

Refund policy and procedure

At Staysafe Industry Training, we prioritise flexibility and recognise that every student learns differently and at their own pace. We understand that each learning journey is unique, and we aim to support that while also maintaining a sustainable and fair operational structure.

Our refund policy has been carefully developed to reflect this balance. It is designed to be fair, transparent, and easy to understand—ensuring students know their rights and responsibilities from the start.

Terms & Conditions are as follow:

Cooling-Off Period

You are entitled to a 10-day cooling-off period from the earlier of your first login, first unit access or submission. If you withdraw during this time, you will receive a refund of course fees paid less a 20% administration fee, which covers enrolment, withdrawal and refund processing and administrative handling.

To initiate a refund during the cooling-off period, students must complete the online Withdrawal and Refund Request Form, available on the StaySafe website under the Student Services tab.

Student Withdrawals (Post-Enrolment)

To formally withdraw from a course, students must submit an Online Withdrawal Form. Refunds outside the cooling-off period are assessed in accordance with this policy and applicable consumer rights. Scenarios that may lead to a student withdrawal include:

- Enrolling in the same course with another RTO while still enrolled with StaySafe;
- Experiencing serious illness or personal hardship that prevents course participation (refer to Deferral Policy);
- Being within the 10-day cooling-off period;
- Being outside the 10-day cooling-off period (refer to Change of Mind Policy);
- Having already completed the unit(s) through another RTO but failing to verify their USI or certificates before enrolling
- Experiencing work commitments that prevent engagement (refer to Deferral and/or Extension Request Policies)
- Withdrawing due to change of mind after the cooling-off period (no refund applicable).

Click on this link to complete a formal [withdrawal](#) form your course.

Student Withdrawal by the RTO

StaySafe may withdraw a student where:

- The course or unit due date has passed with no contact or progress.
- Reminders have been sent with no response.
- There is no activity for over 1 month.
- The student has not responded to SMS or email communication.

Withdrawals may appear on the student's USI transcript, and no refund will be issued.

No Pro Rata Refund After Commencement

No pro rata refund will be provided in the following circumstances:

- The student has commenced a unit (e.g. by accessing learning materials, submitting assessments, or engaging with the course).
- A unit has been partially completed, regardless of final result or outcome.
- Marking or assessment has occurred, whether by an assessor or system.
- Multiple units have been commenced and not completed due to change of mind or personal choice.

Procedure – Withdrawal After Unit Commencement

Where a student has commenced but not completed a unit (see Withdrawals by the RTO), no pro rata refund will apply.

Withdrawal from a course or units may be recorded on the student's USI transcript in accordance with national reporting requirements.

If a student withdraws after completing one or more units, the RTO will issue a Statement of Attainment for any units that have been successfully completed and assessed as competent. This applies to partial completions of qualifications or stand-alone units.

Deferral Policy

Students who experience extenuating circumstances — such as illness, personal hardship, or unexpected work commitments — may request to defer their course.

To apply for a deferral, students must formally notify the RTO by completing a Deferral Request Form, available on the StaySafe website under the student services tab.

Deferrals are granted at the discretion of the RTO and may be subject to conditions or supporting documentation. Students are encouraged to contact the RTO as early as possible to avoid withdrawal or loss of access to their course.

How to Request a Refund

All refund requests must be submitted using the online refund request form under the student services tab or the policies tab on the student login page:

Please include:

- Your full name
- Course to withdraw from
- Reason for refund request
- Any supporting evidence (if applicable)
- Bank details
- Terms and conditions declaration
- Submit form

Click on this link to start the [refunds](#) process.

Processing Time

Approved refunds will be processed within 14 business days from the date your written request is received and approved.