

STUDENT HANDBOOK

STEPS EDUCATION
& TRAINING

DYNAMIC & PRACTICAL TRAINING
DELIVERING REAL WORLD SKILLS

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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 STEPS



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



USING THIS HANDBOOK

Before you begin your training with STEPS Education & Training (STEPS) we want to provide you with all the information you need to make an informed choice.

STEPS is responsible for the quality of the training and assessment services in compliance with the Standards for Registered Training Organisations. We will issue the applicable Australian Qualification Framework certification / award documentation to you when required to do so.

We provide course specific information available on our website, that outlines the estimated duration, location/s, delivery mode and cost of the training program of your choice.

As a student you may be eligible for government training entitlements, however eligibility criteria applies, and evidence is to be presented and retained to enable access via these programs. Please be advised that accessing a government funded place may impact on your ability to access another funded place in future. Further information on this can be provided by phoning our friendly Training Administration team on (07) 5436 6000.

STEPS have developed policies and procedures that detail our complaints and appeals processes and refund arrangements. It is important that you review these documents before the commencement of study. A brief overview has been included within this handbook for your reference or via our website.

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

You may wish to keep this book as a reference for the duration of your study.

ACKNOWLEDGEMENT AND DECLARATION

STEPS wants to support and assist you in achieving your study goals, however it is important that before you commit to study, you have read and understood the content within this handbook. If you require further information or would like to discuss any concerns you may have, please do not hesitate to contact your trainer or the training administration team.

By completing and submitting the Enrolment Form you have acknowledged that you have read and understood the content within this student handbook.

STUDENT CONDUCT

When attending a course, either at a STEPS site or any other place where we hold training, we ask all participants to be courteous to each other, to our employees and to all people who they encounter in and around the venue.

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 from the course. 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 (WHS) 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 provokes, intimidates, condemns, or ridicules 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 behaviour will NOT be tolerated. Continued practice of this behaviour will result in immediate dismissal from the course.

Respect MUST be shown at all times to other students and STEPS employees. 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;
- causing imminent risk of serious bodily injury, work caused illness or a dangerous event happening;
- Behaving in a way that is inconsistent with the continuation of the training program.

In the event of serious misconduct occurring, the student may be immediately asked to leave the training session and expelled from the course.

WORK HEALTH AND SAFETY (WHS)

We have a duty of care to provide a safe and healthy working environment for our employees and students. This includes the provision of:

- A training environment that is safe to work in, with working procedures that are safe to use;
- Adequate employee training including topics such as Risk Management and Job Safety Environmental Analysis (JSEA);
- Properly maintained facilities and equipment;
- A clean and suitably designed workplace.

The following procedures and standards must be observed by all STEPS employees and participants 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;
- Report any identified health and safety hazard to the appropriate employee member;
- Providing full details to all interested parties as appropriate;
- Providing full disclosure to the Commonwealth in accordance with our contractual obligations; and
- Providing impartial and unbiased advice at all times which is relevant and appropriate to our students and stakeholders.

For these purposes interested persons will include: Students, Employers, Job Network Members, Registered Training Organisations, Schools, Workplace Coordinators, and other organisations who help people obtain training and employment services.

ACCESS AND EQUITY

STEPS understands the importance of providing quality facilities and services to assist individuals from all areas of the community. We help students achieve their desired outcomes in training and employment and are responsive to their diverse needs.

We treat all students 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.

STEPS' Access and Equity Operating Principles are:

- Training and employment services are offered and delivered to all students in a non-discriminatory, open, and respectful manner.
- STEPS are aware and skilled in access and equity issues which include anti-discrimination, cultural awareness, and the requirements of students with special needs.
- Special needs are identified at enrolment and facilities are made available to provide access to students 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; and
- Language, literacy and numeracy training is available to assist students in meeting personal, training and employment goals.

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

HARASSMENT AND DISCRIMINATION

STEPS does not tolerate any form of harassment and discrimination (including victimisation and bullying), from any source. We promote a culture whereby employees and participants feel safe, valued, respected, and treated fairly.

Our employees are informed and understand their roles and responsibilities in creating a workplace by a process of communication, mentoring and by setting the expected behavioural example. All of our employees will address any form of alleged harassment or discrimination as detailed within our processes and procedures.

Please familiarise yourself with the following definitions from STEPS' Workplace Bullying and Harassment Policy:

BULLYING: is defined as repeated and unreasonable behaviour directed towards a person or a group of people that creates a risk to health and safety.

- **Repeated behaviour** refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.
- **Unreasonable behaviour** means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.

HARASSMENT: involves unwelcome behaviour from another person (or group of persons) that intimidates, offends, or humiliates a person because of a particular personal characteristic such as those listed below:

race, (including colour, descent or ancestry, nationality, national or ethnic origin); age (whether young or older); impairment (including biological, functional, learning, physical, sensory, mobility, cognitive, psychological, psychiatric impairment or the presence of an organism capable of causing disease); religious belief or activity; sex or gender identity; relationship status (including being married, single, divorced, separated, de facto or in a same sex relationship); sexuality; pregnancy, breastfeeding, parental status (including being or not being a parent, guardian, foster parent, adoptive parent or step parent); family responsibilities (including the responsibility to care for and support a dependent child or immediate family member); lawful sexual activity as a sex worker; trade union activity; political belief or activity; or association with someone else who is identified because of one of the above attributes.

SEXUAL HARASSMENT: is any form of unwelcome sexual attention that might offend, humiliate, or intimidate the other person.

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.

PERSONNEL: refers to all employees of STEPS.

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

SPECIFIC PRINCIPLES:

- All employees 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 an employee 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.
- Employees and participants should not make any frivolous or malicious complaints. All employee and participants are expected to participate in the complaint resolution process in good faith.

PRIVACY AND YOUR PERSONAL INFORMATION

Your personal information is protected by Law. The Privacy Act 1988 regulates the way your information is handled by STEPS.

STEPS is required to handle your personal information in accordance with the Australian Privacy Principles (APPs) which set out standards, rights, and obligations in relation to handling, holding, accessing, and correcting personal information.

STEPS manages personal information in an open and transparent way. Our Privacy Policy is available to everyone on our website www.stepsgroup.com.au. If you cannot access the website for any reason, simply request a copy of the policy and we will provide this to you.

Many of the activities and functions provided by STEPS will require us to collect personal information about you. Wherever possible this information will be collected directly from you, or from others with your permission. Sensitive information will only be collected with your consent unless an exemption applies.

You can request access to your personal information held by STEPS. Access to the information we hold on you will be provided unless an exemption applies.

STEPS will take all reasonable steps to ensure personal information collected is accurate, up-to-date, and complete. If you would like to have your personal information corrected please let us know and we will consider the request to correct the information we hold. If we cannot make the corrections you request, we will let you know why. If you are not happy with the reasons you are welcome to use our complaints process.

Unsolicited information (that is information given to us without request) will only be kept where we are permitted to do so. Other information will be destroyed or de-identified.

STEPS will take all reasonable measures to protect the personal information we hold from interference, misuse and loss, unauthorised access, modification, and disclosure.

STEPS RTO Enrolment Form Privacy Notice

As a registered training organisation (RTO), STEPS will collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you choose not to provide your personal information, we will not be able to enroll you in a VET course.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

STEPS may send you surveys to get feedback on how we can improve the training we provide and the experience of our students. STEPS may collect survey information using SurveyMonkey. If using SurveyMonkey the information will be transmitted and stored securely in the United States and is accessed by STEPS in accordance with SurveyMonkey Privacy Policy.

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncver.edu.au/privacy.

Department of Education, Skills and Employment (DESE) is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact STEPS RTO to request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

You can contact STEPS on (07) 5458 3000 or COS@stepsgroup.com.au and you can access STEPS Privacy Policy at <http://www.stepsgroup.com.au/privacy-policy/>

STUDENT UNIQUE IDENTIFIER (USI)

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of all the training you have completed since January 2015, even from different training organisations;
- will give you access to your training records and transcripts;
- can be accessed online, anytime, and anywhere; and
- Stays with you for life.

STEPS must collect and verify your USI before we are able to issue your qualification or statement of attainment. This is a requirement of our registration as a training provider.

WHEN WILL I USE IT?

You can use this training record when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

DON'T HAVE A USI?

You only need to create a USI once and it will stay with you for life. It's free, easy and will only take a few minutes to create!

Just have some form of identification ready i.e., drivers' licence, Medicare card, passport, then visit this website www.usi.gov.au/students/create-your-usi

TIP!

Remember to record your USI number or take a screen shot and save this somewhere safe, you will need to be able to easily access this for any future studies.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are addressed.

The Student Identifiers Registrar's Privacy Policy can be found at:

<https://www.usi.gov.au/documents/privacy-policy>

NEED HELP?

If you require assistance creating your USI:

- use the Contact Us form on the USI website: www.usi.gov.au/contact/students; or
- Speak with your STEPS trainer or an administration employee.

INDUCTION

Prior to enrolment participants will complete an induction program which will detail:

- All relevant fee information including fees to be paid, payment terms and conditions.
- Confirmation of the course content to be delivered;
- Training and assessment procedures, including method, format, and purpose of assessment;
- Recognition of Prior Learning; and
- Language Literacy and Numeracy indicator.

The induction provides an opportunity for participants to speak with our employees to answer any questions you may have before commencing your studies.

ASSESSMENT OF SKILLS

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

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

Our course materials contain written documentation you are required to read, written assessment you may be required to submit and limited numerical calculations.

These tasks are sometimes difficult to navigate, and we recognise that you may require assistance during the duration of your study. We will endeavour to support your individual requirements by offering language, literacy, and numeracy assistance throughout your training.

In the event you are experiencing any difficulties with your studies, please speak with your Trainer or another member of our team.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (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. All participants have the right to apply for RPL before the commencement of study. RPL can be an effective assessment approach where the participant has already learned the required skills and knowledge. The participant may have learned on-the-job, through life experience or through community activities such as volunteering.

Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current, relevant and can be applied for the unit of study you are completing. Participants will be supported at each step in the process.

Assessors seek a range of evidence sources, including but not limited to:

- relevant documentation such as position descriptions, curriculum vitae, meeting notes and rosters;
- interviews and questioning;
- workplace observation;
- work samples; and
- Reports from reliable sources.

STEPS has a documented policy on RPL and a process which will help applications to be 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.

FLEXIBLE DELIVERY AND ASSESSMENT

STEPS 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.

Necessary adjustments may be made 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 assists 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.

A qualification cannot be issued to a student unless a Unique Student Identifier (USI) has been provided and verified.

ASSESSMENT APPEALS

Review of decisions, including assessment decisions made by STEPS or a third party providing services on STEPS’ behalf will be managed accordingly.

If a student wishes to appeal their assessment result, they 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 Manager - RTO who will assist in providing a ‘Tell Us What You Think’ form to lodge a written complaint.

All assessment appeals will be conducted via the Feedback and Complaints process outlined at the end of this handbook. STEPS will supply the student with a response to the assessment 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 appeal resolution process.
2. If it is not possible to resolve the appeal internally, via the process above, then STEPS 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.

Brisbane Dispute Resolution Branch

13th Floor, Central Courts Building,

170 North Quay,

Brisbane QLD 4000.

Tel: +61 7 3239 6269

Fax: +61 7 3239 6284.

Toll Free No: 1800 017 288

Students outside Brisbane may use the toll free number. At present there is no fee for use of this service, but this may change.

STUDENT FEES

All course fees must be paid upfront in full before the commencement of the course if the total fee is under one thousand five hundred dollars (\$1,500.00). If the course cost is over one thousand five hundred dollars (\$1,500.00) a payment plan can be negotiated if the student consents to the course fees being direct debited. Contribution fee payment plans may be negotiated with STEPS Education & Training administration prior to enrolment. It is a requirement of the Australian Skills Quality Authority (ASQA) that STEPS cannot accept more than one thousand five hundred dollars of student fees before course commencement. Any payment plan structured will ensure that no more than \$1,500.00 is retained in advance for training that is yet to be delivered.

CO-CONTRIBUTION FEES

STEPS will advise the student of co-contribution fees prior to enrolment.

Co-contribution fees are calculated per nominal hour for each unit of competency delivered. This information is determined by the Pre-Qualified Supplier (PQS) and updates are advised by the Department of Employment, Small Business & Training. If the co-contribution fees are updated, STEPS will ensure that all relevant documentation provided to the student is updated accordingly.

Students will be advised of the eligibility criteria for discount and exemption of student contribution fees upon induction and enrolment.

If a student cannot pay their student contribution fees in full, they can request consideration for payment terms.

No tuition fees are charged for credit transfers.

PAYMENT TERMS FOR STUDENT CONTRIBUTION FEES

Student to provide evidence to meet specific contract eligibility requirements and (if applicable): State or Territory resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification (not including qualifications completed at school and foundation skills training).

Once all paperwork has been received by Administration an invoice will be generated and sent to the student for the cost of tuition and student support services fees where applicable

The student is to make payment on the invoice within 14 days.

It is STEPS' practice that students will not be enrolled without payment of student fees or activation of payment plan.

PAYMENT PLANS

All Payment plans will be as Direct Debt only. No cash or credit card payments under this plan will be accepted.

All scheduled payments will be processed by STEPS on or shortly after the due date.

If payments are not paid up to date as per the above schedule, you will be excluded from class until such time as payments in arrears are brought into credit. Exclusion from class may affect your progression and completion of study requirements.

Your qualification will not be issued to you until such time as full and final payment has been made.

You are required to advise your trainer or STEPS immediately on 07 5436 6000 if you cannot make your scheduled payment by the due date.

PARTNERING ORGANISATIONS

STEPS does not set prescribed fees for training and assessment services provided to students on a fee for service basis under partnering arrangements. It is up to individual partnering organisations to set these fees based on their knowledge of their own organisation and local conditions.

Where partnering organisations access government funded training contracts using the STEPS' scope of registration there may be prescribed fees which will be set by the relevant funding body. These must be paid to STEPS.

Should any refunds be due to students who originally paid monies to a STEPS partnering organisation it will be the responsibility of the partnering organisation to pay those refunds in accordance with STEPS' Partnership Agreement. STEPS holds no responsibility to refund monies that it never received.

REFUND CONDITIONS

CANCELLATION OF TRAINING BY STEPS

A full refund will be made on any course cancelled by STEPS. STEPS 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 student prefers to be transferred to another course offered by STEPS of the same value, STEPS will do this at no additional cost if another course is available.

CANCELLATION BY STUDENT

Students must give STEPS forty-eight (48) hours' written notice for cancellation of training via email to training@stepsgroup.com.au or by fax on 07 5458 3033. If the student is unable to provide cancellation via email or fax, the student may phone STEPS and give verbal confirmation of cancellation. However, STEPS will need to receive the cancellation in writing 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 forty-eight (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 student provides notice of less than forty-eight (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 fourteen (14) days from receipt of student's cancellation in writing for STEPS to process a refund. No cash refunds will be issued. Refunds will only be issued via bank transfer or credit card transaction to original payment provider.

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.

FEEDBACK AND COMPLAINTS

STEPS is a not for profit organisation committed to making a difference by providing opportunity.

STEPS aims to consistently provide services that meet customer needs and satisfies applicable statutory, regulatory, and contractual requirements.

To achieve this, STEPS has developed an Integrated Management System that seeks to comply with ISO 9001:2008 Quality Management Systems; AS/NZS 4801:2001 Health and Safety Management Systems; AS/NZS ISO14001:2004 Environment Management Systems; National Standards for Disability Services (NSDS); the Human Services Quality Framework (HSQF) and the Standards for Registered Training Organisations (RTOs).

STEPS understands that quality is ultimately determined by customers, therefore, we encourage feedback, which includes compliments, concerns, suggestions, and complaints, all of which provide opportunities for improvement.

Informing customers on how to provide feedback, recording information, responding to feedback, and resolving complaints are essential to achieving and maintaining services that meet customer needs.

STEPS will ensure implementation of this policy to:

1. Encourage customers and stakeholders to provide feedback and raise complaints. This can be done in writing:
 - a) The 'Tell Us What You Think' feedback form.
 - b) Via email to cso@stepsgroup.com.au

- c) Via the STEPS website 'Contact Us'.
- d) By letter.

Verbal feedback can be provided:

- a) Face-to-face with a member of employee.
 - b) By a phone call to a manager or coordinator.
 - c) By a phone call to the STEPS Customer Service Officer on 07 5458 3000.
2. If you have a complaint about STEPS Education & Training, you must follow STEPS Education & Training complaints process before making the complaint to the regulating body Australian Skills Quality Authority (ASQA).
 3. Recognise that feedback and complaints are a primary driver of continuous improvement activities to enable our services to meet the needs of our customers.
 4. Ensure all employees understand the procedure and act in a fair, prompt, and confidential manner reassuring the customer that improvement is the focus, and no retributive action will be taken.
 5. Ensure effective management of feedback and complaints by providing information and guidance to all employee to recognise and record feedback and complaints.
 6. Provide information to customers on external complaints resolution agencies as required under regulation or contract.
 7. Action all complaints in a fair, prompt, and confidential manner, usually within ten (10) business days from receipt of a complaint. If a longer timeframe is required, the customer or stakeholder must be kept informed.
 8. Establish measurable objectives for feedback and complaints to ensure effective management of feedback and complaints and promote continuous improvement.

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 5436 6000.