

Course and Unit Extension Requests Explained

At StaySafe Industry Training, we understand that life can sometimes get in the way of your studies. If something is preventing you from completing your unit or qualification within the expected timeframe, we're here to help.

We aim to provide a flexible and supportive learning environment, and we have procedures in place to manage extension requests fairly and reasonably.

How to Request an Extension

To request an extension:

- Complete and submit the [Extension Request Form](#) via our online platform or by clicking on the 'extension request form' link.
- Be sure to provide detailed information about your circumstances to help us assess your request properly.

Processing Time: Please allow up to **7 business days** for your request to be reviewed. You'll receive a written response and may be asked to sign an updated declaration agreeing to your new completion date.

Key Information About Extensions

- **Requests are assessed on a case-by-case basis.** Extensions are *not* guaranteed.
- **Submit your request early.** The sooner we know, the better we can help.
- **You may suggest a new timeframe,** but we'll review this based on your situation and course requirements.

Factors We Consider

We take into account various factors when reviewing your request, including:

- Whether you are receiving **Construction Skills Queensland (CSQ)** funding
- Your **enrolment and unit start date**
- **Progress** made in your course so far
- Your **activity on the platform** (logins, time spent, submissions)
- Whether we've had **difficulty contacting you** via SMS, phone, or email

Extension Fees

- Your **first extension** is free.
- If you require **additional extensions**, a fee of **\$100 per unit per month** will apply.

If Your Request Is Not Approved

If your extension is not granted, your enrolment will be managed according to our **Enrolment Terms and Conditions**.

Need Help? Contact Us

If you have questions or need support, we're here to help!

- **Live Chat:** Instant support via our website

- **Phone:** 0432 296 834
- **Email:** contact@staysafeindustrytraining.com.au