



STEP Student Queries

I have a question about the STEP Foundation and Diploma courses but I don't know where to go...

If you are a STEP student please find below a helpful guide on where to go with your query.

When to contact STEP:

- All Qualified Practitioner (QP) queries
- Changes to contact details: www.step.org/mydetails
- STEP membership subscriptions (E&W & Scotland Diploma and all QP students)
- Student branch events: www.step.org/events
- Upgrading to full membership: www.step.org/studentupgrade
- STEP Membership Directory and Yearbook queries
- STEP Journal queries
- England and Wales Student Excellence Awards
- Conference queries: www.step.org/events

What you receive from STEP:

- STEP Membership Directory and Yearbook
- STEP Journal, TQR and Regional Supplements
- 'How to use the STEP website' guide
- Subscription renewals (E&W & Scotland Diploma and all QP students)
- TEP certificate (on completion of Diploma)

Contact STEP:

Membership Team
 STEP
 Artillery House (South)
 11-19 Artillery Row
 London SW1P 1RT
 United Kingdom

T: +44 (0)20 7340 0500
 E: step@step.org
 W: www.step.org
www.step.org/qp (for Qualified Practitioner students)

When to contact CLT:

- Changes to contact details
- Applying for the first time and all course registration queries
- Course Fees
- Course dates
- Exam results
- Exam venues and times
- Diploma certificate queries
- Academic queries relating to course manuals
- Exemptions

} www.clt-step.co.uk (E&W Diploma)
www.clt-stepscot.co.uk (Scotland Diploma)
www.clt-stepint.co.uk (International Diploma)

What you receive from CLT:

- Distance learning materials
- Exam results
- Foundation and Diploma certificates
- Overall qualification certificate upon completion of Diploma, which includes a STEP membership upgrade form

Contact CLT:

CLT International
 STEP Registrar Office
 Wrens Court
 52-54 Victoria Road
 Sutton Coldfield
 West Midlands
 B72 1SX
 United Kingdom

T: +44 (0)121 355 0900
 E: cltstep_registrar@centlaw.com
 W: www.clt-step.co.uk (for students in England & Wales)
www.clt-stepscot.co.uk (for students in Scotland)
www.clt-stepint.co.uk (for students worldwide)