

These are the Terms & Conditions under which you may use and participate in the Step 2 Education Program and Services. You are bound by these 'Terms & Conditions', so it is important that you read them carefully.

Step 2 Education/We/Our/Us means Step 2 Education International Inc. trading as Step 2 Education and/or Step2 Education. You are entering into this contract with Step 2 Education International Inc. trading as Step 2 Education and/or Step2 Education.

Certain laws including applicable state or province-based consumer legislation (from here known as 'consumer laws'), are in place for your protection. They are designed to ensure the services provided by us are provided with due care and skill. These 'Terms & Conditions' do not alter any protection given to you by consumer laws.

1. Pricing

- 1.1. Pricing is as advertised on the Step 2 Education website at the time a client orders educational services from Step 2 Education.
- 1.2. Enrollments are administered using "Enrollment Points" system which provides for ongoing discounts for the client. The initial order determines the price per point, and will be maintained for all future orders, unless a larger order qualifies the client for a lower price.
- 1.3. Accounts which have participants individually purchasing "Enrollment Points" will be subject to a flat rate cost.
- 1.4. Any number of enrollments (points) can be ordered at any time.
- 1.5. Enrollment Points expire 24 months after an organization account is deemed inactive, that is there is no student or facilitator activity and no written request for the account to remain active
- 1.6. Enrollment Points which are unused for 12 months or longer cannot be refunded.

2. Orders and Billing

- 2.1 Ongoing enrollment orders can be placed by using the online ordering system.
- 2.2 When an order for enrollment points is placed, payment may be made via:
 - Telegraphic Transfer (Direct Deposit),
 - Credit card or
 - Check/Cheque
- 2.3 Invoices are issued within one to four weeks of an order being received.
- 2.4 Details of how to pay are shown on the invoice and the payment terms are 30 days.
- 2.5 The account may be suspended, including all student enrollments, if invoices are not paid within payment terms.

3. Enrollment Period and Extensions

ES01 Breastfeeding Essentials, ES03 Breastfeeding Essentials for Doctors, ES04 Breastfeeding Essentials for Ancillary Staff, & ES05 Breastfeeding Essentials for Allied Health Professionals:

- 3.1 Each participant has 12 months enrollment period from when the client enrolls the participant unless otherwise negotiated by the client.
- 3.2 Active Participants (enrollment not expired) may receive one extension of 3 months (at no additional cost) if there is a valid reason as determined by Step 2 Education.
- 3.3 Participants who have not passed their course, and whose enrollment has expired, and have been removed from the course will be re-enrolled as a new participant. The cost will be the same as a new enrollment (i.e. 100%).



Step 2 Education International Inc

Terms & Conditions



MA01 Breastfeeding Policy Revision:

- 3.4 Each participant has 6 months enrollment period from when the client enrolls the participant unless otherwise negotiated by the client.
- 3.5 Active Participants (enrollment not expired) may receive one extension of 2 months (at no additional cost) if there is a valid reason as determined by Step 2 Education.
- 3.6 Participants who have not passed their course and whose enrollment has expired and have been removed from the course will need to be re-enrolled. The cost will be the same as a new enrollment (i.e. 100%)

CE Continuing Education Courses

- 3.7 Each participant has 1 month enrollment period from when the client enrolls the participant unless otherwise negotiated by the client.
- 3.8 Participants who have not passed their course and whose enrollment has expired, and have been removed from the course will need to be re-enrolled. The cost will be the same as a new enrollment (i.e. 100%).

4. Removing Participants and Credit Places

- 4.1 If a participant has not yet logged into their account and has left your organization prior to the enrollment expiry period, their account is removed and any associated enrollment points are credited back to the organization's account.
- 4.2 Credits are not available for participants who:
 - claim to not be aware of their expiry date,
 - claim that they were not able complete their course (please see Point 5 regarding deferment), or
 - claim they never received their username and password.

5. Deferment of Participant's enrollment

- 5.1. A Client may request a deferment (normally if a participant goes on leave or other similar circumstances) when there is a set time that the participant will be back. If there is no clear time, replacing or removing the participant is recommended.

6. User Support

- 6.1. Step 2 Education will provide user support via the online contact form and email to admin@step2education.com

7. Assessments and Certificates

ES01 Breastfeeding Essentials, ES03 Breastfeeding Essentials for Doctors, ES05 Breastfeeding Essentials for Allied Health Professionals, MA01 Breastfeeding Policy Orientation & CE Continuing Education Lectures:

- 7.1 Each participant has 3 attempts per module or final quiz to achieve a passing grade and be eligible to receive their Certificate of Completion.
- 7.2 Re-grading previously failed quizzes is a fully supported function of the Facilitator

ES04 Breastfeeding Essentials for Ancillary Staff:

- 7.3 Each participant has unlimited attempts per quiz to achieve a passing grade and be eligible to receive their Certificate of Completion.



Step 2 Education International Inc

Terms & Conditions



All Courses:

- 7.4 The Certificate of Completion is available to the student for the duration of the course enrollment period.
- If completion details are required after the participant's enrollment period has expired an academic transcript only can be produced.

8. Archives and Backups

- 8.1 Course backups are maintained by Step 2 Education and are updated on a weekly basis.
8.2 Client records are retained in archives by Step 2 Education for 6 years.

9. Reporting

- 9.1 Facilitators can download reports on students within their account at any time.
9.2 After a participant has collected their certificate they will be shown as complete on the report within 24hrs.

10. Technical Serviceability

- 10.1. Step 2 Education will endeavor to provide a 24/7/365 service of the program to the Client, but there may be some instances of server serviceability due to unforeseen technical failures beyond its control or for system maintenance.

11. Technical Requirements

- 11.1. All participants require a serviceable email address that Step 2 Education can use to email username and password information.
11.2. Courses are developed for access via contemporary internet browsers with common plugins, e.g. JavaScript. Step 2 Education is not responsible to ensure that participant computers or devices are suitable for course access.
11.3. Failure of a participant to be able to access the course materials due to incompatible technology does not automatically qualify for enrollment point reimbursement or claim for enrollment cost refund.
11.4. We recommend that each organization contact their Technology Department to ensure the Step 2 Education IP address is whitelisted to avoid Step 2 Education emails being blocked by the server. IP information can be provided on request.

12. Fair Use and Conditions

- 12.1. All course and website material is subject to international copyright laws.
12.2. All materials are intended for individually enrolled participants.
12.3. Courses are not to be used in classroom or public viewing environments without express permission of Step 2 Education International Inc.

Email info@step2education.com for more information



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