

Enrolment Terms and Conditions

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When you enrol in a course with **Staysafe Industry Training**, we take your commitment seriously. Our goal is to support you in completing your course successfully so that you can achieve your training, career, and licensing goals.

What to Expect

Once enrolled, you'll receive full access to our **online learning platform** and training materials.

- Work at your own pace (self-paced learning).
- Some tasks are **auto-marked**, others are marked by your **assigned trainer**.
- For longer courses (more than two units), we recommend studying **at least one hour per day** for steady progress.
- **Learning activity is tracked** — including login times, time spent on tasks, and task completion — to support your engagement and success.

Before You Enrol

Your first point of contact will be our **administration team**. They will:

- Provide you with all the important details about the course
- Answer any questions you may have (e.g. course duration, what to expect, how it works)
- Help you understand your options before you commit

Please note: All conversations are recorded for quality assurance and for internal and external review purposes.

Enrolling through the website

When enrolling in a course through our website, you have two options:

- **Enrolment Button**
- **Buy with Shop Button**

Step-by-Step Process:

1. **Select your course and click** either the **Enrol** or **Buy with Shop** button.
2. You'll be prompted to **agree to the Terms and Conditions** by checking a box before proceeding.
3. Once you agree, you'll be taken to the **checkout page**, where you'll:
 - Enter your **email address**
 - Provide **payment details**
4. Before clicking the **Enrol Now** button, you'll have the opportunity to review key policies, including:
 - Refunds Policy
 - Course Fees
 - Enrolment Terms and Conditions

- Student Wellbeing Policy
- Change of Mind Policy

We recommend reviewing these policies before finalising your enrolment to ensure you understand your rights and responsibilities as a student.

Enrolment declaration after enrolment

Before you can begin your course, you will be asked to **sign an online Enrolment Terms and Conditions Declaration**

- This declaration briefly outlines the key terms of your enrolment
- Signing it confirms that you **agree to the terms and conditions**
- This agreement forms a **binding contract** between you (the student) and StaySafe Industry Training (the RTO)

Mandatory enrolment tasks

The following tasks are required as part of your enrolment:

1. Providing Personal Details

Your personal details will assist us in locating or automatically verifying your Unique Student Identifier (USI). The information provided in this form may be submitted to relevant industry bodies or the National Centre for Vocational Education Research (NCVER), as part of mandatory reporting requirements.

2. Identification Verification

You will be asked to upload a profile photo, as well as clear images of the front and back of your driver's licence. This step is essential to confirm that the person enrolling is the same person completing the training and assessment. These documents may also be used to verify your USI if there is a mismatch between your identification and the personal details entered.

3. Enrolment Declaration

This form outlines the terms and conditions of your enrolment. It is important that you read and understand this information before proceeding.

Introduction tasks

Induction Tasks

You'll come across induction tasks during the pre-enrolment and enrolment process. These tasks are provided for your information only and may include:

- An introduction to the e-learning system
- Important course information
- A general overview of your chosen course

Simply click the **Next** button to move through the pages, or select **Exit** to leave the task.

Language Literacy and Numeracy

LLN (Language, Literacy and Numeracy) Tasks

There are two optional LLN tasks available during enrolment:

1. **LLN Introduction Task**
2. **LLN Levels 1–3 Assessment Task**

An LLN (Language, Literacy, and Numeracy) core skills assessment tool is a diagnostic assessment used to evaluate an individual's skills in language, literacy, and numeracy. These tools help identify strengths and weaknesses in these core

areas, often mapping to the Australian Core Skills Framework (ACSF). This information is then used to determine if a learner needs support in these areas to succeed in a course or workplace. See the student handbook for a fuller description of how the LLN test results can be utilised.

Academic cheating

Academic Integrity and Risks of Contract Cheating

Plagiarism and the use of contract cheating services undermine the integrity of training and assessment. Learners who engage in these practices are not assured of having genuinely acquired the required knowledge and skills. This can place both themselves and others at risk in the workplace.

Unethical conduct also disadvantages students who complete their studies honestly and can contribute to a broader culture of academic dishonesty. The growing sophistication and accessibility of contract cheating services—alongside advancements in AI technology—further increase the risk of academic misconduct among students and even education staff.

Authenticity

Authenticity in Assessment

Authenticity is one of the key principles of assessment outlined by the Australian Skills Quality Authority (ASQA). It requires that assessors be confident the evidence submitted for assessment is genuinely the student's own work. This ensures that the learner has personally demonstrated the required knowledge and skills, and has not received inappropriate assistance or submitted someone else's work.

Maintaining authenticity helps protect the integrity of the qualification and ensures the learner is competent to perform safely and effectively in the workplace.

We have strategies in place to manage authenticity, which includes

Completing the Identification task by providing a profile picture and drivers licence details

The use of camera and webcam which takes random pictures of you while undertaking course tasks

Course Duration

Each course has a **proposed enrolment period** — for example:

- **BSBESB402 Establish legal and risk management requirements of new business ventures**
→ Has a recommended completion period of **1 month**

However, you have the flexibility to complete your course:

- In **as little as one day**, or
- Over **several days, weeks, or even months**, depending on your pace
(Please note: course extensions may apply if you go over the proposed timeframe.)

Course Completion and Unit Due Dates

- Your **course completion date** is generated at enrolment and visible to both you and your trainer.
- Each **unit of competency** also has a **start and due date**.
- It is your responsibility to **monitor and meet deadlines**.
- You'll receive an **automated notification** as your unit due date approaches.
- If a unit becomes overdue, its **status colour changes from blue to orange** in the system.

We strongly encourage you to contact your trainer early if you're struggling to meet deadlines.

How Time Is Tracked

When we estimate a course will take around **8 hours**, this doesn't mean it has to be completed in one sitting. You can spread those hours out over multiple days.

Our system tracks your activity using:

- **Login timestamps**
- How long you were active in the course
- Which tasks you completed
- Your **total time spent** completing the course

This applies to **every course** you enrol in.

Going Over Your Due Date?

If you think you'll need more time:

- You must submit a **Course Extension Request** *before* your **course or unit due date**
- If you don't apply in time, you risk being **withdrawn from the course**

Please refer to our **Course Extension Policy and Procedure** for full details.

Training Resources and Support

As a student with StaySafe Industry Training, you have **full access** to all training and assessment resources, so you can study at your own pace.

These resources may include:

- Videos
- PDF, WORD and Excel documents
- The **Hunt Builder** internal website
- Plans and specifications
- Risk management documents
- HTML/web links
- SWMS/JSA generator

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.

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.

Need Help?

If you have **technical difficulties** (e.g. trouble logging in, opening files, or accessing course content):

- Contact our **administration team** or your **trainer and assessor**
- You can also check our **Student Training and Technical Support Policy** available on our website under **Student Services** — this guide may help with common issues like login problems or file access

Communication and Deadlines

When you enrol in a course, you'll receive regular **notifications** about key milestones — including **upcoming unit or course due dates**.

It is your responsibility to **manage your time** and ensure you meet these deadlines.

If a unit becomes **overdue**, we'll send you an **SMS or email reminder** so you can take action before your course is at risk.

⚠ Important:

If you don't respond or take action, you may be withdrawn from the course or your enrolment may be cancelled.

Learning Responsibility and Progress

Your engagement and progress through the course are primarily your responsibility. This encompasses completing assignments, participating in training sessions, and utilising the provided resources effectively.

Important Student Notifications

During your enrolment, we will send you important communications, including:

- Course progress reminders
- General updates and alerts
- Support messages from your trainer
- Completion documents:
 - **Statement of Attainment**
 - **Qualification testamur**

- **Record of Results**

- Each course has a defined duration based on nominal hours and learning volume.
- Your progress is monitored, and tasks must be completed by due dates.
- Extensions may be granted if you show active progress and communicate early.

Our Approach

If we notice a **lack of progress or activity** in your student profile, and we have not heard from you, our team will attempt to contact you using the details provided in your enrolment:

- SMS
- Email
- Phone call

All **contact attempts are recorded**, and we make every effort to reach out **multiple times over a specified period** — for example, over two weeks, one month, or longer — depending on the course duration and circumstances.

What Happens If You Don't Take Action?

If you do not complete your unit or course and take no action:

- You will receive a **final SMS notification**.
- If you still don't respond:
 - You may be **locked out, withdrawn, or cancelled** from your course.
 - You will be **ineligible for a refund**.
 - Reinstatement requires **re-enrolment and full payment** of fees.

Your Responsibilities

As a student of Staysafe Industry Training, you are expected to:

- **Read and understand** the Enrolment Terms and Conditions and Refund Policy **prior to or at course commencement**.
- **Sign the Enrolment Declaration** during pre-enrolment or course commencement.
- Monitor your **email and SMS notifications**, which are logged in your student profile.

Need More Time?

- If you're unable to complete your unit or course by the due date:
 - Submit a **Course Extension Request Form** via the Staysafe website.
 - **First extension is free** (see Course Extension Policy).
 - Further extensions incur a **\$100 fee per overdue unit, per month**.

Updating Your Contact Details

You must promptly notify us of changes to your:

- Full name
- Residential or postal address
- Phone numbers (mobile or landline)
- Email address

Accurate records are essential for compliance with NCVER, Construction Skills Queensland, and other reporting bodies.

Refunds and Financial Obligations

Our **Refunds Policy and Procedure** and **Course Fees Policy** explain your **financial responsibilities** as a student enrolled in a vocational education and training (VET) course.

These policies outline:

- When you may be eligible for a **refund**
- Your **obligations to pay course fees**
- Any fees that apply in specific situations (e.g. withdrawals, extensions, reinstatements)

We encourage all students to **read these policies carefully** so you understand your rights and responsibilities before your enrolment.

Privacy and Data Security

We are committed to protecting your personal information. Your data is handled in accordance with our **Privacy Policy**, ensuring it remains **confidential and secure** throughout your course.

Changes to Terms and Conditions

StaySafe Industry Training reserves the right to update these **Terms and Conditions** as needed.

- Any changes will be **communicated to you in writing**
- By continuing your enrolment, you are acknowledging and **accepting any updates** made

Payment and Certification

- **All course fees must be paid in full** before any **Statement of Attainment** or **other certification** can be issued.

Your Acknowledgement

By enrolling in a StaySafe Industry Training course, you confirm that you have:

- **Read, understood, and agreed** to the Terms and Conditions
- Accepted your responsibilities in helping ensure a successful learning experience

Right to Appeal

If you believe a decision has been made unfairly, or you wish to raise a concern, you have the right to lodge a formal complaint or appeal. This must be done in line with our:

- **Complaints Policy**, and

- **Appeals Procedure**, available on our website or upon request.

We are here to help and encourage students to stay in touch, especially if you're facing challenges. Open communication is key to helping you succeed.