Student training and technical support

Enrolment Notifications – What to Expect

Once you enrol in a course with StaySafe Industry Training, you will receive the following:

- A **welcome email and SMS** confirming your enrolment

- A **login link** to access your course

- Links to our **policies** and the **Student Handbook** on the StaySafe website

- An **introduction email** with your **trainer and assessor's contact details** (mobile number and email address)

These notifications help you get started smoothly and know who to contact for support.

Devices You Can Use to Access Your Course

You can access StaySafe Industry Training courses on a variety of devices, including:

- **Android or iPhone**
- **iPad or tablet**
- **Laptops and desktop computers**

Please note:
Some tasks may have limitations when using a mobile phone — for example, you might not be able to upload a **PDF document** directly into the task.

If this happens, simply **email the PDF to your trainer**, and they can upload it for you.

Webcam Use in Course Tasks

At StaySafe, webcam use is **optional** for course tasks. This means you can still participate in the course without allowing camera access. If you do allow webcam the system will take a photo of you answering each question.

If you're having webcam issues:

- **Check that your browser has permission to access your webcam**
- You can test your camera using a free tool like **webcammictest.com**

Trouble Logging In or Technical Issues?

If you're having trouble logging in, here are some things to check:

1. **Double-check your login details** – Most login issues are due to typos in your email or password
2. **Make sure your email address is correct** – It must match the one on your profile
3. **Forgot your password?** Use the **'Forgot Password'** link on the login page
4. Still stuck? We can:
   - Send you a **password reset email**, or
   - Set a **temporary password** for you
5. **Check your browser and device:**
   1. If you're using an outdated browser or device, it may cause login issues
   2. Try updating your browser or switching to a different one (e.g. Google Chrome)

Confirming enrolment

Important: Once you make payment, a red **'Enrol Now'** button will appear on your **Thank You** page.

You must click this button to finalise your enrolment. If you close the window or don't click the button, you won't be enrolled automatically. In this case, please contact our team so we can complete your enrolment manually.

As administrators, we can also check your login history to see:

- Device and operating system used
- Browser version
- IP address and location (to help identify any unusual activity)

Timely Assessment Marking

Assessments will be reviewed and marked:

- **Within 10 business days** of submission for all course tasks, unless otherwise advised.
- Students will be notified if delays occur due to high volume or assessor availability.

Students have the right to:

- **Email or message support** and receive a response within **3-5 business days**;

- Request **clarification or assistance** with course content, assessments, or technical access.

Support hours

Student support is available Monday to Friday during business hours, outside of business hours support will be made by appointment.

Student support is not available Saturday and Sunday, if you SMS or email the trainer over the weekend with an issue, it will be responded to on the Monday of the business week, during business hours.

General guidance for training and technical support timeframes

We aim to respond to technical support requests as quickly as possible. While we have general timeframes for responding, we understand how important it is for you to keep learning without delays.

If you're having trouble accessing your course or completing a task, we'll do our best to **respond immediately** and get you back on track. Contact the staysafe admin team.

- **Minor issues** (e.g. course access problems, errors in content):
  Should be resolved **within 5–10 business days**.
- **Major issues** (e.g. HTML links not working, Word or PDF templates not accessible):
  Should be addressed **urgently**, typically within **10–15 business days**, or sooner depending on the impact on the student.
- If the issue **can't be resolved quickly**, the RTO should still respond **promptly** (ideally within 3–5 business days) to acknowledge your concern and explain the next steps.

Having Trouble Opening Files?

At StaySafe, we do our best to make sure all training resources are accessible at all times. However, sometimes students may have issues opening Word, Excel, or PDF files. This is often due to:

- Not having a **Microsoft Office** license (needed for Word and Excel files)
- Not having **Adobe Acrobat Reader** installed (for PDFs)
- Using **Apple Pages** to open a Word document, which may not display properly
- Using an **outdated web browser** that causes loading or formatting issues
- Needing to **refresh the page** if something doesn't load properly.

Restarting your device is important because it:

1. **Resolves system glitches** – Temporary bugs or memory leaks can slow down your device or cause apps to freeze. Restarting clears these issues.

2. **Refreshes system memory** – It clears the RAM and stops background processes that may be consuming resources unnecessarily.

3. **Applies updates** – Some system or app updates require a restart to be installed properly.

4. **Improves performance** – It can restore normal function if the device is lagging or overheating.

5. **Closes unused processes** – It ends stuck or unnecessary background apps that may be running without your knowledge.

6. **Enhances security** – Restarting can stop malicious code or suspicious behavior in rare cases.

In short, a restart gives your device a clean slate to work from, improving its stability and efficiency.

If you're still having trouble after checking these things, please contact us — we're here to help.

Trouble Submitting a Task?

Sometimes, even after working hard on a course task, you might run into issues when trying to submit it. Don't worry — here are a few quick tips to try:

1. **Refresh the page** – This can fix minor loading issues.
2. **Log out and log back in** – Sometimes your session may have timed out.
3. **Check your internet connection** – A slow or unstable connection can block uploads.
4. **Make sure your file is the right format** – Check if it needs to be a Word, PDF, or another specific type.
5. **Rename the file** – Avoid special characters (like / \ * ? %) in file names.
6. **Try a different browser** – Google Chrome usually works best.
7. **Restart your device** – This can help refresh your system.

If none of these work, please contact us right away — we're here to help!