

LEARNER HANDBOOK

DYNAMIC AND PRACTICAL TRAINING DELIVERING
REAL WORLD SKILLS

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*making a difference
by providing opportunity*

WELCOME



Welcome to STEPS Education & Training.

This handbook has been developed to provide you with the information you will need to assist you achieve your study goals. If you have any questions, please contact your trainer or a STEPS employee to discuss them.

STEPS Education & Training is a proud member of the STEPS Group Australia - 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 all individuals.

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 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 support services to assist in the successful achievement of a nationally recognised qualification. We also tailor short courses to meet our customer's 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

Managing Director STEPS Group of Companies

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ABOUT THIS HANDBOOK

Abstract

This handbook has been prepared as a resource to assist learners in understanding their obligations and those of STEPS Education and Training staff. By completing and submitting your Enrolment Form, you have acknowledged that you have read and understood the content within this learner handbook.

Whatever your study goals are, we want to make sure that your time at STEPS is as enjoyable, safe and rewarding as possible.

Handbook Disclaimer

Before you begin your training, we want to provide you with all the information you need to make an informed choice.

This learner handbook contains information that is correct at the time of printing. Changes to legislation and/or to STEPS policy may impact on the currency of the information included.

STEPS reserves the right to vary and update information without notice. You are advised to seek any changed information and updates from your trainer or by contacting STEPS Education and Training.

All learners need to carefully read, understand, be familiar with, and follow the STEPS Education and Training policies and procedures outlined in this handbook. You can request current versions of any policies, procedures and forms mentioned throughout this handbook using the contact details below.

If you require any assistance in interpreting the information provided in this handbook, please advise one of our friendly STEPS staff members who will assign a support person to assist you.

Training and Course Enquiries:

STEPS Education and Training

RTO Number: 1847

Phone: (07) 5436-6000

Email: training@stepsgroup.com.au

Website: <http://www.stepsgroup.com.au>

Training Support Office Hours: Monday to Friday 8:30am – 4:30pm



**GROUP OF
COMPANIES**

COMMITMENT & VALUES

Making a difference by providing opportunity

INTEGRITY

OUR ACTIONS
MATCH OUR WORDS

COURAGE

TOGETHER WE HAVE
THE COURAGE TO FIND
INNOVATIVE SOLUTIONS

UNDERSTANDING

WE PRIORITISE
UNDERSTANDING
THE NEEDS OF OUR
CUSTOMERS AND
COMMUNITY

RESPECT

WE TREAT
EVERYONE EQUALLY
AND FAIRLY



STEPS EDUCATION AND TRAINING

As a Registered Training Organisation (RTO), STEPS Education and Training is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we deliver, and the quality of our training and assessment processes. This includes compliance with:

- The Standards for Registered Training Organisations (RTOs) 2015.
- National Vocational Education and Training Regulator Act 2011.

STEPS Education and Training is dedicated in applying the provisions of the Vocational Education and Training (VET) Quality Framework to ensure that our services are of the highest quality.

More information about these regulations and legal frameworks may be located at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law.
- www.legislation.qld.gov.au which is the website for Queensland Government Law.
- www.asqa.gov.au which is the website for Australian Vocational Education and Training (VET) regulator.

INDEMNITY

STEPS Education and Training and its staff shall not be held responsible for any personal items that are lost or damaged when learners are either in the training room, on campus or during work placement.

STEPS Education and Training may need to obtain medical treatment for you if it is deemed necessary by a staff member or a representative acting on behalf of STEPS Education and Training.

Neither STEPS Education and Training nor its staff will be held responsible for any expense, loss, damage, or liability of whatever nature or whatsoever occasioned as a result of authorising and arranging such emergency medical treatment.

HOW DO I ENROL

Enrolment in a program of study at STEPS is generally completed online. STEPS Learner Services team and site Administration teams are there to help you through the three simple steps to enrol:

1. Provide your name and contact details, you will be contacted by the team to suggest the best pathway and funding options available to gain your qualification. The team will also discuss the possibility of credit transfers and/or Recognition of Prior Learning based on your previous study and or experience.
2. Complete the online enrolment form, you will need to provide a range of identification, provide proof of vaccinations as required according to relevant course, industry, and government health directives.
3. Where relevant, apply for the following documents which are required to attend 120 hours of compulsory Work Placement:
 - An Australian Federal Police check without a disclosable outcome
 - Working With Vulnerable People Card (Tasmania)
 - NDIS Worker Screening Card and Working with Children (Blue Card) (Queensland)
 - Ochre Card (Northern Territory).

Additional Information

Once all enrolment forms have been completed, fees paid or set up, you will be enrolled into the qualification and all relevant information will be provided to your trainer. You will receive a welcome email which will also provide you with access to STEPS Education and Training online learning management system called Moodle as part of your course.

Many programs will require you to have access to the following:

- A laptop or personal computer with:
 - o Microsoft Office 365 or Microsoft 2010 version or later – must include Word, Excel, and PowerPoint
 - o Current version of a web browser such as Google Chrome or Mozilla Firefox
 - o The latest version of Adobe Reader
 - o Stable internet connection with a minimum download speed of 3mbps
 - o An email account – can be created through Yahoo, Hotmail and Gmail
 - o Printer and scanner (optional).

If you don't have a computer, STEPS campuses have laptops available for learners to use whilst attending classes.

After enrolment, you will be given a course schedule which includes:

- Days/times of attendance in the training room
- Work placement dates (where relevant)
- Virtual room sessions for learners studying through a blended delivery model of training.

It is the responsibility of the learner to inform STEPS Education and Training in writing of a change of address within seven (7) days of such a change. If this written advice is not received, STEPS Education and Training will not accept responsibility for correspondence that does not reach the recipient. Change of contact details include:

- Postal address
- Email
- Phone contact.

Enrolment Terms and conditions

By agreeing with the Terms and Conditions stipulated by the STEPS Education and Training enrolment form, you (including parent/guardian of underage participant) agree that on acceptance of the Application by STEPS Education and Training, will abide by the policies and expectations set out in this Handbook.

UNIQUE STUDENT IDENTIFIER (USI)

A USI is required by all persons undertaking nationally recognised training in Australia. It allows learners to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015.

As an RTO training and assessing Nationally Recognised Training, STEPS Education and Training cannot issue Certificates of Qualification nor Statements of Attainment where there is no USI registered for the learner. As part of our Enrolment process, you are requested to provide your USI. If you do not have a USI, please visit the website: [Get a USI | Unique Student Identifier](#) for more information and so you may create your own USI.

COURSE DURATION

The length of your course is dependent upon a number of factors including:

- Your current skills and knowledge – Recognition of Prior Learning (RPL) application or application for credit transfer (where you already hold the unit of competency from previous training):
- The number of units in your training program
- The level of the qualification being undertaken
- Your ability to commit to the training program
- Your ability to successfully complete assessment and demonstrate competency to workplace standards.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at different levels. You may access a copy of the AQF from the website: [Australian Qualifications Framework, Australian Government \(aqf.edu.au\)](https://www.aqf.edu.au) .

COURSE WITHDRAWAL

If a learner decides to withdraw from a course prior to completion of the normal expected training period offered by us, notice must be given in writing to the trainer. The learner will be issued with a nationally recognised Statement of Attainment for any units in which they have been assessed as competent in.

Transfer between Registered Training Organisation (RTO)s

STEPS Education and Training will support learners who wish to change their Registered Training Organisation (RTO). The STEPS Learner Services team will assist learners through this process.

HOW DO I PAY?

Information about fees and charges may be obtained by contacting STEPS Learner Services team. Learners will be provided with an estimate of course fees prior to enrolment. A number of factors will determine how much your course will cost such as:

- The training program you wish to study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer
- Any course funding available
- Your eligibility for subsidies or concessions.

When are fees payable?

All course fees are payable prior to enrolment into a STEPS Education & Training course or program.

Fee Payments

All course fees are to be paid in full before the commencement of the course if the total fee is under \$1,500.00.

Where a course cost is more than \$1,500.00, learners are requested to pay a deposit <\$1,500.00 and a payment plan is developed for the remainder of the fees. STEPS Learner Services team can assist you with this prior to enrolment.

Payment Plans will only be entered into upon completion of the Payment Plan Form (1500101) and where bank account details have been provided for direct debit facilities to be implemented.

It is STEPS' practice that learners will not be enrolled without payment of learner fees or activation of a payment plan.

Co-Contribution Fees

Co-contribution fees are calculated per unit of competency delivered and the total co-contribution per course is advertised on STEPS Education and Training website. This information is determined by the Skills Assure Supplier (SAS) and updates are advised by the Department of Employment, Small Business and Training (DESBT). If the co-contribution fees are updated, STEPS will ensure that all relevant documentation provided to the learner is updated accordingly.

Payment plans

Depending on the program of study and eligibility for government funding, learners may be eligible to set up a payment plan for payment of their fees. All payment plans are Direct Debit only. All scheduled payments will be processed by STEPS Finance Department on or shortly after the stipulated due date.

You are required to advise STEPS Finance Department immediately on 07 5458 3000 if you cannot make your scheduled payment by the due date.

REFUND CONDITIONS

Cancellation of Training by STEPS

A full refund will be made on any course cancelled by STEPS Education and Training.

STEPS Education and Training reserves 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 learner prefers to be transferred to another course offered by STEPS Education and Training of the same value, this will occur at no additional cost to the learner if another course is available.

Cancellation of Training by Learner

Learners must give STEPS Education and Training 48 hours' written notice for cancellation of training via email to training@stepsgroup.com.au. If the learner is unable to provide cancellation via email, the learner may phone STEPS Education and Training on 07 5436 6000 and provide verbal confirmation of cancellation, however, STEPS Education and Training will need to receive the cancellation in writing prior to a refund being given.

If a learner pays fees upfront and then does not commence a course, a refund will only be payable if the learner 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 \$150.00 administration fee.

If the learner 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 \$150.00 administration fee will apply.

Please allow up to 14 days from receipt of learner's cancellation in writing for STEPS Education & Training to process a refund. No cash refunds will be issued, refunds will only be processed via bank transfer.

If the learner withdraws or cancels from a course after commencement of training and before completion no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship. Where approved, the refund will be calculated based upon the number of units not yet commenced and resources provided.

LEARNER ORIENTATION

Learners will attend an orientation meeting with their trainer/s and support staff. In addition, they will receive an overview of all aspects of the Handbook, learners/ staff rights and responsibilities and relevant STEPS policies and procedures. Interactive sessions are delivered to help learners familiarise themselves with the on-line training system, update jobseeker skills, and to meet with industry experts during the orientation period.

HOW WILL I BE ASSESSED?

In the first week of training, you will meet with your trainer to discuss the individualised training plan. The purpose of the plan is to identify the competencies you will be studying, the assessment requirements and to determine any specific learning needs you may have to ensure you are well supported throughout the course to achieve your qualification.

For a number of qualifications, you are required to apply your knowledge and skills in the workplace as a compulsory method of assessment. STEPS Education and Training staff will assist to organise your work placement in consideration of your preferences and circumstances wherever possible.

To achieve a judgement of competency, a learner must complete all assessment requirements to a satisfactory level for each unit of competency they are enrolled in. This means that learners will need to demonstrate their knowledge and their ability to apply that knowledge to the standard expected in the workplace, consistently, over a period of time.

STEPS Education and Training ensures that the assessment that all learners complete meet the principles of assessment and is conducted professionally to ensure its validity, reliability, flexibility, and fairness.

A variety of assessment methods will apply to each unit of competency, and these will reflect the learning outcome required. To achieve competency each method of assessment will be explained to you by your trainer/assessor prior to the commencement of training.

Completed assessments will not be returned to the learners and should assessment fail to be received by STEPS Education and Training, you will be asked to re-submit. STEPS Education and Training takes no responsibility for loss of assessment materials in transit including electronic transmission. Learners must keep a copy of all assessment submissions.

Practical Work Placement

Learners undertaking the CHC33021 Certificate III in Individual Support are required to complete a mandatory 120-hour practical work placement.

A practical work placement in the Aged Care and Disability industry helps learners to practice their work skills and prepares them for entry into the workforce.

Learners are only eligible to undertake work placement when they have received and provided evidence of:

- An Australian Federal Police check without a disclosable outcome
- Working With Vulnerable People Card (Tasmania)
- NDIS Worker Screening Card and Working with Children (Blue Card) (Queensland)
- Ochre Card (Northern Territory)
- Vaccination requirements specified by industry, placement providers and/or mandated by Government Health directives e.g. COVID-19 and Flu Vaccination.

STEPS Work Placement Coordinator secures practical work placements with a range of Aged Care and Disability providers for all learners completing the CHC33021 Certificate III in Individual Support.

STEPS trainer/assessor will conduct an Orientation to the Practical Work Placement prior to commencement outlining the benefits, assessment requirements and expectations. Learners will be provided with the Learners Guide to Practical Work Placement.

Learners will receive two STEPS Polo shirts that will be part of the uniform to be worn at each day of work placement. In addition, a learner card will be issued to identify the learner in the workplace.

SUBMITTING ASSESSMENTS

Learners are expected to apply time management skills to the completion of assessment tasks within the timeframes provided by their trainer. Learners will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose. Learners are to ensure that they talk to their trainer/assessor to clarify anything that is not clear.

Assessments and any written evidence must:

- Save all digital documents with your name, unit code and assessment task in the document name to allow the assessor to identify individual learner files
- be securely submitted with all attachments.

No assessment will be returned and should assessment fail to be received by STEPS Education and Training learners will be asked to re-submit.

Assessments and associated tasks are to be uploaded to the STEPS Education and Training learning management system, Moodle.

ASSESSMENT FEEDBACK

The trainer will provide learners with relevant feedback regarding the outcome of their assessment submission. To gain a judgement of satisfactory (S), learners must complete all requirements of the assessment task to the standard expected. For knowledge-based assessments, this means that all questions are to be answered correctly. For practical assessments, learners may be observed by their trainer or be required to submit a project or assignment that they have been provided with. In all cases, your trainer will provide feedback about your performance.

RESUBMISSIONS

If learners receive feedback that their assessment submission is 'Not Yet Satisfactory' (NYS) or 'Not Yet Competent' (NYC), learners will be advised that they are required to provide additional evidence to support their claim for competency.

This may mean that they are required to re-do some of the knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again.

STEPS Education and Training does not charge a fee for resubmission of assessment.

If, after six (6) resubmissions the work is still 'Not Yet Satisfactory' or 'Not Yet Competent' learners will be required to re-enrol in the unit, and re-do the required work, in order to achieve the full competency. Learners may be charged an additional fee for any unit that they are required to re-enrol.

Where the learner has applied for Recognition of Prior Learning (RPL) and their evidence does not meet the rules of evidence, learners may be required to resubmit further evidence or undertake Gap Training for the unit that they are unable to demonstrate competency to gain the full qualification. Units that require Gap Training will be charged a training fee.

PLAGIARISM

All work that learners submit must be their own. Learners will have signed a declaration – or completed this online – at the start of each assessment that this is the case.

Plagiarism is taking someone else's work and/or ideas and submitting it without acknowledging the source. It is a form of cheating and is taken very seriously at STEPS Education and Training.

To assist you to understand, the following are some examples of plagiarism:

- Copying sections of text and not referencing or acknowledging where the information has come from
- Using 'copy/cut and paste' sections without proper referencing or acknowledging where they have come from
- Presenting work that was done as part of a group as yours alone
- Using information – pictures, text, designs, plans, diagrams etc. – and not citing the original author(s).

Plagiarism is an offense and where found, work will be returned and marked 'Not Satisfactory' and may lead to the learner being withdrawn from their training program.

APPEALS AND COMPLAINTS

If a learner wishes to appeal their assessment result, they must follow the Assessment Appeals Procedure. They should first discuss the issue with their trainer/assessor. If the learner feels that this is not possible, or they were unsuccessful in their own attempt at resolution, they should contact STEPS General Manager - Education & Training outlining their appeal and provide a copy of the assessment in question.

If the learner feels that their informal appeal is not resolved, and they have followed the above process, they should lodge a formal appeal using the Assessment Appeals Form within 10 days of the assessment result being determined. An outcome will be advised within 30 days of receipt of the formal appeal. Independent mediation is available if the learner is not satisfied with the outcome.

Complaints and appeals not related to assessment services and results must be dealt with in accordance with the STEPS Group Australia Complaints Procedure.

REASONABLE ADJUSTMENT

STEPS Education and Training policies include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for learners with individual learning needs (such as a disability or learning difficulty) according to the nature of the learning need. The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the learner. Any adjustments will be recorded in the learner's file and will not compromise the competency standard.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- customising resources or activities within a training package or accredited course
- modifying a presentation medium
- providing additional support
- providing assistive or adaptive technologies.

CREDIT TRANSFER

STEPS Education and Training recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit Transfer (CT) may be applied to Units of Competency and related qualifications that have been studied in the past.

All learners who hold a qualification or statement of attainment from another RTO, are to discuss the possibility of CT at the enrolment interview. Application for CT will affect the final learning and assessment plan, so all CT applications need to be applied for and processed as quickly as possible.

Learners will be required to provide a copy of the Qualification and Testamur or Statement of Attainment or a USI Transcript. These will be verified and, where the units of competency already successfully completed are equivalent to units in the training program, a CT will be applied, with no additional training fees being charged.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of an RPL is to recognise existing competencies without having to undertake training.

Competency may be recognised through:

- Formal or informal training and education you have undertaken in the past
- Work experience
- General life experience
- Any combination of these.

When applying for RPL, STEPS Education and Training will provide an RPL Candidate Kit that consists of a self-assessment and comprehensive guidance for the collection of evidence that will demonstrate your competency against each of the units of competency for which RPL is being applied.

Learners may be eligible to apply for RPL on one or more Units of Competency in their training program. They should discuss this at the enrolment interview or as early as possible at the commencement of the training program.

Where RPL application has been granted, learners will have a maximum of six (6) weeks to gather and submit evidence for assessment. The RPL process will take a maximum of 12 weeks from enrolment to completion. This is made up of six (6) weeks for the RPL Candidate to gather and provide evidence and six (6) weeks for the assessor to complete the assessment process.

For further information, please consult the Recognition of Prior Learning (RPL) Procedure.

COURSE PROGRESSION

All learners are expected to progress through their course by completing their learning and assessment tasks in a timely manner to the best of their abilities.

Learners enrolled in accredited training programs will have an individual training and assessment plan developed to assist in tracking their progress. Where assessment is completed using the online learning management system, progress tracking is available as each assessment task is completed.

STEPS Education and Training understands that there may be instances where a learner is unable to progress due to personal or individual circumstances that impact on their ability to actively participate in their training program and complete required assessment. Where you feel you are unable to progress, please discuss this with your trainer/assessor so that your training plan may be adjusted, and assistance provided where required.

ISSUE OF QUALIFICATION / STATEMENT OF ATTAINMENT

Under the Standards for Registered Training Organisations, STEPS Education and Training has an obligation to the learner, who has successfully completed a nationally recognised training program, to issue the learner with the appropriate AQF certification and a transcript of units successfully completed.

When a learner has successfully gained a 'Competent' judgement for each unit of competency in their training program, they will be issued with a Certificate of Qualification and Testamur, which lists each unit that has been completed, within 30 days of completion.

Where a learner has withdrawn or where the enrolment has been cancelled, they will be issued with a Statement of Attainment for all units that they have successfully gained a 'competent' judgement.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification but included completion of nationally recognised units of competency.

All learners will be requested to complete the 'quality indicator survey' at completion of their qualification as required by the VET regulator. An invitation is sent to all learners to complete this survey who will then complete it via an online Survey platform.

STEPS CODE OF CONDUCT

STEPS Education and Training, as a responsible member of the VET industry, follows a Code of Conduct which outlines how you can expect the organisation and our staff to operate.

Training and Assessment Service	STEPS Management and Staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive to achieving competency in the course units being undertaken by the learner, whilst meeting the training and assessment expectations of the industry and employer.
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Issuance of Qualifications	STEPS Education and Training will promptly issue qualifications to all enrolled learners who have successfully completed all course requirements and demonstrated competency in all units in their training program. Staff will provide ongoing assistance to enquiring learners regarding their record of progress, achievements, and statements of attainment.
Financial Management	STEPS Education and Training applies sound and accountable financial practices within its day-to-day operations and maintains its compliance to financial obligations under the Standards for RTOs.
Records and Information Management	STEPS Education and Training is committed to implementing best practice in its records management practices and systems, and to responding in a timely manner to all requests for information from present and past learners, within the provisions of the Australian Privacy Act 1998. Learner records are maintained in a digital format in our Student Management System and, where applicable, hard copy learner files. All files are protected either physically or digitally to ensure the protection and privacy of learners. Records are retained in accordance with the Standards for RTOs and requirements of the Australian or specific State where Funded programs and eligible learners are applicable.
Access and Equity	STEPS Management and Staff are committed to helping all learners identify and achieve their desired learning outcomes. STEPS Education and Training is committed to providing training and assessment services to all learners regardless of race, religion, sex, socioeconomic status, disability, language, literacy, or numeracy, and upholds the principles of equal opportunity and the regulations under the Standards for RTOs.
RPL (Recognition of Prior Learning) & CT (Credit Transfer)	STEPS Education and Training Management and Staff are committed to supporting the RPL and CT enquiries and requests from potential and enrolled learners. RPL and CT information is provided to learners upon enrolment prior to the commencement of training. Learners are encouraged to discuss their prior knowledge with their trainer who will determine their suitability for RPL or CT.
Stakeholder Feedback	STEPS Education and Training is committed to securing, reviewing, and actioning feedback from all its stakeholders. Learners are requested to complete online feedback forms throughout their training program and the Commonwealth Quality Indicator Survey on an annual basis.
Provision of Information	Clear and accurate advice and information is provided to all enrolling learners at STEPS Education and Training. Initial contact, induction and the commencement of training is supported by the provision of timely information concerning enrolment procedures, fees and charges, access and equity, guidance and support, complaints and appeals, RPL, credit transfer, access to online learning and training, and assessment procedures.
Legislative Compliance	STEPS Education and Training conducts periodic internal audit processes of its training and assessment procedures, processes, and judgements. Periodic review is applied to all policies and procedures to ensure that the RTO is compliant with all State and Commonwealth legislative requirements.
Consumer Law	STEPS Education and Training complies with relevant consumer protection legislation, including Australian Consumer Law (ACL) and the Queensland Competition and Consumer Act 2010. This means that learners are provided with the required 'cooling off period' and are entitled to refunds where

	STEPS Education and Training are unable to deliver the training and assessment services to the learner as agreed.
Marketing Accuracy	STEPS Education and Training is committed to ensuring that all marketing information is accurate, ethical, and compliant with the Standards for RTOs.
Complaints and Appeals	The STEPS Education and Training Complaints and Appeals policy ensures that all complaints are dealt with in a constructive and timely manner.

LEARNER CONDUCT AND BEHAVIOUR

Just as STEPS Education and Training has a responsibility to meet the expectations of learners, legislation and regulations, learners also have obligations that they are expected to meet. As members of a training environment, learners are expected to:

- Treat all others with respect and courtesy
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, political conviction, or beliefs
- Respect the opinions and views of others
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating
- Attend classes, maintain consistent levels of study, and submit assessments on time
- Familiarise themselves with, and abide by, STEPS Education and Training policies and procedures
- Maintain high standards and a professional approach to their training program
- Turn off all mobile and other electronic devices (not being used for training purposes) during training times, assessments, and work placements
- Comply with Work Health and Safety Legislation
- Comply with any other rules of a virtual or physical training room environment and expected behaviour as determined by, and/or negotiated with, their trainer
- Conduct themselves in a professional manner in public at all times when representing STEPS organisation.

As individuals, learners can expect to:

- Be treated with courtesy and respect
- Learn from fully qualified, competent, and diligent trainers who observe their responsibility to address learner needs, assess their work fairly and assist them to achieve the course outcomes in a safe learning environment
- Be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, political conviction, or beliefs.
- Be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- Rely on the protection of personal information
- Access personal records, subject to the provisions of the Freedom of Information Act [1992]
- Be provided with timely and accurate information as it pertains to qualifications, enrolment and all administrative matters

- Have assessment tools within qualifications be well designed, equitably and appropriately implemented
- Have the facilities and equipment they use are safe and comply with Work Health and Safety guidelines.

DRESS CODE

Learners attending training sessions are expected to wear neat, clean casual clothing and enclosed footwear at all times whilst training. In addition, learners may be required to wear specific items to ensure compliance with Work Health and Safety legislation. Learners who are not prepared for training – wearing the appropriate clothing, uniform, footwear, PPE - will be excluded from the training area until they comply with the dress code.

DISCRIMINATION AND HARASSMENT

At STEPS Education and Training, we are committed to providing access to learning aids and an equitable approach in dealing with all learners. We recognise the right of all learners and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin or language.

Discrimination or harassment of staff or learners, by any member of the training and learning environment, is unacceptable and contrary to the core educational and employment values that we uphold. All members of the RTO are expected to maintain an environment where cultural differences are accepted and respected, and individuals can participate fully in academic life, free from any discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment.

STEPS will treat claims of discrimination and/or harassment seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

CYBERBULLYING

Cyberbullying is bullying that is done via the use of technology. For example, using the Internet, a mobile phone, or a camera to hurt or embarrass someone is considered cyberbullying.

A cyberbully can be someone you know, or a stranger. They might send mean or hurtful text messages through social networking sites like Facebook and Twitter, or through sites where people can ask or answer questions.

- Cyberbullying can also involve people sending photos and videos of you to others to try and embarrass or hurt you
- People spreading rumours about you via emails or social networking sites or text messages
- People trying to stop you from communicating with others
- People setting up fake profiles pretending to be you or posting messages or status updates from your accounts.

If you experience cyberbullying at STEPS:

- Report your experience to a STEPS staff member
- If you have kept a record of the calls, messages, posts, or email bring them with you

STEPS will not tolerate bullying under any circumstance.

All reports of bullying and harassment will be taken seriously and responded to promptly, impartially, and confidentially.

STEPS will investigate all allegations of bullying in an objective manner.

MISCONDUCT

STEPS Education and Training views learner misconduct very seriously. STEPS Education and Training expects that all learners will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of STEPS Education and Training.

Examples of learner misconduct may include, but are not limited to:

- Academic misconduct, including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour that is against the law
- Any behaviour that endangers the health, safety and wellbeing of self and others
- Intentionally damaging or tampering with equipment and/or materials belonging to STEPS Education and Training and/or other learners, partner organisations or when on work placements.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the training program
- Removal from the training room
- Reimbursement by the learner for the costs incurred for any damage caused
- Expulsion from the training program without refund and/or credit
- Referral of the matter to the relevant authorities.

Learners found guilty of misconduct have a right to lodge an appeal by following STEPS Education and Training Complaints and Appeals process.

WORK HEALTH AND SAFETY

Work Health and Safety legislation applies to everyone at STEPS Education and Training. All staff, learners and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit: [Laws & compliance | WorkSafe.qld.gov.au](#)

Learners are to report any incident or hazard immediately to their trainer/assessor, the Training Support Officer or Training Manager or any other STEPS staff member.

Every effort is made to ensure safety and security of all learners, staff, and visitors whilst on STEPS Education and Training premises and premises hired by STEPS Education and Training. Learners are required to carry out directions given by STEPS staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding Emergency Procedures will be provided during the orientation process.

STEPS Education and Training does not accept responsibility for the loss of personal possessions. You are therefore asked to take suitable precautions to protect your personal belongings.

If you require First Aid whilst on the STEPS Education and Training Campus, please ask any STEPS staff member for assistance.

MEDICAL CONDITIONS

If you have an ongoing medical condition, such as epilepsy or diabetes, it is important to make your trainer aware of this in case you require sudden assistance. We also recommend that you provide us with an emergency contact (either a family member or friend). This information will be kept confidential.

ASSISTANCE DOGS

Only assistance dogs will be allowed in Training Rooms and on Campus. No other pets are permitted.

COVID-19 RESPONSE

STEPS Group Australia complies with all Federal Government Health Mandates ensuring all staff are fully vaccinated.

In addition, STEPS consistently stays up to date with Queensland Health Directives regarding mask wearing, QR Code / manual check-in etc. Our responsiveness will also include possible changes to training schedules and work placement dates.

STEPS will ensure that learners meet vaccination requirements specified by industry, placement providers and/or mandated by Government Health directives e.g. COVID-19 and Flu Vaccination.

STEPS sites will adhere to and implement all relevant industry and Government health directives, including restricting access to sites to those who do not provide evidence of COVID-19 vaccination and mandating the use of PPE (such as masks) as required.

SMOKING, DRUGS AND ALCOHOL

All STEPS sites are smoke free. From 1 January 2015, smoking was banned at all Queensland educational institutions and for five (5) metres beyond their boundaries. The law applies at all times – during and after hours, on weekends and during breaks. It includes the use of all smoking products, including regular cigarettes, electronic cigarettes, Nicotine E-liquid and other vape products.

STEPS has a 'zero tolerance' to alcohol and drugs for all staff, learners and visitors on all premises including car park areas and within the STEPS grounds. Any person under the influence of drugs and/or alcohol is not permitted on STEPS premises, to use the facilities or equipment or participate in any activities. Any person found to be under the influence of drugs or/and alcohol will be subject to disciplinary action and may be referred to the police.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected. If you are taking any medication that may affect your ability to actively participate in training or assessment you must advise your trainer/assessor immediately so that alternative arrangements may be made. All cases will be dealt with confidentially.

ACCESS TO YOUR RECORDS – PRIVACY POLICY

STEPS Education and Training only collects personal information to perform its core business activities and functions and to meet legal obligations.

Personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely, and destroyed when it is no longer required.

Learners may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. We may be required to release your information to relevant Government Departments to accurately record your training outcomes as required under the Standards for RTOs.

FEEDBACK AND COMPLAINTS PROCESS

At STEPS we encourage learners to provide feedback, which includes compliments, concerns, suggestions, and complaints all of which may provide opportunities for improvement to the services we deliver.

Please review the STEPS Feedback & Complaints Policy, Feedback Procedure and Complaints Procedure for more detailed information.

If you have a complaint about STEPS Education and Training, please follow STEPS Education and Training Complaints Process in Appendix A of this booklet before making a complaint to the regulating body, Australian Skills Quality Authority (ASQA).

COMPLAINTS PROCESS

Step 1: TELL US WHAT YOU ARE THINKING

- Talk to a STEPS staff member
- Complete a “Tell Us What You Think” form available from your nearest STEPS site
- Contact our Customer Service Officer (CSO) on (07) 5458 3000
- Complete the ‘Got Feedback?’ section of this web page
- Complaints can be made anonymously
- Complaints can be made with assistance if required using advocates and/or bilingual support

Step 2: RESOLVING YOUR COMPLAINT

- We will listen to you
- The right person will help you
- We will work towards a resolution and let you know the outcome within 10 business days

Step 3: STILL NOT HAPPY?

- You can contact your relevant external agency to assist in your complaint resolution
- Ask us for details or refer to your individual handbook/booklet