



Stepping Ahead Training and Development

RTO 60080

Student Educators Handbook

2017

Date Revised	9 2006	4 2007	5 2009	10 2009	11 2010	3 2011	6 2013	9 2013	10 2014	1 2015	9 2015	15/3/2016	18 /5/16	22/3/2017	14/9/2017
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**Stepping Ahead Training and Development
Student Hand Book**

***Important Information for
All Current and Prospective Students***

Thank you for considering Stepping Ahead Training and Development!

Mission Statement

At Stepping Ahead Training and Development our mission is to deliver quality training and assessment that meets the needs of our clients and industry.

Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.
- **Members of ECA Tasmania Branch** we strive to be active members of ECA as this supports us keep up to date with current trends and findings for the Early years sector. Clear understanding of what the sector requires of their new and existing staff when undertaking training. The early years sector like to have students trained to a point where they are job ready.

Our Code of Practice

As a provider of Nationally Recognised Training, Stepping Ahead Training and Development is committed to providing quality training and assessment services to our clients. This handbook outlines our Code of Practice and describes how we achieve these outcomes. In all the work we do, we work with students and employers to assist them achieve their goals, and build their own bridge to the future.

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Your Handbook

Choosing a course is an important decision and we thank you for your interest in our service and your time in considering the information in this handbook. This information booklet is designed to provide you with information about the services provided by the Stepping Ahead Training and Development and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook provides you with information about how to undertake training with Stepping Ahead Training and Development. Information of the 2 qualification we deliver, Certificate III in Early Childhood Education and Care CHC30113 and the Diploma in Early Childhood Education and Care CHC50113.

This handbook contains important information you should read carefully and consider prior to enrolling in your course. Please read the material carefully as each section is important.

It will assist you in getting the most out of your course with the Stepping Ahead Training and Development. There is a range of information here, summaries of our policies and procedures, and a copy of our Code of Practice. All of this material and full copies of policies are available on request from our office.

Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Handbook with one of our staff. They will confirm that you have had a chance to consider this information before you enrol. If you have any questions prior to enrolment, please contact the office on one of the numbers noted below.

Contact Us

Office:	70 Alexandra Road Ulverstone 7315
Postal address:	PO Box 70, Ulverstone TAS 7315
Telephone:	(03) 6425 3499
Fax:	(03) 6425 3599
Email:	chris@sharingthecare.com.au dorisanne@sharingthecare.com.au

General Rights and Responsibilities of All Students

Stepping Ahead Training and Development is committed to meeting the spirit and letter of our legislative requirements. There are a range of these requirements that affect each and every one of us in our roles, as described more fully throughout this Handbook. These sections of the Handbook are summaries of specific policies that have been developed in each area, such as access and equity, anti-discrimination, Language Literature and Numeracy (LLN), and privacy. The full text of all policies is available to staff and students on request from our office. Please contact the office if you would like a full copy of a policy sent to you.

Who can apply to enrol?

Potential students will need to address and complete a pre enrolment questionnaire, a Language Literature and Numeracy (LLN) assessment and attend a pre-enrolment interview to identify their suitability for enrolment into the course.

All courses are currently offered through Distance and flexible delivery modes which involves dedication and commitment to completing written work as well as participate in a practicum placement within a regulated early year's education and care environment. There is a significant component of on-the-job assessment and workplace projects that must be completed in these courses. Therefore, only individuals who are currently employed in the industry, or who can negotiate relevant access may enrol in these courses.

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Potential students could include;

- Existing early years Educator
- Students under a Government incentives program
- Fee-for-service students
- Students working under traineeships
- Year 10, 11, 12 students who are under a school based traineeship
- Jobactive clients. (Jobactive for Jobseekers)

Potential student must be able to obtain a Working With Childrens Check

Unique Student Identifier

From the 1st January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). <https://www.usi.gov.au/students>

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

Students can either apply personally to get their USI or the student can give the RTO permission to get the USI on their behalf. Students need to supply additional information on their enrolment form and sign to give the RTO permission to apply for a usi number.

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

How do you enrol?

To enrol in a course, you must first:

- Consider the information provided in the student handbook
- Complete a Language Literature and Numeracy (LLN) assessment
- Complete the pre-enrolment questionnaire
- attend a per enrolment interview/meeting.
- Complete an enrolment application
- Apply for a Working with Children’s Check (a safety clearance required to be in an Early Years Centre)
- Consider whether you are eligible for Recognition of Prior Learning (RPL) assessment, which may allow you to obtain credit for your current skills and previous learning that maps to the competencies and requirements of your course.
- Discuss any specific needs you may have with staff and to have these needs assessed and reflected in the course learning program.

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Induction to your Course and Orientation to Stepping Ahead

A thorough induction process will be contacted by Stepping Ahead Training and Development, to ensure that all students are thoroughly informed about their course requirements at the beginning. The induction will be conducted by your Trainer and Assessor.

The induction will take place after selection into the course. It will include:

- Issuing copies of learning materials.
- Discussion of the units of competency in the course.
- Discussion of the time-line for the course – including the scheduling of support sessions.
- Discussion of any self-paced study and / or workplace assignments that are required.
- Discussion of the on-the-job training that is a compulsory component of the course.
- Outline of traineeship requirements, where relevant.
- Structuring and organising additional assistance as identified during the pre-enrolment process.
- Review of this Student Handbook
- Overview of the support services offered by Stepping Ahead Training and Development
- Policies and procedures

Workplace agreements will be formulated with all parties prior to commencement of the practical placement. This agreement will stipulate roles and responsibilities of all parties including dates and times of the placements. Once hours and dates have been negotiated between all parties these dates and times are non-transferable, except in exceptional circumstances.

Language Literature and Numeracy Assessment, Foundation Skills

Language, literacy and numeracy skills are important to your success in your course and in your career. Your Trainer / Assessor will be able to assist you to a great extent, as in each course every student has the opportunity to further develop their skills in these important areas, and apply them to their own work. Stepping Ahead can also access specialist support. Stepping Ahead staff can also assist you to find appropriate support services in the community if you are looking to increase English, reading or writing skills.

Stepping Ahead Training and Development requires potential students to complete a Language Literature and Numeracy Assessment. The initial Language, Literacy and Numeracy (LLN) Assessment is conducted by your training provider to identify any additional support needs and to enable an informed decisions to be made in regards to your Training Plan.

Whilst all Candidates will develop LLN skills that are specific to their chosen vocation, some candidates may be identified as requiring additional support prior to commencement of the course. This support may be provided through extra tuition, modified assessments requirements, or provision of alternate training materials which are appropriate for the communication skills of the candidate. Support may also be to advise the potential learner to undertake short course training in reading writing and numeracy skills.

During the course of your studies, your Stepping Ahead Training and Development Trainer / Assessor will continue to monitor and assess your language, literacy and numeracy skills in the assessment activities, and they may offer further support in these areas to you during your course. Developing these skills is an important part of the learning process, and by completing the course you will be able to improve your skills. Overall, the emphasis for the staff is to assist you to complete the course of your choice.

Foundation skills refer to oral communication, learning skills, reading, writing and digital technology. The foundation skills give guidelines on the ACSF Australian Core skills Framework levels for individual qualification.

Units of competency now refer to the ACSF and the level of foundation skills the learners should have. *Example* CHCECE003 unit, Refers to individuals having oral communication skills at level 3, your Trainer / Assessor will working out your skills level.

A small percentage of applicants may not have a sufficient level of LLN skills to succeed in this level of training (Australian Quality Framework level 3) and may be referred to alternative vocational training.

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Working with Children Check

All potential students are required to apply for the Working with Children Check (WWC) as part of their enrolment. No student will be able to take up the on-the-job component of this course without a (WWC) which will indicate they are fit and proper persons to work in the early year's sector. As these safety checks do take some time to be returned to the student the student may have commenced their studies, If the safety check comes back with an approval not granted the student must notify the RTO immediately and study will be suspended until the student has reviewed these findings with the Education and Care Unit to discuss their Working with Children check and if the application is still rejected training enrolments and contracts will be cancelled. If student is fee-for-service monies paid will be refunded as per refund policy.

Mentoring Sessions

Stepping Ahead offers Trainer supported sessions in some areas which provides students with the opportunity to meet with other students and work together on their study. Sessions may include discussions, demonstrations and presentations. The sessions will provide the opportunity to collaborate, problem-solve and network with other students from a diverse range of backgrounds while learning valuable, results-producing skills that can be applied at work and towards your nationally recognized qualification.

Mentoring Session Protocol

- Contribute to session discussion, with discussions being relevant to modules being delivered
- Interact throughout sessions
- At all times be respectfully to fellow students and mentoring trainers
- Turn off mobile phones to lessen distractions for others
- Bring a positive, professional attitude to the session
- Dress appropriately
- Follow grievance policies if unresolved issues arise.

Presentation of written work.

Work is to be:

- Presented in a neat and tidy manner on A4 paper and using the unit cover sheet.
- Written legibly in blue or black pen or typed.
- Inclusive of the unit code and unit title name,
- Ensure the activity or assessment number coincides with the activity or assessment student is working on.
- Unstapled as all students work needs to be photocopied,
- Inclusive of all activities, self-help questions, tasks and assignments

Distance / Flexible Learning and Assessment

General Procedures

Distance / Flexible learning and assessment procedures are an important part of offering our students support in their learning process. Your course will be delivered by distance / flexibly learning, and will be tailored to your needs as much as possible. The elective units of competency and the learning materials will have been selected based on your working situation, and the schedule of on-the-job learning and off-the-job learning activities is negotiated with you and your employer (where applicable).

We are able to customise our learning process and assessments to meet the needs of our students. The important aspect is to ensure that the assessments meet the requirements of the units of competency. Your Trainer / Assessor will be able to advise you on how the assessments and learning can be customised for the specific unit or units you are considering.

Stepping Ahead Training and Development offers distance / flexible learning and assessment in all of their accredited courses. This is flexibility in:

- The scheduling of mentoring sessions
- Providing self-paced learning experiences

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- Negotiating workplace learning projects
- Providing learning materials that meet your individual needs and reflect your current workplace activities
- Allowing for a variety of assessment methods and tools
- Providing flexible assessment to meet specific physical needs

The flexibility in the learning and assessment is designed to ensure that the course provides you with the greatest benefit and meets your needs as much as possible.

The flexible workplace learning approach for your course will be covered throughout your initial induction of this course, when your Trainer / Assessor will outline the detail of the units, course structure, assessment and the mix of on-the-job and off-the-job training activities.

Flexible workplace learning

All courses of Stepping Ahead Training and Development are available in a flexible workplace learning mode, or approach. This is different to the traditional manner of education that requires a large amount of classroom attendance, and where each student learns the same material. In a flexible workplace mode, the way you study and achieve your qualification is negotiated with your workplace.

The focus of the learning experience in the course is around your workplace. You will learn more about your current role, and also more about the skills and knowledge required in different parts of the organisation, or for different jobs you may not yet be doing. You will have assignments and perhaps even a workplace project to complete as part of the course. This type of learning is often the most practical and useful, as you will be able to develop your knowledge and skills and apply what you have learned in your daily work practices.

To be most effective, Flexible Workplace Based learning involves a partnership between Stepping Ahead Training and Development and your employer / workplace. We work together to ensure that you have relevant workplace learning experiences and on-the-job training, and we support the employer by providing them with information on activities to assist them to plan and deliver the on-the-job training. We will also provide you with workplace visits. This allows you to gain additional insight, skill and knowledge from your Trainer / Assessor. Please follow all of your workplace / work placement policies and procedures.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process whereby you may demonstrate your competence against the unit of competency, or a number of units, in your course. Your skill may have been developed through work, other formal study, or informal methods. The assessment allows you to have your skills recognised, no matter how or when they were obtained. The important aspect is that you are able to demonstrate your skills in an appropriate manner to the standard that is required.

RPL, assessment attracts the same costs as doing training by working through workbooks and on-the-job assessment.

Students and Trainer / Assessor discuss potential RPL assessments at the time of enrolment. If you would like to be considered for RPL, a Stepping Ahead Training and Development staff member will complete a RPL Enrolment Form with you, or you can obtain a RPL Enrolment Form from the office. This form will allow for a recording of the general information about your RPL request. You will then be referred to the Trainer / Assessor for an assessment of your skill. Assessment includes the “DEEWR RPL document” questioning, workplace evidence, statements of attainment, and peer/supervisor feedback and workplace observation with all units requiring a practical assessment observing your skills in the workplace (or simulated workplace environment).

If you are successful in your RPL assessment, you will receive credit for the unit. If you are unsuccessful in the RPL assessment, the Trainer / Assessor may advise individual study and a second assessment, or further study in the course and assessment as per the regular training plan. This may be for part of the unit, and is known as “gap training”.

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Students undertaking the RPL process will pay 100% of the course fees.

Mutual Recognition / Credit Transfer

Credit transfer is considered at the same time as RPL, and in the same process. Under the principles of mutual recognition, Stepping Ahead Training and Development will recognise all qualifications and Statements of Attainment achieved by a student and issued by another Registered Training Organisation. We will grant the student credit for these qualifications and Statements of Attainment, and provided they match the units and requirements of their course with us. We will offer the student exemption for the related units in their current course.

Statements of Attainment and/or qualifications must be provided by the student which clearly documents the units of competency that they have achieved. These must be the original documents or be certified copies. Stepping Ahead reserves the right to contact the issuing institution to verify the documentation. The student will then be exempt and given credit transfer from these units, and these units will be credited to their current studies with Stepping Ahead Training and Development where appropriate.

Mutual recognition / credit transfer may see the student eligible for a reduction in the fees up to the maximum level of 75% of the course fees. The administration fee will be charged separately.

Assessment

At Stepping Ahead Training and Development assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Workplace Reflection Diary, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Text book knowledge activities:** The learner is required to respond to all the chapter activities that relate to the unit of competencies they are enrolled in throughout the course.
- **Research Tasks:** The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace reflection Diary :** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Report:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of

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approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Achieving competency

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Stepping Ahead Training and Development to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learners requiring additional learning support are to be brought to the attention of Stepping Ahead Training and Development management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

If students are still not satisfied, they may contact the CEO and discuss the matter with them, and you may consider lodging an appeal following the complaints and appeals process.

On successful completion of all Units of Competency the student will be issued with the relevant qualification within 30 days.

Where students are assessed as competent against fewer Units of Competency than are required for a qualification and you have completed the required study or assessment process, a statement of Attainment will be issued for those Units of Competency successfully completed.

Issuing Qualifications and Statements of Attainment

Stepping Ahead Training and Development will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Stepping Ahead Training and Development have been paid.

Career Pathways

Students interested in a career in Early Childhood Education and Care, will commence with the Certificate III in Early Childhood Education and Care. This will give the students the minimum qualification to commence working in a regulated Early Childhood service or formal school setting for children birth to 8 years of age as a support worker. To be a room leader or group leader students will need to complete at a minimum the Diploma of Early Childhood Education and Care. The University of Tasmania also has Early Childhood Degrees available for Early Childhood workers/educators to continue their learning to build on their current Knowledge and skills and open up the career opportunities in early childhood.

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Student Records

All student records are held as required under the Privacy Act, and our Privacy Policy. We protect the privacy of all information held for students, and only staff involved with the training process for the student has access to their file. We are required to report to government departments regarding all our training activity. This is done in confidence, and the government departments we report to are required to adhere to the same level of confidentiality. Students may review at any time the information held on their student file. Contact the Chief Executive Officer or your Trainer / Assessor in the office to arrange access to your file.

Student Support

Stepping Ahead Training and Development is a small private provider of Early Childhood Education and care qualifications, and we provide student support services either from our internal resources within our budget constraints, or by drawing on government funded support services.

You will also be given a chance to document and discuss your specific needs in the course, and to have these needs addressed and reflected in the course learning program. Your trainer will work with you during your enrolment to determine your individual needs, and how we can meet these needs in the learning and assessment process in your course.

Support offered includes:

- Language, Literacy and Numeracy skills support (externally, Links program)
- Individual counseling, and or referral to counseling services.
- Accessing the community support network, in relation to housing, welfare, allowances, living away from home allowances for students enrolled in a government funded traineeship program.
- Counselling on training options.
- Guidance and support in accessing the support networks of the New Apprenticeship / Traineeship programs, for students enrolled in a course as part of a traineeship.
- Counselling and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training.
- Counselling on post-course employment options, and referral to placement agencies.

Access and Equity

Stepping Ahead Training and Development is committed to access and equity principles. In practice, this means Stepping Ahead Training and Development is committed to providing support to each student within our budgetary constraints, and supplementing our support by accessing other support networks in the community.

We achieve our access and equity principles through (but not limited to):

- Providing our services to students from diverse backgrounds.
- Adjusting our learning materials and assessments to meet the individual needs of our students.
- Language, Literacy and Numeracy skills support (externally, Links programs)
- Actively promoting participation from disadvantaged groups in the community.
- Accessing support for learners with special needs through the provisions made by the Department of Education, or support offered by us within our budgetary constraints.
- Supporting new entrants to the workforce and study by accessing other support as required assisting with all aspects of course. This is especially important to individuals undertaking one of our courses as part of their traineeship.
- Making our courses financially viable for students by offering the ability to pay in instalments.

Stepping Ahead Training and Development recognises that many course participants may be from non-English speaking backgrounds or have difficulty with the level of language literacy and numeracy skills required in each course. At enrolment, students' individual needs are assessed informally, and also through a more formal through a Language, Literacy and Numeracy Assessment. From this assessment, the Trainer / Assessor can determine the

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extent of support that might be required, and what Stepping Ahead Training and Development can do to meet your needs. Any individuals that they are unable to assist are referred to the CEO for specialised one-to-one consideration or additional support.

Reasonable adjustment

Stepping Ahead Training and Development will apply reasonable adjustment to the way in which evidence on candidate’s performance is collected, however the evidence criteria for making competence / not yet competent decisions will not be altered in any way, to do so would compromise the integrity of the qualification.

The candidate must be able to meet the requirements of this sector:

- Possession of current Working with Children Check.
- Meet the quality demands of the qualification in both theory and practice.
- Have the ability to fulfill practical tasks required of the practicum placement.
- Meet the employability skills of the qualification
- Meet the knowledge and skills requirements.

Anti-Discrimination

Stepping Ahead Training and Development is committed to providing a workplace, and a training environment, that is free of discrimination and harassment of all kinds, including that based on career’s responsibilities, gender, race, sexual preference, cultural origin, religion or ethnic background, disability or age. We encourage diversity in our training programs, and actively facilitate our groups to ensure that all participants have an equal opportunity to learn and achieve the outcomes of their course. We actively monitor our work, and the work of our colleagues and team members to ensure that our workplace and our training environments remain discrimination free.

Occupational Health and Safety / Workplace Health and Safety

Stepping Ahead Training and Development is committed to providing a safe and healthy environment for our staff and students. This includes providing training venues with appropriate amenities and equipment for the learning process. Stepping Ahead Training and Development will/can conduct audits of training premises and worksites where students are undertaking flexible workplace learning, to ensure that they meet WH&S standards in regards to safety, access and appropriate space for the learning process to take place. In our planning for course delivery in the workplace of our clients, we schedule delivery and assessment of WH&S units foremost to ensure a solid grounding in safety is established prior to commencement in the workplace.

Each Trainer / Assessor is empowered to ensure that the venue which they are conducting the course is a safe and sound venue. Stepping Ahead Training and Development recognises that hands-on training is often a physical activity, and undertakes to ensure that activities and assessments are facilitated in a safe manner consistent with each student’s physical ability. If you have any concerns about the venue or the conduct of your course, please contact your Trainer / Assessor, or the Chief Executive Officer, as soon as possible if you have any concerns.

Fees and Charges

Fees differ by course / qualification and funding type. Please contact the CEO for a quote for training. The courses and fees are nested for each field of study, in that an individual who completes a Certificate and then enrolls in a higher qualification will receive credit transfer for unit that may map across to the higher level qualification. A fee reduction may apply for students who have completed a qualification with another RTO or gained recognition through the RPL process.

All Fee for Service students enrolling in a qualification are required to pay non refundable administration costs of \$350.00 prior to receiving any units or resources.

Fee-for-service students who wish to pay in instalments are required to complete an EziDebit form to allow fees to be directly debited from their bank account. A one off payment of \$350.00 administration fees is to be received at enrolment and then weekly or fortnightly payments of at least \$50.00 are required. No training resources will be given out until EziDebit forms have been completed and lodged by Stepping Ahead and the administration fee has been paid.

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Where payments are missed, Stepping Ahead will contact the student and request payment within 24 hours. If fees continue to be late training may be cancelled and fees outstanding will be required to be paid immediately. New arrangements for fee collections may be made if suitable to the CEO. I.e. full payment for the course.

When students have been enrolled in a qualification or skills set that is part funded by Skills Tasmania and requires a contribution from the student some monies must be paid prior to commencement of enrolment and or training commencing.

Students can be on a payment plan and payments need to start on enrolment or prior to training commencement fees funded Where a student needs to extend a training contract (eg a traineeship with Skills Tasmania or other funded method) will be required to pay a \$750.00 fee to apply for the extension.

Fee Schedule:

Administration Fee on enrolment	\$350.00 Non-refundable.	
	Full fee	Discounted fee
Certificate III in Early Childhood Education and care	\$4,500	\$4,000
Diploma of Early Childhood Education and care	\$9,500	\$9,000
Applying for an Extension to continue training after contracted time.	\$750.00	
RPL process @ normal fee charges		
Text Book replacement	\$100.00	
Replacement reprinting of unit clusters	\$50.00	
Replacement USB Student Resources	\$20.00	
Replacement of resource folder (hard copy)	\$100.00	
Postage on replacement items to student	\$15.00	
Re-assessment cost as per individual unit costs from Skills Tasmania		
Reprinting of Certificates	\$35.00	
Reprinting of Statement of Attainment	\$35.00	

NB: FIRST AID IS NOT INCLUDED IN THESE FEES: as of 1 January 2017
These fees are current from the 1 January 2017; and subject to change without notice

Replacement of text and training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Stepping Ahead Training and Development’s schedule of fees and charges listed above in Fee Schedule.

Refund Policy

We recognise that our courses involve a significant commitment of time, and that an individual’s circumstances may change during the term of these longer courses. We will work with you to ensure that you have every opportunity to complete the course of your choice, even if you change employers or your personal situation changes. Please discuss your situation changes with your Trainer / Assessor, and put your changes in writing to the CEO who will work with you to find a way to accommodate your needs.

However, if you would like a refund, for whatever reason the following policy applies:

Refunds of fees will be made to clients under the following conditions:

- If the enrolment is cancelled less than 7 days prior to the commencement of the course, a full refund minus an administration fee of \$350 will be issues and will be paid within one week.

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- If the client cancels their enrolment after commencement of the course, Stepping Ahead Training and Development will retain the administration fee of \$350.00 and a pro rata amount of fees based on the amount of time and number of competencies the client has had delivered and /or completed. The balance will be issued and paid within one week.
- In the event that Stepping Ahead Training and Development cancels its training/ scope of registration, there will be a full refund of fees to clients within seven days.
- Should a client have their training cancelled under the discipline policy, there will be no refund of fees.

Applications for refunds should be made in writing and addressed to the Chief Executive Officer at Stepping Ahead Training and Development office by either fax 03 6425 3599, email to chris@sharingthecare.com.au or by post to PO Box 70 Ulverstone Tas 7315. Please include your name, contact details, the name of your course and the reason for the refund request. We will then determine the level of refund that you are entitled to an issue that to you within 14 working days of receiving your request.

Trainees

If you are undertaking your course as part of a traineeship, the course for study is prescribed and defined as part of the traineeship, and there are no fees payable by the student in relation to the training. Stepping Ahead Training and Development will supply all of the learning materials and assessment materials required.

Some courses are currently applicable for participants undertaking a traineeship as an Existing Worker Trainee. If this is the case, the employer is responsible for payment of the fees. Relevant payment is to be made prior to any commencement of the course or provision of course materials.

First Aid courses

Students are required to undertake this course through an external RTO that is registered to deliver and assess First Aid qualifications at their own expense. Credit Transfer will be given for this unit once a current certified certificate is produced and verified. The First Aid course must be the required first Aid course for the Qualification HLTAID004 Provide an emergency first aid response in an education and care setting.

Student and Employer Surveys /Questionnaire

Students/learners will be asked to complete a learner survey on completion of their course and at other times throughout the course. The Learner Engagement Survey is an industry document which will be forwarded to ASQA as part of the RTO's continuing registration standards.

Employers are also asked to complete surveys as this gives the RTO valuable information on how we are supporting the workplace or if we need to review our practices.

The surveys are also reviewed by the RTO trainers and Assessors for continuous improvement of our RTO and our delivery of training.

Complaints and Appeals

The complaints and appeals policy is attached at the end of this handbook. Please familiarise yourself with it.

Feedback and Grievances or Complaints

We welcome all comments about your course, the assessment, or the services of Stepping Ahead Training and Development. During some courses, and at the end of all courses, you will be asked to complete a student feedback form. This information is important and allows us to continually adjust our courses and materials to meet the needs of our clients. If you have a complaint or wish to offer feedback, please raise it with a member of staff. They will document the issue with you, and if appropriate, assist you to pursue it by following the Complaints procedure. All complaints are handled in the strictest confidence.

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Disciplinary Procedures

All students are asked to operate within the general guidelines of the policies and procedures of Stepping Ahead Training and Development as outlined here in the Student Handbook. For trainees, these do not replace or override the policies and procedures of the workplace where the student is employed, but rather apply only in regards to their training with us. Stepping Ahead Training and Development is required as part of the Traineeship to report regularly to the employer. Therefore, Stepping Ahead Training and Development reserves the right to report all incidents that might be handled under this procedure to the trainee's employer.

Stepping Ahead Training and Development expects all students to conduct themselves with honesty and integrity in all their dealings with staff and other students. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

Failure to uphold the policies and rules as described in this Handbook is considered to be misconduct, and may result in disciplinary action. Any action taken will be commensurate with the degree of the misconduct and will follow the guidelines outlined in this section. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on the individual's student file.

Verbal Notice

Where appropriate, Stepping Ahead Training and Development may undertake to verbally caution the student in regards to their actions (or lack thereof) which constitute misconduct. This would:

- Be conducted in a private and formal counseling session.
- The misconduct will be clearly identified, and the relating policy or procedure discussed.
- The student will have the opportunity to fully respond to the points raised.
- Summary notes of the counselling session will be written at the time of the session, and both parties will sign-off on this as being a true and accurate record of events.

Stepping Ahead Training and Development reserves the right to conduct such verbal cautions at any time as part of the disciplinary procedure – ie before or after any other written notices are given.

First and Only Written Notice

In response to any misconduct, Stepping Ahead Training and Development may at their discretion decide to caution a student with a written notice. This will:

- Clearly state the misconduct, and the relating policy or procedure.
- Prescribe remedial action required, if any.
- Be provided to the student as soon as possible after the misconduct takes place.
- If the student is enrolled in their course as a part of a traineeship, a copy will be provided to the employer, and the issue discussed with the employer.
- The student has the right to request a private counseling session to discuss the issue(s) with Stepping Ahead Training and Development, and their employer if they so desire, following receipt of the written notice.

Termination of the Student's Enrolment

Further misconduct may result in a written notice terminating the student's enrolment with the Stepping Ahead Training and Development, as of the date of the notice. The student will not be allowed to undertake further training or study with Stepping Ahead Training and Development, and the student will not be eligible for a refund of any course fees paid.

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Instant Termination of Enrolment

Some transgressions are so severe as to require an immediate response and Stepping Ahead Training and Development reserves the right to terminate a student's enrolment immediately in response to severe misconduct. Severe misconduct may include, but is not limited to:

- Assault, upon staff or other students
- Theft of company or client or student property
- Drug possession or use
- Attending class while under the influence of drugs or alcohol
- Actions which adversely affect the safety and security of Stepping Ahead Training and Development staff and/or students.

Individuals who have their enrolment terminated immediately will receive written notice, and will not be eligible for a refund of any course fees paid.

Suspension

In some cases, the nature of misconduct may not be clear, in its scope, impact or severity. Stepping Ahead Training and Development reserves the right to suspend a student from studies for any length of time it deems necessary to investigate allegations of misconduct. Where suspension is required:

- The student will be given written notice of being suspended.
- Within the notice, a defined length of time will be nominated. The suspension will be resolved within this period, with the result being some level of disciplinary action, and / or, reinstatement of the student.
- If the misconduct cannot be fully investigated within the period of time nominated in the suspension, the suspension can be extended for one additional amount of time. Notice of such an extension must be given to the student in writing prior to the conclusion of the initial suspension period.
- The student shall not have access to the premises of Stepping Ahead Training and Development during the term of their suspension.

General Information

Archives

While you are an active student with Stepping Ahead Training and Development, your student file is held in the office in a locked filing cabinet. Your Trainer / Assessor and the CEO have access to your file as needed to record results from your studies and general activity about the course.

At the completion of your course, your file is stored for six months and then transferred to digital storage where it will be held for up to 30 years. If Stepping Ahead closes in that time, your files will be sent to ASQA.

Accessing Your Student File

You may retrieve your file and access the material contained within it at any time during your course, or at any time up to 30 years after completing your course. There is a fee to retrieve your file or photocopy materials from the file. When you request your file from long-term storage, you will be provided with an estimate of the costs.

Reprints of Qualifications

At any time after completing your course, you may request a re-print of your qualification or Statement of Attainment. You will be required to provide a statutory declaration stating why a replacement is required. There is a charge of \$35 per re-print, plus any postage fees that might apply.

Please direct all enquiries relating your student file and/or re-printing qualifications to the Chief Executive Officer.

Current trainee program requirements

If your course is being funded by the Department of Education, there are a number of requirements that must be fulfilled. These often change annually, and can also be different in different industries. The following section

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described the current requirements of the traineeship program from when this Handbook was most recently revised.

Our courses are delivered in a distance / flexible workplace training mode, with the trainee undertaking a portion of their learning through structured on-the-job training where they link the theory with a work skills component addressed in each unit. The support of the employer and workplace supervisor is critical in the success of these programs, and the Stepping Ahead Training and Development Trainer / Assessor has the responsibility to ensure that the employers are aware of these requirements and follow through. Stepping Ahead Training and Development supports workplace supervisors by providing them with support materials, activities and assessments that they can use to provide structured on-the-job learning activities.

The Trainer / Assessor will also explain the specific arrangement for your course in more detail at your induction.

In the flexible workplace based training programs, Stepping Ahead Training and Development provides training and assessment to each trainee. This may involve training off-the-job conducted in the workplace, at a designated classroom or training facility.

Stepping Ahead Training and Development also undertakes on-the-job assessments, observing the practical demonstration of competency in the workplace. In addition, Stepping Ahead Training and Development provides 4- to 6 weekly during the traineeship, to support, mentor, deliver training undertake assessments discuss training progress with the trainee and the supervisor. These are done by the Trainer / Assessor.

In addition to the scheduled monitoring visits, Stepping Ahead Training and Development also provides support to the trainees and workplace supervisors via email, telephone and fax.

Quality Resources

Stepping Ahead Training and Development understands that using quality resources allows our students the opportunity to achieve the best outcomes. To achieve this, we provide Trainers and Assessors who are highly trained and undergo regular professional development, learning resources for each student, support materials for supervisors and companies supporting workplace training, and assessment tools that are fair and equitable for all students.

Courses Free of Discrimination and Harassment

Stepping Ahead Training and Development is committed to providing a learning and working environment free of discrimination and harassment. If you have any concerns or issues in this regard, raise them immediately with your Trainer / Assessor or the CEO.

Quality Assurance

Stepping Ahead Training and Development operates under quality assurance guidelines as a registered training organisation. These are known as the Australian Quality Training Framework and Standards for Registered Training Organisations 2015, they provide a structure for all our RTO compliance tasks and policies and procedures that we follow in delivering our service. We regularly perform internal audits against these Standards to ensure that we are compliant with the Standards, and that our policies and procedures are being correctly implemented.

For us, quality is providing students and companies who are our clients with a service that meets their needs, and we constantly seek to improve and adjust our service to grow and meet our clients' current and emerging needs. Student (and employer) feedback is an important part of our quality reviews, and we encourage you to provide feedback at any time about any issue of our service (or lack thereof).

Privacy

We may use information collected about you for any of the following purposes:

- Perform administrative tasks

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- Informing you about our services or those of other organisations
- To develop products and services that may be of help to you
- Compliance with regulatory bodies and reporting on activity to funding bodies such as the state and territory funding bodies
- Building and maintaining a relationship with you and to assist in the resolution of disputes.

Detailed Course Information

The following sections contain more detailed information about each of the courses offered by Stepping Ahead Training and Development. This information is general in nature. Contact the office if you have any questions regarding these courses, or you require more information about your specific circumstances or traineeship.

About the qualification

In order to complete your chosen qualification you will need to achieve competency in every unit of your training plan using training and assessment methods that have been outlined in your training plan. Learners can apply for Recognition of Prior Learning where applicable.

If you are assessed as Not Yet Competent for any part of the training the trainer will tell you why and provide additional learning opportunities and re-assess you at a later date. Learners are provided with 3 opportunities to prove competency for a unit they are being assessed against.

All accredited units of competency successfully completed by you can be articulated directly with other post-secondary courses around Australia. In addition, individual units achieved by you in a lower level of qualification may directly articulate with a higher level of qualification.

CHC30113 Certificate III in Early Childhood Education and Care

The Certificate III in Early Childhood Education and Care requires 1 year. It contains 18 subjects (15 compulsory and 3 elective) covering areas including working with children, health and safety, programming, nutrition and workplace practices.

The Certificate III may be available through a variety of funded systems as stated in earlier pages or fee-for-service.

The qualification allows a person to work in a child care setting such as long day care, family day care and outside school hours care, occasional care or in the position of nanny, although not often in a qualified position. The certificate pathway is into the CHC50113 Diploma of Early Childhood Education and Care.

Diploma of Early Childhood Education and Care

The Diploma of Early Childhood Education and Care requires 2 years of study. It contains 28 subjects (23 Core units and 5 electives) covering areas including working with children, health and safety, programming, nutrition and workplace practices. Its prerequisite is the Certificate III in Children’s Services.

The Diploma allows employment in a qualified position in all states and territories in an Early Years Sector, including long day care, outside school hour’s care and occasional care. The course articulates with the Bachelor of Early Childhood and the Bachelor of Teaching Early Childhood.

Laws and Legislation

Stepping Ahead Training and Development works under Federal and State legislation including but not limited to:

- Work Health and Safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Human Rights and Equal Opportunity Act
- The Education and Care Service Act 2013

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- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Act 2014

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Complaints and Appeals Policy and Procedure

1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to Stepping Ahead Training and Development management in a timely and confidential manner.

The Complaints policy covers allegations, complaints made about the conduct of;

- The RTO
- RTO Staff, Trainers and Assessors
- Learners I Students of the RTO
- Third Party Personnel including external trainers, workplace supervisor/s, workplace staff, or persons from the general public
- RTO contractors their trainers and assessors, or other staff

2. Scope

The Director of Stepping Ahead Training and Development is the Complaints Resolution Officer. The Director may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that Stepping Ahead Training and Development staff, learners, third party personnel and sub-contractors act in a professional manner at all times. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Definitions

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

Policy

Stepping Ahead Training and Development believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

Stepping Ahead Training and Development will manage all complaints and appeals fairly, equitably and efficiently as possible. Stepping Ahead Training and Development will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation in the first instance. Where a complaint or appeal cannot be resolved through discussion and conciliation, Stepping Ahead Training and Development acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Stepping Ahead Training and Development seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

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A copy of this Policy is available to all students and staff via Stepping Ahead Training and Development’s website (http://sharingthecare.com.au/childcare_training) and is available in the Student Handbook. The information also contains details of external authorities that they may approach.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If the matter involves a trainer / assessor, the student may discuss the issue with the RTO’s CEO.
4. If the matter involves the RTO’s CEO, the student may discuss the issue with the RTO’s owner.
5. At any stage and if there has been no resolution the student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether they wish to formally present their case
 - steps taken to deal with the complaint or appeal
 - what they would like to happen to fix the problem and prevent it from happening again.

Should the student require help in putting the complaint in writing, Stepping Ahead Training and Assessment will provide a staff member to write out the complaint / appeal details in the student’s words.

6. The student may bring the complaint or appeal to the attention of the trainer (or if appropriate the RTO’s CEO or owner).
7. If the complaint or appeal is not dealt with to the student’s satisfaction, they may bring it to the attention of Stepping Ahead Training and Development’s CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours (not including weekends or public holidays) from the time the CEO receives written notification from the student about their dissatisfaction to the response received from their trainer (or relevant person) and a written response / resolution must be presented within 30 days.
8. The CEO will interview all parties involved and consider all evidence presented.
9. In the matter of an appeal against an assessment decision, the CEO will review the decision and the evidence used to make that decision. The assessor and the student will be interviewed separately to determine whether there is any relevant information not contained in the student’s file.
10. Should the issue still not be resolved to the student’s satisfaction, Stepping Ahead Training and Development will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary due to availability of relevant personnel / agencies but should take no longer than 14 days.
11. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
12. If the student is still not happy with external mediation, they may take their complaint to the [National Training Complaints Hotline](#) which is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at NTCH@education.gov.au <https://www.education.gov.au/search/site/complaints>
13. Stepping Ahead Training and Development will make themselves available to the National Training Complaint Hotline as part of their processes.

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14. The complaint / appeal will be used to review Stepping Ahead Training and Development's processes and practices and to inform its continuous improvement. The monthly staff meeting will review any complaints and appeals.
15. All complaints and appeals will be kept on a central register which will allow for analysis of matters over time and identify any common factors which may need action.
16. All documentation relating to complaints or appeals will be securely managed and archived for audit purposes.
17. Stepping Ahead Training and Development's CEO is responsible for the implementation and maintenance of the policy.

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