



STEPS EDUCATION AND TRAINING

STUDENT HANDBOOK



DYNAMIC & PRACTICAL TRAINING DELIVERING **REAL WORLD SKILLS**



GROUP
AUSTRALIA

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-  EMPLOYMENT SOLUTIONS
-  EDUCATION AND TRAINING
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NAMBOUR TRAINING ROOM

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WELCOME

Welcome to STEPS Education & Training and thank you for choosing us as your training provider.

This handbook has been developed to provide you with the information you will need to assist you in the successful completion of your studies. If you have any questions, please contact your trainer or a staff member to discuss them.

STEPS Education & Training is a proud member of the STEPS Group Australia family - a vibrant not-for-profit community organisation focused on creating positive change in our communities.

Every day we take steps to create paths to a world of opportunity, enabled through possibility, growth and greater independence for the people in our world.

At STEPS Education & Training, our background in training is diverse and we draw upon this rich resource to create unique learning experiences across a broad range of educational areas.

From accredited courses and traineeships to career and life enhancing workshops, our vision is to provide practical, experiential learning in a positive, supportive environment.

Our team of trainers are highly skilled, industry experienced professionals who draw on their experiences and knowledge to provide education that is relevant to today's workplace.

Our aim is to provide you with quality training and to support your successful achievement of a nationally recognised qualification. STEPS Education & Training provides training in Business, Aged Care Work, Frontline Management, and Hospitality. We also tailor short courses to meet students' and employers' needs.

We wish you all the best in your endeavours to learn, develop and improve your employment opportunities.

Thank you for choosing us as your training provider.

Carmel Crouch

Chief Executive Officer



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ABOUT STEPS

VISION, COMMITMENT AND VALUES

Our Vision

We envision a future where every individual, regardless of circumstances, has access to quality education, training and employment services that enable them to realise their potential.

Our Commitment

On our journey to achieve this, everyday we:

- value our people
- deliver exceptional service that is people focused
- recognise the value of strong communities
- promote innovation to ensure social, environmental and financial sustainability

Our Values

Integrity

We lead by example in our commitment to being honest, transparent and accountable in our communications and interactions.

Mutual Respect

We encourage a sense of worth in one another, accept an individual's right to their opinion and actively encourage contribution.

Courage

We build strength and foster resilience when we act with the courage of our convictions.

Compassion

We recognise that empathy, care and understanding are essential in our relationships with others.

Possibility thinking

We look at situations in new and creative ways to open up unrealised opportunities for positive change.

Learning

We strengthen our skills and knowledge by pursuing informal and formal education opportunities, challenging our own ideas, asking questions, embracing feedback and reflecting on the outcomes of our actions. We understand this is essential for continual improvement.

USING THIS HANDBOOK

Before you begin your journey with STEPS Education & Training, there are a few key pieces of information you need to be familiar with. This handbook will provide you with information about Assessment Policy, Confidentiality, Health and Safety, Dress Code and Contribution Fees, just to name a few. You will also want to keep this book as a reference for the duration of your student life. Firstly, it is important to now familiarise yourself with the policies and guidelines. These guidelines are created to ensure the safety of all students and to ensure STEPS Training & Education is providing a fair and equitable service to you. Remember, it is your individual responsibility to read and ensure you understand the contents of this handbook so make sure you take some time now to read the information, and if you have any questions contact your trainer or the administration team.

ACKNOWLEDGEMENT AND DECLARATION

Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook.

CODE OF PRACTICE

AIM

The aim of the Code of Practice is to ensure all students receive positive, high quality and “best practice” service.

ETHICAL, RESPECTFUL AND FAIR TREATMENT

STEPS Education & Training will:

- conduct all business in an ethical manner
- seek feedback from all parties regarding the services provided
- comply with legislative requirements of the Commonwealth, State or Local governments
- recruit experienced staff and train them to operate within the environment of the College
- inform all parties of their rights and responsibilities regarding training
- provide a fair and energetic service that is without favour or prejudice
- Provide Students with continuing support for the duration of their training.

ACCURATE AND RELEVANT ASSISTANCE

STEPS Education & Training will:

- provide the best possible outcome for each student

- Keep accurate, comprehensive and up to date records that enable staff to effectively meet the needs of all parties.

ACCESSIBLE AND EFFECTIVE COMPLAINTS PROCESS

STEPS Education & Training will:

- deal fairly with issues raised and ensure that no student experience is disadvantaged by making a complaint
- Respond positively and cooperatively to matters raised by Federal and State Departments and act promptly to review any decisions.

PRIVACY AND CONFIDENTIALITY

STEPS Education & Training will:

- conduct all interviews confidentially and with due regard to privacy;
- comply with legislative rules dealing with the management of personal information
- ensure that only relevant information is collected
- Ensure that all staff receive training in regard to their obligations under the Privacy Act.

RESPONSIBLE ADVERTISING

STEPS Education & Training will aim to ensure that advertising:

- is accurate and consistent with VET Quality Framework (VQF) Standards
- Presents a positive view to Students.

STUDENT CONDUCT

When attending a course at the premises of STEPS Education & Training or any other place where we hold training we ask all participants to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- All participants must comply with all reasonable requests and requirements made by staff.
- No participant should attend any class whilst under the influence of alcohol or any drugs (prescribed or otherwise).
- Any form of discrimination (sexual, racial etc), bullying, or harassment or any obscene, offensive or insulting language or behaviour, will not be tolerated.
- Disruptive behaviour is unacceptable and will not be tolerated.
- Any breaking of any state or federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.).

WORK HEALTH AND SAFETY

We have a duty of care to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use.
- Adequate staff training including topics such as safe work procedures.
- Properly maintained facilities and equipment.
- A clean and suitably designed workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government.
- Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure student safety at all times.
- All unsafe situations are recognised and reported.
- Display first aid and safety procedures for all staff and participants to see.
- Report any identified Health and Safety hazard to the appropriate staff member.

CONFLICT OF INTEREST

POLICY

Conflicts of Interest arise when staff members or the organisation find themselves in situations where they are in a position to influence the performance of the organisation or their duties according to their own interests and personal circumstances. It is the responsibility of all staff to identify any conflicts of interest, and to take action to avoid situations in which a conflict of interest could arise. Circumstances, which could result in a conflict of interest for STEPS Education and Training staff, are:

- staff within roles that service multiple divisions within STEPS Group Australia
- financial interests

- personal and family relationships between staff and or students
- use of facilities and equipment
- use of official information
- personal beliefs
- public comment
- outside employment

STEPS Education and Training operates each division in an autonomous environment, with each division reporting directly to the CEO, who in turn, reports to the Board of Directors on a monthly basis. The Board Members are well informed on Conflict of Interest issues and are acutely aware of their contractual and legal responsibilities.

The organisational structure:

- where staff have cross over's in roles they are aware of the different legislation obligations and identify themselves between the different business units clearly to all clients and stakeholders.
- all client records are kept separate and clearly identifiable between the different business units separate budgets and income/expenditure statements are compiled for each division.
- any surpluses generated from divisions are only to be used within those divisions and not in any other operations within the organisation.
- all financial functions including the reconciliation of claims, invoicing, receipting, banking and acquittals are performed by the corporate services division, which operates autonomously for all divisions.
- internal audits are performed annually by the corporate services division and include a report on compliance with this conflict of interest policy.
- The integrity and accuracy of all financial transactions processed by corporate services are independently audited on an annual basis.
- all claims require verification by personnel independent from the officer raising the claim.
- all claims require at least one of those verifications to be at the level of a Training Manager or higher.
- appropriate internal and external security of premises and records is maintained and procedures are in place to ensure confidentiality

When staff identify a conflict of interest they must supply a written report directly to their line Training Manager and a copy to the CEO. The report must contain full details of the conflict of interest and a recommendation as to how it is proposed to be handled. The report must be submitted within one (1) business day of the potential or actual conflict of interest being identified.

Where the potential or actual conflict of interest exists, then STEPS Education and Training is committed to:

- providing full details to all interest parties as appropriate
- providing full disclosure to the Commonwealth in accordance with our contractual obligations
- providing impartial and unbiased advice at all times which is relevant and appropriate to our clients and stakeholders

For these purposes, interested persons will include Students, Trainees, Apprentices, Employers, Australian Apprenticeship Centres, Job Network members, Registered Training Organisations, Schools, Workplace Co-ordinators, Youth Pathways Program Brokers, Group Training Organisations and other organisations who help people obtain training and or apprenticeship services.

On commencement of employment with STEPS Education and Training staff must sign documentation, which certifies that he or she is aware of their personal and STEPS Education and Training obligations. These obligations include:

- provide impartial advice to clients and stakeholders of their rights. Staff must ensure that all clients receive sufficient information to enable the client to make an informed choice on services best suited to their needs.
- we must provide Group Training Trainees/Apprentices with options on Registered Training Organisations that are appropriate to their needs. This will not prevent the recommendation of STEPS Education and Training's Registered Training Organisation, however when doing so, staff are obliged to advise that the Registered Training Organisation is part of our organisation.
- staff must not offer or solicit inducements nor indicate that other divisions of STEPS Education and Training or any other stakeholders may be able to offer or receive inducements to secure the business of any client.
- staff must not allow themselves to be intimidated or coerced into providing advice, which they consider prejudicial to a client. If such a situation occurs then staff shall have recourse by way of the complaints and appeals procedure.
- all staff will be under a continuing obligation to notify our organisation of any potential or actual Conflict of Interest.
- failure of staff to abide by any of the above principles may result in appropriate disciplinary action by management.

All marketing and promotional material must be approved by Compliance prior to use. This includes any material that has been updated. Compliance ensure that there is no apparent, potential, perceived or actual Conflict of Interest contained or implied in any of the marketing or promotional material.

Although each employee will be responsible for ensuring that they comply with the above policies, it is in STEPS Education and Training's best interest to implement strategies that will lead to improve compliance of its staff. These strategies include:

- Ongoing monitoring by each division's Training Manager and the CEO to identify risk of potential conflict of interest matters to ensure that no services delivered, or outcomes achieved occur, which are inconsistent with this policy.
- All staff receive ongoing monitored training, which includes staff obligations in relation to Conflict of Interest issues.
- There is a six month training and probationary period for all new staff, which emphasises the importance of compliance with this plan, operational policy and procedures Fair and assessable complaints/appeals policy and procedure

This policy is not intended to be exhaustive. When additional strategies are deemed desirable they shall be implemented and added to this plan.

ACCESS AND EQUITY

PURPOSE

STEPS Education and Training understands the importance of providing quality facilities and services to assist people from all sections of the community. We help clients achieve their desired outcomes in training and employment and are responsive to their diverse needs. Our programs and courses are available to anyone on an equitable basis including but not limited to women where under-represented, people with disabilities, people from non English speaking backgrounds and Indigenous Australians.

To ensure that STEPS Education and Training provides the level of service expected from its clients, particularly those with special needs, this Access and Equity Policy has been developed. We treat all clients with dignity and fairness, and encourage a positive image of people with disabilities while providing appropriate support to enable them to participate in our courses and activities.

This policy clearly sets out the Access and Equity position of STEPS Education and Training and ensures that these principles are incorporated into future planning processes regarding facilities, services and policies.

CONTEXT

STEPS Education and Training is a not for profit organisation operated privately by a Board of Directors and delivers training and employment related services to the community and such accepts its responsibilities to deliver these in a fair and equitable manner.

STEPS Education and Training's approach to access and equity complies with the following documents:

- National Standards for Group Training Organisations January 2006
- VET Quality Framework
- National Code 2007
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001

STEPS Education and Training's Access and Equity Operating Principles:

- Training and employment services are offered and delivered to all clients in a non-discriminatory, open and respectful manner.
- Staff are aware and skilled in access and equity issues which include anti-discrimination, cultural awareness and the requirements of clients with special needs.
- Special needs are identified at enrolment and facilities are made available to provide access to clients of all levels of mobility, physical and intellectual capacity.
- Participant selection for training and employment in government training contracts are conducted in a non-discriminatory manner and in line with the eligibility requirements for the contract.
- Language, literacy and numeracy training is available to assist clients in meeting personal, training and employment goals.
- All staff are accountable for their own performance in adhering to the principles of this policy. We welcome feedback as part of our quality/continuous improvement system.

RELEVANT LEGISLATION

The following State and Commonwealth legislation reinforces the importance of having an Access and Equity Policy, as well as providing a legal framework for each of the Organisation's Access and Equity Operating Principles:

- Disability Services Act (2006)
- Sex Discrimination Act (1984)
- Anti Discrimination Act (1991)
- Multicultural Queensland Policy (1998)
- Equity and Diversity Policy (2002)
- Training and Employment Regulation (2000)
- Standards for NVR Registered Training Organisations (2011)

Our commitment to the principles of equal access and equity, anti-discrimination and respect for diversity are included in our staff inductions.

HARRASSMENT AND DISCRIMINATION

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff are aware and participants should be aware of the following definitions:

BULLYING: is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

CONFIDENTIALITY: refers to information kept in trust and divulged only to those who need to know.

DISCRIMINATION: is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

HARASSMENT: is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

PERSONNEL: refers to all employees of STEPS Education and Training.

RACIAL HARASSMENT: occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

SEXUAL HARASSMENT: is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

VICTIMISATION: is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

SPECIFIC PRINCIPLES

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it.

- in dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive.
- Information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

CONFIDENTIALITY

STEPS Education and Training accumulates personal information about Students for a number of purposes including:

- organisation of training
- monitoring of Student progress
- Department Education and Training (DET) requirements

Access to this information is restricted to STEPS Education and Training staff, DET and other authorised by the Training Manager.

Information is secured:

- in closed and lockable cabinets
- in an area locked overnight
- by alarm
- in alarmed archived facilities.

In addition:

- files are retained in the office area at all times
- data on computer is only accessible by authorised staff using the appropriate passwords.

YOUR PRIVACY

STEPS Education and Training understands the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (2001) where they apply to our dealings with you the participant.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

COLLECTION: We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

USE AND DISCLOSURE: Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

DATA QUALITY: We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

SECURITY: We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

OPENNESS: We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

ACCESS: The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.

ANONYMITY: Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.

SENSITIVE INFORMATION: We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

LEGISLATIVE REQUIREMENTS

We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes.

The legislation that particularly effects your participation in Vocational Education and Training includes:

COMMONWEALTH LEGISLATION

- Age Discrimination Act 2004
- Copyright Act 1968

- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (2001) including the National Privacy Principles
- Skilling Australia's Workforce Act 2005

STATE BASED LEGISLATION (QUEENSLAND)

- Fair Trading Act 1989 (advertising and marketing)
- Vocational Education, Training and Employment Act 2000 (VET practice and RTO management)
- Workplace, Health and Safety Act 1995 and Regulations (2008)

DISCIPLINARY ACTION

Formal discipline can result from a situation where the Student:

- fails to carry out a reasonable and lawful instruction
- does not keep a training record or fails to produce the training record on request
- is absent from the workplace without consent
- fails to participate in training provided under the training plan
- fails to make reasonable progress in training provided under the training plan; and/or
- causes serious damage, or risk of serious damage, to the Employer's business or business reputation

DRUGS AND ALCOHOL

At NO time is the consumption of alcohol or drugs permitted during training hours (including lunch times). It is imperative that a safe environment is provided at all times, and the use of alcohol or drugs will not be tolerated. Being under the influence of alcohol or illegal drugs will result in instant dismissal. If you are required to take prescribed drugs for medical reasons please advise a trainer immediately on commencement of your training.

DRESS CODE

Students must adhere to the acceptable and professional Dress Standards appropriate to the vocation of your intended field of study including the consideration to Work Health and Safety requirements. Students are responsible for ensuring they wear appropriate clothing to minimise any risk of harm to themselves. Students must dress in a respectful manner, which is not likely to offend others in terms of its lack of modesty, decency or cleanliness or to provoke, intimidate, condemn or ridicule others.

Students who are considered to be dressed inappropriately will be asked to leave and return when appropriately dressed.

EXPECTED BEHAVIOUR

Everyone has the right to feel safe and secure. Intimidating or bullying others will NOT be accepted. Continued practice of this behaviour will result in immediate dismissal from the College.

Respect MUST be shown at all times to other students and staff. Everyone has the right to express themselves without the fear of criticism or incrimination. Continued practice of criticism or disrespect will result in immediate dismissal.

Students are expected to actively participate in all aspects of their training i.e. class based training, work experience, practical training.

SERIOUS MISCONDUCT

Serious misconduct is defined as:

- theft, assault, fraud
- being under the influence of drugs or alcohol at work
- causing imminent risk of serious bodily injury or work caused illness or a dangerous event happening and/or
- behaving in a way that is inconsistent with the continuation of the training contract.

In the event of serious misconduct occurring, the student may be immediately expelled out of a course and asked to leave.

COMPLAINTS AND APPEALS

STEPS Education and Training will deal with any complaint or appeal in an effective and timely manner. STEPS Education and Training has processes in place for all students to lodge complaints and appeals in relation to any concern.

In the event of a complaint or appeal the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support from the Training Manager who will assist in providing a Complaint/Appeals form.

All complaints/appeals must to be recorded in writing via the Complaints/Appeals Form. The Training Manager will pass on the completed form to the Compliance team who will record the complaint in the OSI register and initiate an investigation. STEPS Education and Training will supply the Student with a response to the Compliant/Appeal within 20 working days.

Students should also be aware:

1. They may nominate a support person to accompany them at any stage of the dispute resolution process
2. If it is not possible to resolve the dispute internally, via the process above, then STEPS Education and Training will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on 13th Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
3. All complaints are reviewed at Management Meetings and used in our continuous improvement process. Results of all complaints/appeals are communicated in writing to the Student and a copy of this communication is also kept on file, both on the BIO register and in the student's individual file.

INDUCTION

Once all participants have completed the enrolment session they will complete an induction program, which will cover:

- confirmation of the course content to be delivered
- the training and assessment procedures, including method, format and purpose of assessment
- confirmation that all the above information was provided and handouts were distributed.

STUDENT CONTRIBUTION FEES

All trainees undertaking a Certificate II or III traineeship/apprenticeship under user choice funding are charged for Student Contribution Fees, as part of their contribution towards the cost of training.

Student Contribution Fees are to be calculated at **\$1.55** per nominal hour for the module/s or units of competency delivered and for RPL (Recognition of Prior Learning).

Some exemptions to these fees are available so that trainees are not financially disadvantaged. To apply for an exemption, trainees MUST supply evidence (detailed below) and return it to STEPS Education and Training immediately for exemption. If exemption is granted trainees will be entitled to 60% discount off the Student Contribution Fee's.

PARTIAL EXEMPTION

Student contribution fees	Proof of evidence required
The participant is an Aboriginal or Torres Strait Islander person. As stated on the Training Contract and	Copy of the training contract

AVETMISS VET enrolment form.	
The participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card, and is named on the card.	Copy of Health Care Card Copy of Pensioner Concession Card
The participant issues the supplier (CADET) with an official form under Commonwealth Law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a health care card or pensioner concession card.	Copy of official form
The participant was or will be under 17 at the end of February in the year in which the SRTTO is providing training, and the participant has not completed year 12.	Copy of Birth Certificate
FULL FEE EXEMPTION	
Student Contribution Fees	Proof of evidence required
Where payment of the student contribution fees would cause the participant extreme financial hardship.	A Statutory Declaration to this effect will be required as proof * This exemption process should be in place at the time of the participant's enrolment.
School Based Apprentice/Trainee.	ETES form signed

Should you cancel your training, you will be entitled to a refund on your Student Contribution Fees on modules or units of competency in which training has not began or a proportionate refund on modules or units of competency you have commenced but not completed.

PARTICIPANT ASSESSMENT RECORDS

We are committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our participant's privacy.

Individual participant records will be stored in a locked secure office area. Our electronic records are stored and backed up weekly and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software and hardcopy systems will retain participant results for a period of not less than 30 years.

All other records including, assessment records, taxation records, business and commercial records will be retained for a period of at least seven years. We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant assessment records will be limited to those who require those records for specific purposes including:

- trainers and assessors to access and update the records of the participants with whom they are working
- management and administration staff as required to ensure the smooth and efficient operation of the business
- Officers from DETA or their representatives
- those required by law such as people permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act). or participant's authorising release of specific information to third parties in writing,

ASSESSMENT OF SKILLS

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation you must be able to read, written assessment you may be required to submit and limited numerical calculations. We recognise that not all people are able to easily, write and perform calculations to the required standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider.

RECOGNITION OF PRIOR LEARNING

Sometimes people enrol in a course and soon find that they have done the training before. All participants have the right to apply for recognition of prior learning (RPL). RPL is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply.

STEPS Education and Training has a documented policy on RPL and a process which will help any application less complicated. Application forms and the policy are available through administration. Again please call if you cannot access these or have any questions.

CREDIT TRANSFER

Not unlike RPL is a process called credit transfer. If you have completed structured training, which had modules or units with content identical to the ones you are enrolling in, you may be eligible for a credit transfer. There is no cost involved in a credit transfer. Information and an application form are available on request.

NATIONAL RECOGNITION

Mentioned earlier, when you undertake nationally recognised training, your qualification is valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

ASSESSMENT METHODOLOGY

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. All participants will be given two attempts at any one assessment. If a participant is deemed to have not satisfactorily met the assessment requirements after the first attempt they will be given one on one coaching and then permitted a second attempt. If after that attempt competence is still not achieved, a re-evaluation will take place which will include a discussion with an independent assessor (not the assessor who conducted the assessments), a review of the assessment outcome and then a decision about whether a third attempt may be made at the assessment with no further fees involved. If it is determined that a third attempt would unlikely be successful without a considerable amount of re-training, fees may apply. Any fees will be discussed with the participant, documented and agreed to before an invoice is raised. If at any stage a participant feels that they are not being treated fairly in this process, an appeal can be lodged.

There are also different ways in which you can do your assessment - depending on the competency you are demonstrating. You can use practical performance, assignments, practical projects, written tests, role playing or questioning. You may even be able to fit your assessment in with something you are doing at work. Your trainer will show you what they need to see and work out with you how you will go about demonstrating your ability. It is wise to keep a book or binder of loose-leaf pages for you to write all of your work activities in for future reference.

All submitted evidence is kept on file.

These are shown to the auditors when we have our quality review to prove you have completed your course of study and attained the necessary level of skills.

When you submit assessments always put your name on every page.

All assignments should clearly state your name, the course you are studying and the competency / assignment you are completing.

Plagiarism is unacceptable and will result in failing the module.

It is well known that people learn best when they are actively involved in their learning by knowing:

- the purpose of the learning;
- the importance of the learning;
- the relevance of the learning;
- the benefits of learning.

ISSUING OF RESULTS

Our courses are nationally recognised courses and we are a Registered Training Organisation (RTO). In order to be eligible for the qualifications learners must be assessed as competent (C) in each of the Competencies. If students are assessed as Not Yet Competent (NYC) they will be given feedback and asked to resubmit the assignment with revisions. Students who complete all the requirements will be eligible for a Statement of Attainment or Qualification.

Where a student has been deemed competent in a course or traineeship/apprenticeship and is due for issue of a Statement of Attainment or Qualification but has not paid all outstanding fees to STEPS Education and Training for services delivered, then the formal Statement of Attainment or Qualification shall be withheld until all outstanding fees have been paid and a receipt of payment has been given. Upon proof of payment, the student shall be immediately issued with their Qualification or Statement of Attainment.

Please feel free to talk to us at any time, either while you are in the traineeship or after you have completed your studies. If we can't help you directly, we will certainly be able to put you in contact with an appropriate organisation who can help.

FLEXIBLE DELIVERY AND ASSESSMENT

STEPS Education and Training recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

STEPS Education and Training will make any necessary adjustment to meet the needs of a variety of participants. For example, the ability to complete a written assessment is not seen as an inability to meet competency when the participant can verbally demonstrate competency. These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

STEPS Education and Training undertakes to assist participants achieve their required competency level where the adjustment is reasonable and is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

PARTICIPANT SUPPORT WELFARE AND GUIDANCE

We will assist all participants in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of STEPS Education and Training

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with your Trainer who will assist you to the full extent of his/her capacity.

If your needs exceed our support capacity we will refer you onto an appropriate external agency.

YOU CAN SEEK SUPPORT IMMEDIATELY BY CONTACTING:

Police/Fire/Ambulance	000
Interpreting Services	13 14 50
Poisons Information Centre	13 11 26
Abortion Grief Counselling	1300 363 550
Alcohol and Drug Information Service	1800 177 833 (24 hour counselling and information)
Domestic Violence Helpline	1800 811 811
Family Drug Support	1300 368 186
Lifeline	131 114
Men’s Line Australia	1300 789 978
Pregnancy Counselling Australia	1300 737 732
Pregnancy Help Line	1300 139 313
Quitline	13 18 48
Salvation Army	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120

REFUND POLICY

CANCELLATION OF TRAINING BY STEPS EDUCATION AND TRAINING

A full refund will be made on any course cancelled by STEPS Education and Training. STEPS Education and Training reserve the right to change or revise any course. Should this occur, all participants will be given at least 48 hours notice and a full refund will apply. If the student prefers to be transferred to another course of the same value, STEPS Education and Training will do this at no additional cost if another course is available.

CANCELLATION BY STUDENT

Domestic Students must give STEPS Education and Training 48 hours written notice for cancellation of training via email: training@stepsgroup.com.au or fax: 07 54 36 6048 If the student is unable to provide cancellation via email or fax, the student may phone STEPS Education and Training and give verbal confirmation on cancellation, however STEPS

Education and Training will need to receive in writing the cancellation, prior to a refund being given.

In the event that a student pays fees upfront and then does not commence a course a refund will only be payable if the student provides more than 48 hours notice prior to commencement of the course of their intention to withdraw. The full course fees will be refunded less a \$250.00 administration fee.

If the student provides notice of less than 48 hours prior to commencement or if they fail to attend the course on the commencement date, a refund of 80% of fees paid less \$250.00 administration fee will apply.

If the student withdraws or cancels from a course after commencement of training and before completion then **NO** refund shall apply. The enrolment fee shall be deemed to have been incurred.

Please allow up to 14 days from receipt of students cancellation in writing for STEPS Education and Training to process. No cash refunds will be issued. Refunds will only be issued via a cheque payment or credit card transaction to original payment provider.

STUDENT CONTRIBUTION FEES

(User choice trainees/apprentices only)

A Department of Education & Training Cancellation document must be completed by all trainees/apprentices training under a registered training contract that wish to cancel. The cancellation document is to be faxed to STEPS Education and Training Fax: 07 54 36 6048 or emailed to training@stepsgroup.com.au.

Once STEPS Education and Training have received this notification to cancel, students will receive a full refund of the student contribution fees charged for training delivered that has not commenced at the time of cancellation of enrolment. This will be determined by the student's status on their Training Plan.

Where units have been partially delivered the Training Manager will determine the extent to which the unit has been partially completed and issue a proportionate refund.

REFUSAL TO PROVIDE SERVICES

STEPS Education and Training may refuse to become the RTO, or enrol or provide the training and assessment services to the Apprentice/Trainee if one or more of the following circumstances apply:

- the RTO has the Department's consent not to enrol the apprentice/trainee
- the employer of the apprentice/trainee is a prohibited employer under the act
- the RTO is prevented pursuant to the Act from enrolling apprentice/trainees
- the apprentice/trainee does not pay their Student Contribution Fees despite being advised of the fees prior to enrolment.

- the employer does not pay, or agree to pay, any additional RTO charges associated with the provision of Training and Assessment Services

YOUR FEEDBACK IS IMPORTANT TO US!

We really appreciate input from students and employers so that we can constantly evaluate and improve our services to you.

FEEDBACK CAN BE SENT TO:

STEPS Education and Training
Sunshine Coast Office
60 Wises Road,
MAROOCHYDORE DC QLD 4558

If you appreciate the extra effort that a trainer has given you, write and let us know of your situation.

If you are concerned about something, we encourage you to let us know, so that we can rectify the issue. We take notice of everything people tell us.

Formal feedback is collected from you at the completion of our service.

Thank you for taking the time to read through this handbook. If you have any questions, please do not hesitate to talk with your Trainer or contact our office on (07) 54 36 6000