TRAINING

1. Search for the name of the training course you need to complete using the **Search** bar in the top right corner.



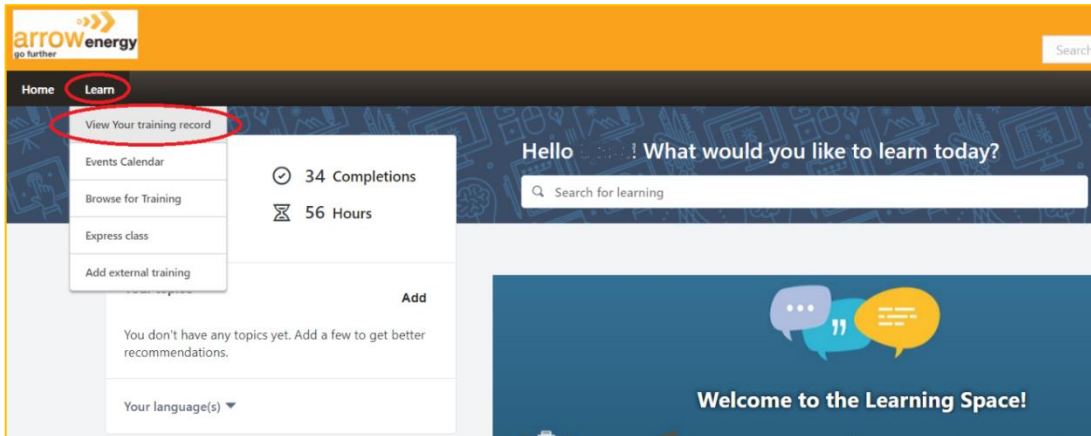
2. From the search list, click on the course name. The course details page will open.
3. Select the **'Launch'** button. The course will now be assigned to you to complete.



If you need to leave the training and re-access the course later:

4. If you need to leave the course before finishing - close the window. You can re-launch the course from **'View Your training record'**.

5. Select **Yes** to resume where you left off.



STEP 3: PRINT INDUCTION CARD/COMPLETED TRAINING RECORD

1. Go to **Learn** then '**View Your training record**'.
2. Under 'Filter by Training Status' select **Completed**.
3. Find the training course name and select '**View certificate**' to print a copy.

