

Course fees

What's Included in Your Course or Unit Fee

- When you pay your course or unit fee, it covers:
- Access to all **training and assessment resources**, including videos, Risk assessment, plans and specs, EXCEL schedules, SWMS and JSA generator, You tube resources, HTML links, Word templates and downloadable PDFs
- **Marking** of trainer marked practical and theory assessment tasks
- **Unlimited support** via phone, email, or text during your enrolment

Payment Plan Options

At **Staysafe Industry Training**, we offer flexible payment options to support you throughout your learning journey.

1. Afterpay

You can choose **Afterpay** at checkout to split your course fees into four interest-free payments over six weeks. This option is fast, secure, and requires no additional paperwork.

2. Custom Payment Plans

We also offer tailored payment plans that can be arranged over the duration of your enrolment.

- Payment terms and dates are **pre-arranged** to suit your circumstances
- **Automatic notifications** can be set up in our system to remind you when a payment is due
- Plans are managed internally and designed to be flexible and supportive

If you'd like to set up a custom plan, please contact our administration team before enrolling.

Payment at Enrolment

- **Course fees are due at the time of enrolment**
- Payments can be made securely via our website:
 - **In full** for courses up to **\$1500.00**
 - **A deposit of \$1500 for courses over \$1500 or**
 - **Using Afterpay** (where available).
- If you are experiencing financial hardship, you may:
 - Complete **Question 5 (Student Support – Financial Hardship)** in the **Personal Details Form** to request a **Student Support Payment Plan**.
- If course fees/deposits are **not paid at enrolment**, your place in the course **may be cancelled**.
- **All course fees must be paid in full** before:
 - The **Statement of Attainment, Qualification Testamur, or Record of Results** can be issued.
 - Your **USI (Unique Student Identifier)** has been successfully **verified**.

Note: For employer bookings, full payment is accepted from the employer at the time of enrolment on behalf of

their employees.

Deposits

To comply with regulatory requirements and support flexible payment arrangements, Staysafe Industry Training applies the following deposit policy:

- For **course fees under \$1,500**, full payment can be made upfront at the time of enrolment.
- For **course fees over \$1,500**, a **\$1,500 deposit** is required at enrolment.
 - The **remaining balance** can be paid through an approved **payment plan** or paid in full **prior to course completion and before certification is issued**.

This approach ensures compliance with the Revised **Standards for RTOs 2025**, which limits the amount RTOs can collect in advance. If you have any questions or need help setting up a payment plan, please contact our team.

Payment Options

Staysafe Industry Training offers a range of secure and convenient payment methods to suit your needs.

You can pay your **course deposit** or fees using the following options:

- **Shop Pay**
- **PayPal**
- **Google Pay (G Pay)**
- **Stripe** (credit/debit card)
- **Bank Transfer**
 - Account details are provided upon request or during the checkout process

If you're unsure which option is best for you or need assistance with your payment, our team is here to help.

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.

CSQ-Funded Courses

Some courses or units may be subsidised by **Construction Skills Queensland (CSQ)**. The following conditions apply:

- **Full course fees** must still be paid **upfront** by the student **at commencement**.
- Upon **successful course completion**, Staysafe will apply for CSQ reimbursement.
- If CSQ confirms that the student has **not previously received CSQ funding** for the same unit or course:
 - We will **refund the CSQ-funded portion** of the course fee to the student.
- **CSQ funding is not guaranteed** until your eligibility is **verified by CSQ**.

Uploading RPL Evidence

When submitting Recognition of Prior Learning (RPL) evidence, please follow these guidelines to ensure your evidence is accepted and assessed efficiently:

- **Tick all relevant boxes** that relate to the photos or evidence you are uploading. This links your files to the correct unit or task.
- **Clearly name each file** so it can be easily linked to the relevant unit or task (e.g. "CPCCWHS1001_Worksite_Photo1").
- When submitting **workplace activity evidence** for third-party reporting, ensure your photos and videos are:
 - **Relevant** to the task
 - **Current** (taken within the last 12 months)

⚠ Important:

If your uploaded evidence includes unnamed files (e.g. "screenshot.jpg," "IMG_1234," or "giff_file"), your trainer and assessor may request that you rename and re-upload the files.

If you choose not to label your uploaded files and leave it to the trainer/assessor to sort and name them on your behalf, an administration **fee of \$100.00 per hour** may apply.
This will only be arranged following a discussion between you and your trainer or assessor.

Travel for Observation/Demonstration of Practical Tasks

Additional travel fees may apply for individual support or on-site visits **outside the Greater Brisbane area**.
A travel charge of **\$0.75 per kilometre** will be applied for travel beyond this region.

Course Reinstatement Policy

If you have been **withdrawn** due to one of the following:

- You have not engaged in training for **up to 12 months**
- You were **uncontactable** during the enrolment period
- You **abandoned the course** and did not respond to communication

...and you later try to log in but no longer have access, it means your enrolment has been withdrawn.

To be **reinstated**, the following fees apply:

Reinstatement Fees:

- If your original **course fees were over \$1,000**
→ A **\$1,000 reinstatement fee** applies (whether you paid a deposit or paid in full)
- If your course fees were **under \$500**
→ A **\$100 reinstatement fee** applies (if you paid a deposit or paid in full)
- If you **did not pay a deposit** previously:
 - For courses under \$1,000 → You must now pay the **full course fee**
 - For courses over \$1,000 → You must now pay a **\$1,500 deposit**

Please contact us to check your eligibility and arrange reinstatement.

Course Extensions and Overdue Units

If you are unable to finish your course or a unit by the **proposed end date** or **unit due date**, you can apply for a course extension.

How to apply:

- Complete the **online Course Extension Form**
- You must submit the form **before the unit due date**
- Due dates can be found in your student profile
- **Unit due date notifications are sent in advance** to remind you before your unit is due.

If more time is needed:

- You can apply for another extension
- However, you will need to pay **\$100 per unit, per month** for any time the unit or course is **overdue**

Important Notes

- Certification **will not be finalised** until:
 - Full payment is received, **and**
 - Your **USI is verified**.
- Please refer to our website or Student Handbook for details on:
 - **Cooling-off periods**
 - **Refund and change-of-mind policies**
 - **CSQ eligibility requirements**
 - **Course extensions and support plans** Language, Literacy and Numeracy (LLN)

An optional LLN assessment helps us:

- Tailor support strategies to your needs.
- Recommend adjustments such as verbal assessments.
- Ensure you have Level 3 language, literacy and numeracy for course success.