

One **Step** Further
international institute of excellence

Student Handbook

To be used by all students completing a
Nationally recognised qualification



NATIONALLY RECOGNISED
TRAINING

Thank you for choosing a One Step Further training course.

By undertaking training, you have committed to a considerable investment of time, effort and money. It is our responsibility to ensure that you have the best opportunity to get a high return on your investment. Every effort will be made to make the learning experience meaningful, relevant and enjoyable.

We are committed to a policy of continuous improvement and we welcome all your comments on the training we provide. Please take time at the completion of your course to complete the feedback form and return it to the trainer.

This booklet sets out information about the courses we offer, and the mutual responsibilities of One Step Further and you, the student. Please take time to read the information contained in this booklet and complete the Student Agreement Form, then handing it back to your trainer/assessor.

We hope you enjoy the course and thank you again for choosing One Step Further.

Should you have any enquiries please contact your trainer/assessor.

Jo *

Jo-Anne G. Smith
Chief Executive Officer
One Step Further Pty Ltd



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About this Handbook

Whilst this handbook is written primarily for traditional classroom style delivery, One Step Further would like to acknowledge that it also relates to a variety of delivery styles of training and assessment such as Work Based Traineeships, Short Course Face to Face Delivery, Recognition of Prior Learning programs and Online Learning. As such, the generic content that does not specifically relate to *classroom delivery* does apply to the many and varied styles of learning undertaken by One Step Further – Institute of Excellence clients.

1. Enrolment and Induction Procedures

Upon enrolment (and payment of relevant fees), you will receive your resource manual which will contain all relevant information. This includes but not limited to the theoretical knowledge that you will need to carry out your duties, the activities that will provide you with the skills to support the knowledge and the relevant assessment items that will ensure that you are able to apply the attitude, knowledge and skills to become a well respected person within the industry of your choice.

The Induction process will commence on the first morning of your training. Dependant on what delivery format your training is in you will receive your induction from your trainer. Your trainer will take you through information such as;

If you are onsite:

- emergency evacuation procedures
- times of class and break periods
- restroom location

Other relevant information:

- completion of relevant forms (to ensure you get the most out of your training, it is important for the trainer to have as much information about you as possible)
- contents of the Student handbook and acceptance of declaration
- mobile telephone and smoking policy
- relevant behavioural policies of One Step Further
- the training and assessment strategies that will be in place throughout your course.

2. Course Information and Vocational Outcomes

One Step Further is able to provide many different training options to you. Whilst these courses will not guarantee that you will gain employment, by undertaking the training, it will assist you greatly in achieving a new career. The courses and qualifications available for you to undertake are:

BSB20115	Certificate II in Business
BSB30115	Certificate III in Business
BSB40615	Certificate IV in Business Sales
BSB50215	Diploma of Business
SIT20116	Certificate II in Tourism
SIT20316	Certificate II in Hospitality
SIT30116	Certificate III in Tourism
SIT30516	Certificate III in Events

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SIT30616	Certificate III in Hospitality
SIT40116	Certificate IV in Travel and Tourism
SIT40416	Certificate IV in Hospitality
SIT50116	Diploma of Travel and Tourism Management
SIT50316	Diploma of Event Management
SIT50416	Diploma of Hospitality Management
SIT60216	Advanced Diploma of Event Management

Individual Units of competency | Skill sets:

BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post sale activities
BSBSLS502	Lead and manage a sales team
FNSASICT503	Provide advice in Managed Investments
FNSCUS505	Determine client requirements and expectations
FNSCUS506	Record and implement client instructions
FNSIAD501	Provide appropriate services, advice and products to clients
FNSINC501	Conduct product research to support recommendations

These courses will assist you in obtaining employment in the areas of Hospitality, Timeshare, Tourism, Event Management, Business Sales or Management.

The qualification that you achieve is nationally accredited.

3. Flexible Learning Options and Assessment Procedures

Should you need assistance with any piece of assessment, it is very important that you speak with your trainer/assessor at the beginning of the course. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

Throughout your study, a number of different types of assessment will be conducted. Some methods will include writing answers to questions, role playing and the assessor observing you undertaking a particular piece of assessment. As above, should you have any questions, please discuss these with your trainer/assessor.

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4. Fees and Charges (including refund policy)

There are many forms of funded programs that are on offer by OSF. However for those that are not eligible to receive funding a Fee for Service cost is calculated on a per unit of competency basis; in addition to this the applicable resource fee which is advised prior to enrolment.

Deposits and pre-paid fees:

Our student course deposit amounts are limited to \$1,500, and we do not collect more than \$1,500 per learner in prepaid fees. ('Prepaid fees' means fees collected before the relevant services are provided. 'Relevant services' include courses where all online or distance learning content is provided at the enrolment instance.)

For information about other courses, or recognition of prior learning, please discuss with your trainer/assessor.

Services not provided: If Plenty Training is unable to fulfil its service agreement with a student, OSF will issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency attended by the student and which can be issued in a statement of attainment at the time the service is terminated.

One Step Further refund policy states:

Unless prior arrangements have been made One Step Further (OSF) requires payment of fees in full prior to the commencement of a course. Students are requested to pay a 10% deposit upon enrolling into a course with the remaining funds being paid by the commencement of the course.

For the purposes of refund, (if fees in full have been paid prior to course), all fees shall be retained in a separate bank account up to seven (7) days prior to the commencement of a course.

Refunds: A student or client requesting a refund must download, complete and submit our refund and withdrawal/cancellation form. The following refund policy applies to all courses and products but is subject to any changes documented in the individual course webpage in which case the policy detailed in the course webpage takes precedence:

When One Step Further provides training for an organisation under contract, there are no charges to individual participants and therefore the terms of this refund policy do not apply.

Cancelling/Transferring of a Course

Should a **Fee for Service** student need to cancel or transfer a course enrolment, the following conditions will apply: (please note these conditions do not apply to **traineeships**)

- Notice of cancellation more than 21 days prior to the commencement of a course, a full refund will be given: however the 10% deposit is non-refundable.
- Notice given between 7 days and 21 days prior to the commencement of a course will incur a partial refund (50%) of total course fees.

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- Notice given under seven (7) days or after enrolment for a self-paced study student will incur the full cost of the course. If a person fails to attend a course without prior notification or cancellation, or cancels after formal enrolment for self-paced study courses, **One Step Further will retain full course fees (that is, no refund will be given)**
- Should a person who has enrolled in a course suffer illness or has an accident, and One Step Further is notified as soon as is possible, then the student will be placed in the next available course. The above statements relating to cancellation within a specified time frame will determine the refunds available should the student reject the offer of a placement in a suitable replacement course.

Cancellation by One Step Further

Should insufficient enrolments be received for any scheduled course, One Step Further reserves the right to cancel the course by giving at least two (2) days' notice to registered students.

Registered students affected by such a cancellation will be refunded any monies paid by them in connection with the course or their enrolment will be transferred by mutual consent to the next available scheduled course.

When a course is cancelled by One Step Further for any reason other than insufficient numbers, One Step Further will arrange an alternative date for the course offering. If this is not possible and the course has to be cancelled, every effort will be made to maximise the period of notice given to prospective students. In the event of such a course cancellation a full refund of fees would be made to students. One Step Further will not be responsible for any out of pocket expenses (such as travel or accommodation costs) incurred by the student as a result of the cancellation.

One Step Further has a strong student focus and will make every effort to minimise the financial or personal impact of any changes to training schedules.

Forms are available in the procedures manual for potential students to complete to apply for a refund under any of the above circumstances.

5. Language, Literacy and Numeracy Support Services

One Step Further trainers/assessors will offer the following support should a student identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a student has such a need.

These guidelines are what the trainer/assessor will follow:

- observe, identify and immediately act when a student has needs with language, literacy or numeracy
- trainers/assessors will make every effort to maintain the confidentiality of the student's needs
- trainers/assessors will not make discriminatory or judgemental statements about any student based on the level of language, literacy or numeracy skills

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- students with language, literacy or numeracy needs will be offered counselling about their particular skill deficiency, and the possible impact on the proposed One Step Further training program
- recommendations for assistance will be presented to the student to overcome the skill shortage. However, no student will be rejected because they decline the advice

Contact through the Queensland Department of Employment and Training, can be made to obtain information about relevant organisations to assist you.

6. Other Client Support Services (such as welfare and guidance arrangements)

If you feel that you will need support in any area such as cultural, religious, physical, and dietary or needs such as welfare, please discuss with your trainer/assessor. One Step Further will make every effort to help with your request.

7. Mutual Recognition

Should you have undertaken previous studies with a Registered Training Organisation and you have obtained a Statement of Attainment and wish to have this put towards your studies with One Step Further, please provide a certified copy to the Chief Executive Officer or your trainer. This will ensure that you do not have to undertake that unit/s, however with the completion of other training you will receive your qualification.

8. Mutual Responsibilities

One Step Further is required to State legislation to provide for the health, welfare and safety of both its employees and students. (Duty of Care: see Workplace Health and Safety).

One Step Further provides

- a grievance procedure for training and assessment
- assistance to students with literacy and numeracy needs
- arrangements for students with legitimate reasons to defer training or cancel their enrolment
- a refund and financial policy

Under its Quality Assurance procedures, One Step Further reserves the right to terminate a student's enrolment should the student

- endanger the health and safety of another student, trainer or themselves
- engage in the falsification of documents and/or assessments and training outcomes
- divulge personal or confidential information relating to another student's documents, assessment and training outcomes
- plagiarise (copy) another student's documents or assessments
- prevent other students from completing their course of study in reasonable peace and privacy
- refuse to act in accordance with any rules and regulations prescribed by One Step Further that are designed to protect the wellbeing of others (eg. Smoking policies).

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Furthermore, any trainer who violates student’s rights or engages in any activity that causes stress or disadvantage to any student will be subject to discipline procedures that may involve termination of services.

One Step Further will provide adequate print resources (or advise where they can be obtained) to assist a student to successfully complete all training programs.

9. Complaints, Grievance and Appeals Procedures

One Step Further has policies and procedures in place in the case of a complaint, grievance, or an appeal.

In the case of a complaint or grievance, you should complete the relevant documentation and forward it to the Chief Executive Officer who will then investigate the matter and provide you with a decision and/or further action to be taken.

In the case of appeal against a decision of an assessment, you should in the first instance, attempt to resolve the issue with your trainer/assessor. However, should you complete your training course and wish to appeal; you must do so on the relevant form and have 14 days to lodge it with the Chief Executive Officer. If a student wishes to access their personal file for any reason, they must do so within three (3) months of completion of the last assessment.

10. Access and Equity (such as discrimination etc)

One Step Further have in place, policies on Access and Equity (such as discrimination, racism or disability) which ensure that staff and students are not discriminated against in accordance with relevant Commonwealth State/Territory legislation. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with One Step Further should report their complaint immediately to Management.

11. Legislation relevant to your training

One Step Further is committed to ensure all staff and students are aware of relevant legislation.

The following legislation can be read and printed from the Queensland Government website:
<http://www.legislation.qld.gov.au>

Anti-Discrimination Act 1991

Vocational Education and Training and Employment Act 2000

Workplace Health and Safety Act

Department of Education, Science and Training

<http://www.dest.gov.au>

Australian Quality Training Framework

<http://www.anta.gov.au/aqtfStandards.asp>

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12. Recognition of Prior Learning (RPL) Procedures

If you believe that you can demonstrate and have the underpinning knowledge of the competencies that you wish to complete, you can apply for Recognition of Prior Learning. One Step Further will provide you with an RPL Kit and guide you through this process:

- obtain information regarding course of study if relevant, for example, unit of competency
- gather all your information together from past employers, job descriptions etc
- submit an application outlining any studies you have undertaken, work experience and the information gathered from past employers etc. Attach any certified copies of supporting documents
- ensure that the information supplied is verified, that is, that it is authentic material
- pay the relevant fee at point of enrolment

Gathering Evidence

When a student is gathering evidence, it is important that the rules of evidence are understood, as these will be used by the assessor to determine whether competency has been achieved.

Validity

Does the student's evidence relate directly to the unit/s of competency? Remember that RPL is also a process to ensure that competency in a workplace setting is being demonstrated; not just the underpinning knowledge.

Currency

How old is the evidence that is being provided – is it still relevant in the workplace today. Are the skills and knowledge still able to be applied in the current workforce? Historical evidence may be an important indicator that underpinning knowledge has been achieved, but it is important that the skills have been applied recently.

Sufficiency

Have you provided enough evidence that can validate currency of the competency being assessed? Is it sufficient for one piece of evidence to meet all the performance criteria; or does the evidence allow for demonstration across a variety of tasks.

Authenticity

Once you have gathered all your material together, submit it along with the application form and hand it to your assessor. The assessor will then:

- Peruse your application
- Interview you to assess your knowledge and skill in demonstrating competency
- Decide if application is approved; if student is required to provide more information, the assessor will provide support and guidance to where the gaps may lie
- If student can demonstrate their knowledge and skills through the RPL process, One Step Further will notify the student in writing of the outcome and issue a Statement of Attainment or qualification
- Complete relevant documentation and file on student file at One Step Further.

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13. Issuing of Qualification

Upon completion of a training course (including activities and all assessments) and competency in each unit has been achieved, One Step Further will issue you with a Statement of Attainment (for one or more units being complete) or in the case of a full qualification – a Certificate or Diploma will be issued.

The Statement of Attainment, Certificate and Diploma are all nationally recognised throughout Australia. In the case of Statement of Attainment, you can use this to build up towards the relevant qualification, should you decide later to undertake more study. Under the Australian Quality Training Framework, One Step Further is required to issue a Certificate or Statement of Attainment within 21 days.

As part of our procedures, One Step Further will hold a Graduation of all students annually at which time formal certificates will be presented. Should you require your formal certificate at any time outside of the formal graduation ceremony, you may do so by notifying One Step Further who will issue it immediately upon your request. Interim Transcript of Results will be issued within 21 days of completion of your training.

If a student has a Statement of Attainment and/or a Certificate issued by another Registered Training Organisation in Australia, One Step Further's policy states (in line with National requirements) that that Statement of Attainment and/or Certificate will be recognised towards the course of study currently enrolled or any future courses.

Other relevant information

When on SITE, either in training room or workplace:

(i) Emergency evacuation procedures

At the commencement of your course, your trainer will explain to you where the exits are and the evacuation procedure.

However, should it be necessary to evacuate the building for any reason, it is important that you are fully aware of where the exit points are.

One Step Further staff will contact the local emergency service. All students are to remain outside the premises until such time as the Queensland Fire and Rescue Authority provide safe entry.

(ii) Times of class and break periods

These will vary from course to course. Your trainer will explain times and break periods with you at the commencement of your course.

(iii) Restroom location

Your trainer will advise you of the restroom location at the commencement of your course.

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(iv) Completion of Relevant Forms

To ensure you get the most out of your training, it is important for the trainer to have as much information about you as possible. Therefore there will be a few forms that you are required to complete prior to training commencing. Please be as open and honest as possible. If you have any special needs, it is important that the trainer is aware of them, to ensure that you receive the highest quality training.

(v) Mobile telephone and smoking policy

As a courtesy to the trainer and other students, One Step Further requests that all mobile telephones be turned off during class contact time.

It is now State legislation that smoking is not permitted in the workplace. Therefore consideration of One Step Further employees and other students, smoking within the common areas is forbidden.

(vi) Behavioural expectations

At the commencement of the course, you would have been required to sign a document, indicating your commitment to the behaviour expectations of the One Step Further. Should you have any questions, please discuss with your trainer.

Dishonest Action

Students are expected to display honesty and ethical behaviour in their studies at all times. It is a serious offence to copy the work of another person without due acknowledgement of that person's work.

Specific instances of such unethical behaviour include:

- students deliberately copying, or attempting to copy, the work of another student
- students submitting the work of another as their own
- students consciously committing acts of plagiarism

'Plagiarism' can be defined as the deliberate act of taking, and using, as one's own, the ideas and or writing of another person with the intent to deceive.

Plagiarism occurs when

- any words (parts of a sentence, a single sentence, sentences or paragraphs) are copied directly, but not enclosed in quotation marks and appropriately referenced to their source
- text is paraphrased or summarised, without direct quotations, and an appropriate form of referencing does not acknowledge the source of the material
- an idea, which appears elsewhere in some graphic form (for example, text, art, film) is used or developed without reference being made to its author or source

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Allegations of dishonest action relating to items of assessment will be referred to the Chief Executive Officer.

The Chief Executive Officer may involve one or more of the following actions:

- dismiss the allegation
- require that the student submit a new assignment on the same or another topic
- cancel the item of assessment and award no result for that item
- require that an alternative assessment be undertaken immediately or at a later date
- other disciplinary action as a result of the severity of the allegation

Training and Assessment Strategies

One Step Further has in place policies and procedures which maintain high professional standards in the delivery and assessment of education and training services and which maintain the interests and welfare of students. Assessment will meet the National Assessment Principles (including RPL and Credit Transfer).

One Step Further will maintain a learning environment that is conducive to the success of students. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the students.

One Step Further is committed that trainers will be suitably qualified and also sensitive to the cultural and learning needs of students.

As a learning organisation, One Step Further can demonstrate its ability to identify the learning needs of diverse clients and to plan/implement appropriate learning strategies. This will include the ability to design and/or adapt training products so that the outcomes of the endorsed components of the Training Packages can be achieved.

For each qualification that is offered by One Step Further, a training program has been designed. This program outlines the methods of both delivery and assessment for each unit of competency.

At the commencement of your course, your trainer will take you through the work book that you have received. Each method of delivery and assessment will be explained to you. You will also be informed of the formal assessment/s that you will need to undertake to demonstrate competency.

Should you have any questions about delivery or assessment, please discuss with your trainer.

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One Step Further endeavours to protect the privacy of all its students. If One Step Further is approached by a third party seeking information, your written permission will be sought.

However, One Step Further must comply with certain government regulations. Therefore, data may be required by government to ensure all requirements have been met. In this instance, no written request will be sought however all information is held in confidence by the government.

Special needs

If you have any special needs for example, cultural, religious, physical, dietary or any other requirement, please contact the One Step Further staff who will make every effort to help with your request.

Contact information

For information on courses or any other aspect of the One Step Further organisation, please contact our office on

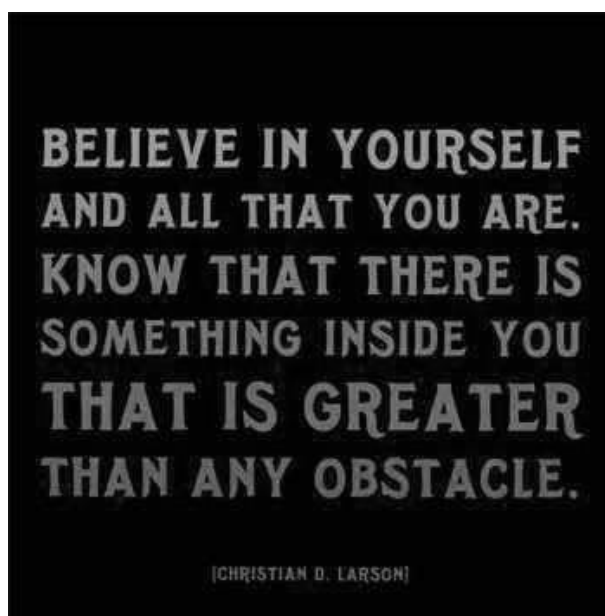
Ph: 07 5593 9111 or Fax: 07 5593 9411

Email : studentmanagement@onestepfurther.com.au

* * * * *

Should there be any need for further information not contained within this Handbook, please ask a One Step Further staff member and the relevant documentation or website will be referred to you.

Once again, thank you for choosing One Step Further.



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STUDENT AGREEMENT FORM

Welcome to One Step Further – The Institute of Excellence. Congratulations on selecting this training organisation to assist you in gaining your Nationally Recognised qualification. We believe in providing quality training to all of our students. In order to enable us to provide quality of service to you we request that you read the following information carefully, sign, date it and hand it back to your trainer/assessor.

* * * * *

As a student of One Step Further, I agree:

- To arrive on time for all sessions and be ready to start at the appropriate time
- To contact One Step Further if I am going to be late, absent or sick
- I will switch off my mobile phone during course sessions
- I will not bring food nor smoke in the training rooms or common areas
- I will observe all Workplace Health and Safety guidelines
- I agree that, for the purposes of compliance with government regulations, One Step Further may provide my assessment records to a designated government official and note that all information will remain confidential
- I give permission to One Step Further to provide information about me to any Government department as may be requested for the purpose of statistical analysis or verification of enrolment purposes
- I give permission to One Step Further to seek verification of qualifications or transcripts provided by me for the purpose of RPL or Credit Transfer with the issuing Registered Training Organisation
- I give permission for One Step Further to use any photographs or electronic media that may be taken as a result of training or from the graduation and or other events in which I appear for marketing purposes; including usage on the One Step Further website.
- I have received a copy of or directed to an electronic version of the One Step Further's Student Handbook and will fulfil all assessments, assignment and study requirements and agree to perform honestly in all aspects of my training and assessments, as outlined in the handbook.
- I understand the appeals process (as outlined in handbook)
- I understand that this handbook has been written for traditional classroom style delivery however, I acknowledge that it also relates to a variety of deliveries such as Work Based Traineeships, Short Course Face to Face Delivery and Online Learning. As such I acknowledge the generic contents that do not specifically relate to classroom delivery do apply to my chosen style of learning and have read and understand and agree with the content.

I, _____ agree to abide by the above terms and conditions.

Signed _____ Date _____

OPT OUT

Please tick the box if you would not like to receive information on training offered through One Step Further

**Thank you for respecting the wishes of One Step Further
and we truly hope that you will enjoy your training with us.**

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