



# Learner Handbook



# WELCOME

Thank you for choosing breakthru as your preferred Education and Training Provider. We are committed to ensuring your educational experience is of a high standard and value your business.

This learner handbook outlines the rights and responsibilities whilst undertaking training with breakthru. As a learner, it is your responsibility to read and ensure understanding, our dedicated trainers and assessors are here to assist with queries and concerns regarding information about our courses or information detailed in the learner handbook.

We offer a range of delivery options for various courses, from e-learning and face-to-face delivery to distance learning. Speak to us about finding the best delivery method for you in the course you want to do.

breakthru offers a pathway to success for businesses and individuals seeking an advantage in today's competitive business environment. Our vocational education services deliver the highest quality training including both nationally recognized courses and job-ready skills. Better still, our training is delivered quickly and professionally and is great value for money. Our courses deliver current and relevant skills to assist you to get back to doing what you do best. Whether that is running your business with a highly skilled workforce or getting that great next job, we can help!

breakthru is here to help and assist you on your pathway and looks forward to working with you on your training and development journey and advancing in your career goals.

Matthew Mackay

Chief Executive Officer

| breakthru RTO contact details |  |
|-------------------------------|--|
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| RTO National Provider ID      | 91512  |

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## OUR CORE PURPOSE

We help people realise their right to be included in and contribute to their community.

## OUR VISION

breakthru will be the leading person-centred champion, courageously promoting the value, potential and inclusion of all people in the life of their community.

## OUR CORE VALUES

### Respect

We respect people by upholding their right to make informed choices about their own life.

### Integrity

Our integrity is demonstrated by our ethics and actions, every day by everyone.

### Excellence

We achieve success through innovation and leading practice, ensuring Break Thru delights their customers.

### Resilience

We display courage in the face of adversity in order to deliver quality services.

## ACCESS & EQUITY

breakthru is committed to access and equity in the delivery of its services in line with the Commonwealth's Equal Employment Opportunity Act 1987, Racial Discrimination Act 1975, Sex Discrimination Act 1984 and Disability Discrimination Act 1992.

If you consider a situation to be in violation of breakthru's Access & Equity Policy (available upon request), you are required to report the situation to management.

We offer learners with special needs the same opportunities as any other students. Our training and assessment programs consider special needs with the ability to adapt and change training and assessment strategies wherever we can.

We can access resources to help our learners to have fair and equal opportunities while they are learning at breakthru. Referrals via in house support or outside organisations are available as required.

## OUR COURSES

breakthru College offers a range of VET courses, ranging from individual support, allied health assistance to mental health courses.

Our nationally recognized training products within the Australian Qualification Framework (AQF) are:

1. CHC33015 Certificate III in Individual Support
2. CHC43015 Certificate IV in Ageing Support
3. CHC43115 Certificate IV in Disability
4. HLT33015 Certificate III in Allied Health Assistance
5. HLT43015 Certificate IV in Allied Health Assistance
6. CHC43315 Certificate IV in Mental Health
7. CHC43515 Certificate IV in Mental Health Peer Work

For more information about our courses such as course duration, entry requirements, our delivery and assessment methods, the number of units including core and elective, please go to our website <https://www.breakthrucollege.edu.au/>

Prior to enrolment, all prospective learners are required to get familiarized with the course requirements on our website to ensure that an informed decision can be made.

Please note breakthru College reserves the right to change any of the electives in the above qualifications providing that they meet the requirements of training package and contribute to a valid, industry supported vocational outcome.

## VOCATIONAL EDUCATION AND TRAINING (VET) QUALITY FRAMEWORK

The vocational education and training (VET) Quality Framework aims at achieving greater national consistency in the way that Registered Training Organisations (RTO), such as breakthru are registered and monitored. The VET Quality Framework is made up of five (5) components:

1. The Standards for Registered Training Organisations (RTO) 2015
2. The Australian Qualifications Framework
3. The Fit and Proper Person Requirements
4. The Financial Viability Risk Assessment Requirements, and
5. The Data Provision Requirements

If you would like further information on this Framework please visit [www.asqa.gov.au](http://www.asqa.gov.au).

## BREAKTHRU OBLIGATIONS

breakthru College is a Registered Training Organisation approved by ASQA (Australian Skills Authority Quality) to deliver VET courses. As an RTO, breakthru College complies with the legislative requirements under VET Quality Frameworks which comprise of:

- Standards for Registered Training Organisations (RTO) 2015
- Australian Qualification Framework
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2020

breakthru College will ensure that all the requirements above are met, and ensure we provide you with the quality training and assessment at all times. This is achieved by implementing a range of policies and procedures including quality assurance, which are written against the requirements in Standards for RTOs 2015, to ensure that we continuously improve our systems and processes to meet your needs.

Breakthru has obligations to ensure that it will:

- Provide the training and support necessary to allow you to achieve competency

- Provide a quality training and assessment experience for you and in compliance with the Standards for RTOs 2015.
- Ensure that breakthru, staff and our agents meet public expectations of ethical behavior at all times.
- Conduct marketing activities with integrity, accuracy and transparency. No financial incentives or other inducements to learners who are funded by state governments such as Smart and Skilled and/or Skills Assure Supplier.
- Ensure you are properly informed about your subsidised training entitlements, fees, responsibilities and obligations.
- Provide you with a clear and accessible feedback and consumer protection system including an identified consumer protection / complaints officer.
- Maintain procedures for protecting a consumer's personal information.

breakthru College is also responsible for the issuance of the AQF certification documentation when you have been deemed competent in the units that you have been enrolled into.

## LEARNER RIGHTS & RESPONSIBILITIES

breakthru's core values underpins the 4 principles in which is expected by learners and staff to adhere to in providing a safe and equitable workplace – **Respect, Integrity, Resilience and Excellence**. We are committed to ensuring our learners are well equipped to participate in today's workforce and encourage learners to work as a team, be loyal, courteous and use their initiative.

To ensure you gain the maximum benefit from your training with breakthru, we will:

- Provide a trainer/assessor who will be fully qualified with current and relevant skills to ensure you have the most up to date knowledge while you are learning;
- Provide a trainer/assessor who receives support and guidance to develop their skills to ensure your training is of the highest quality;
- Provide all the resources you need to complete your training in the timeframes provided when you enrolled and at a level that meets industry requirements; and
- Provide you with assessment feedback that is accurate and increases your competency in a timely manner.
- Provide you access to our Complaints and Appeals process as required by Standards for RTOs 2015 (Standard 6)
- Update to you in writing of any changes to our agreed services which may affect you such as a change in ownership or changes to existing third party arrangements. You will be notified within 7 days of the change to take effect.
- Provide quality education and training, in line with the requirements from our National Regulator and State Governments.
- Inform you how your personal information is collected and your right to review and correct that information at the point of enrolment.

To ensure you gain the maximum benefit from your training with breakthru, we ask that:

- You are respectful of the rights of others;
- You attend all scheduled classes and are punctual (ideally arrive 10 minutes prior so you are not rushed), let us know if you are unable to attend class (giving 24 hours' notice) or phone prior to class time if you are running late;
- You take part in a learning environment that promotes equal opportunity;
- You only use the internet for course requirements;
- Your mobile phone is switched off while in class. If you are expecting an urgent call you inform your trainer prior to commencement of class;

- You do not have alcohol or drugs on the premises or under the influence while attending class. If you are found to have any dealings with drugs, you will be removed from the course and reported to the police;
- You provide a medical certificate if an assessment is missed;
- You take responsibility for personal belongings brought onto the premises including disposal of your rubbish and keeping the area clean at all times
- Your clothes are neat, clean and tidy and would be expected in the workplace/industry;
- You will not act and conduct yourself in a manner which is dis-respectful to others. For example: disrupting others during class, not taking reasonable direction from trainer/assessor, putting others at risk, using obscene or inappropriate language, engaging in criminal activities, using threatening behaviour towards others, intentionally damaging breakthru or other's property/belongings, lateness/absenteeism.
- Providing accurate information to breakthru.
- Behaving in a responsible and ethical manner.

If you are to not abide by the Learner Responsibilities which have been developed to provide the optimal learning environment, you may be asked to leave the premises or course (where a refund will not be provided). breakthru will work in partnership with you to address any concerns before taking this type of action. breakthru has an obligation to all learners and it is working together that we can be achieve this for everyone's benefit.

## MARKETING

breakthru markets its vocational, educational and training programs with integrity, accuracy and professionalism. breakthru College ensures that its marketing practices are in line with the Standard 4 of RTO Standards 2015 and relevant State Government requirements.

## ENROLMENT

Prior to commencing training, you will have the opportunity to discuss your training and study requirements. breakthru will provide you accurate, relevant and up-to-date information. Our enrolment process is as follows:

- Once you make an enquiry with breakthru, you will be sent a pre-enrolment pack which consists of:
  - An electronic version of Learner Handbook
  - Course information such as proposed dates, location, entry requirements, USI
  - Fee information
  - Evidence including eligibility to funding if applicable
  - Advice about the availability of Credit Transfer and RPL
  - An enrolment form.
- Our team will review the completeness of documentation provided including evidence for funding eligibility, if applicable
- You will then be sent an invoice including payment plans if applicable. Please note that breakthru College will not collect more than \$1,500 (prepaid fees) from learners at any point
- You will be sent an LLN Test link. The LLN Test is used to identify your LLN skills and if support is needed.
- You will be directed to our Compliance Manager for a meeting if your LLN scores are below than what is required by the course. This is to identify any support strategies to assist you to progress through your course. In the event that breakthru is not able to provide support any specific support services, you will be informed of this. Further training may be required prior to enrolling to our course.
- If successful, you will be enrolled into our system. You will also be sent a confirmation of enrolment, training plan, and instructions on how to use our Learning Management System (if applicable).

It is important that you supply up to date contact details and any relevant medical information detailed in your enrolment form. If any information changes you must notify breakthru in writing at your earliest convenience.

Enrolment extension may be granted where reasonable reason of inability to complete is provided; this must be received in writing stating the reasons for applying for extension within one (1) week of the due date.

## UNIQUE STUDENT IDENTIFIER

Learners studying nationally recognised training in Australia from 1<sup>st</sup> January 2015 will be required to obtain a Unique Student Identifier (USI).

All your personal training records and results (transcripts) that you have completed since 1 January 2015 will be linked to an online account using your Unique Student Identifier (USI) number. Access to your Unique Student Identifier (USI) account is available from your computer, tablet or smartphone anytime.

More information about the Unique Student Identifier (USI) initiative, including how to apply for USI, can be found at <https://www.usi.gov.au/students/get-a-usi>

Learners completing training with breakthru, will be issued with instructions on how to apply and or access their Unique Student Identifier (USI) number on enrolment.

breakthru Enrolment Form contains mandatory fields that **must** be completed in order to verify your Unique Student Identifier (USI). If you do not have a Unique Student Identifier (USI), breakthru will be able to apply on your behalf subject to the provision of acceptable proof of identity. breakthru staff must sight original identity documents to process your Unique Student Identifier (USI) application. If you need breakthru to apply on your behalf, please ensure this is indicated on your enrolment form.

All personal information collected by breakthru will be stored securely in accordance with breakthru's Privacy Policy (available on the website or by request).

## LANGUAGE, LITERACY & NUMERACY (LLN)

Studying can be challenging for anyone, particularly for someone who may have been away from formal education for some time or who has job and other responsibilities outside of their study. It can be even harder if you struggle to or can't read, write well or have issues with numbers and concepts.

breakthru is committed to providing a positive and rewarding learning experience for all students. Upon enrolment, all learners are asked to provide information on any Language, Literacy or Numeracy issues as well as completing a Language, Literacy and Numeracy test online. This information is solely used by breakthru to ascertain suitability and/or requirement for additional needs throughout the training. Please note the LLN Test is conducted online using our LLN Robot prior to enrolment.

Please contact the Training Department if you may need additional support or feel that you would like to discuss further. They will arrange to have one of our trainers speak with you about your needs and how we can support you.

If you need an interpreter or come from a non-English speaking background and require additional support, our trainers are more than happy to work with you to ensure your needs are met which may include access to translated materials.

## NATIONAL RECOGNITION

breakthru recognises accredited Qualifications and Statements of Attainment issued by any other RTO. All copies need to be certified to provide assurance if the original is not supplied at the same time to breakthru staff. We will give you credit for all earlier training if it is the same unit of competency as the training you are doing with us. We ask you to tell us at the start of the course whether you have any units that can be used to apply for a credit transfer. Where the unit of competency is different, breakthru will discuss with you the options around Recognition of Prior Learning (RPL).

## CREDIT TRANSFER

If you have completed the same unit/s that relate to the course that you are studying, then you can apply for a Credit Transfer. Credit transfer is provided to ensure that you are not required to repeat any units of competency in which you have been assessed as competent from any Registered Training Organisations (RTOs), unless regulatory requirements prevent it.

The process to apply for a credit transfer is as follows:

1. Fill in an *Application for Credit Transfer Form*, which is available at the end of this Learner Handbook.
2. Provide a certified copy of AQF Certification or bring the original transcript and be sighted by our Admission Team. Alternatively, you can also provide a USI transcript that shows the unit/s that you would like to apply credit transfer for.
3. Submit the completed form along with AQF Certification / VET Transcript / USI Transcript to [training@breakthru.org.au](mailto:training@breakthru.org.au)
4. Our Training Services Administrator will review the completeness of documentation and will contact you if additional documentation is required.
5. When a certified copy of AQF Certification is provided (instead of USI Transcript), Admission Team will contact the issuing organisation to verify the authenticity of the certification.
6. You will be informed of the outcome in writing.
7. If credit transfer is approved at the point of enrolment, the unit/s of competency granted will be shown in your Training Plan. The unit/s in which credit transfer have been approved, will be exempted

## RECOGNITION OF PRIOR LEARNING (RPL)

You may be able to apply for Recognition of Prior Learning (RPL) for previous knowledge and experience you may have relevant to your course. This could include previous study, work, educational experiences that match learning outcomes for an accredited unit. Recognition of Prior Learning (RPL) is about recognizing and assessing the competencies that you have acquired through formal, non-formal and informal learning.

Evidence of prior learning and experience may include:

- certificates issued by other Registered Training Organisations (RTO's) - originals or certified copies;
- statement of attendance at workshops;
- letters of support from employers, both past and present;
- course outlines from courses you have done before;
- current resume, position descriptions including performance plans;
- other items as discussed with your trainer/assessor.

Our Recognition of Prior Learning process is as follows:

1. You make an enquiry with breakthru College to indicate that you want to apply for RPL.
2. breakthru College will provide you information about RPL. If you decide to go ahead, we will provide you with an RPL form and a copy of the RPL Self-Assessment

3. Complete the RPL form (indicate which unit/s that you would like to apply RPL for), self-assessment, a copy of your CV and certified copy of relevant qualifications. Send all of these documents to [training@breakthru.org.au](mailto:training@breakthru.org.au)
4. A qualified assessor from breakthru College will review your documents. The assessor will also contact you to discuss about:
  - Your work experience and anything of interest in your CV. For example, have you worked in a number of job roles; have you worked in a number of different workplaces or the same one, professional development experiences etc)
  - The items that you ticked / did not tick in the Self-Assessment
  - The items listed in your evidence brainstorm (for example, will these add value to your application or will the evidence relate to the requirements of a unit of competency)
  - The third-party person – who is it, how long have they known you in a professional capacity, their suitability to confirm your workplace performance, and any conflict of interest etc)
5. The assessor from breakthru College makes a decision about your suitability. If you are not suitable, you will be provided with information about formal training opportunities. You can make a decision as to whether you would like to enroll into formal training instead.
6. If you are successful, you will receive a copy of the:
  - Invoice for RPL Assessment
  - RPL Evidence Tool
  - RPL Third Party
7. You will be required to pay \$250 for each unit of competency before it can proceed further. You will need to email a copy of the receipt to [training@breakthru.org.au](mailto:training@breakthru.org.au)
8. Once paid, the assessor will discuss:
  - How to work through the RPL Evidence Tool
  - Arrangements for workplace observations (where applicable, and in consultation with your workplace supervisor to ensure workplace visits are scheduled appropriately and that the workplace has access to the required equipment and resources)
9. The assessor will participate in the RPL Assessment process which will include:
  - Visiting your workplace to observe completion of practical tasks
  - Completing verbal questioning (via phone, Teams, Skype or other means that are deemed appropriate)
  - Being available to provide support and assistance to you as required
10. You submit RPL Evidence Tool booklet and evidence portfolio.
11. The assessor checks the third-party person's ratings, feedback and comments in the RPL Third Party Report. When necessary, the assessor contacts the third-party person to discuss anything that requires further clarification.
12. The assessor contacts your professional referees to discuss the customer's workplace competency.
13. You will be notified of the RPL Outcome

Please note that the RPL fee of each unit is \$250 and the fee is refundable once the invoice has been paid and the assessment has commenced.

## LEARNER INDUCTION

You will be provided with details on the course structure and timetable including an overview of this **Learner Handbook**, which provides all relevant information you may need during your training. This includes information about breakthru's training guidelines along with your rights and responsibilities. Your Trainer/Assessor will also be available to answer any questions you may have.

Your Trainer/Assessor will go over the basic housekeeping relevant for the training venue including learner and teacher responsibilities prior to commencement of course. These will include the designated emergency and fire evacuation procedures within the training venue.

Checklist of what you will need to bring:

- Appropriate clothing and footwear;
- Equipment and resources (not supplied with course); and
- Depending on length of course (lunch and/or morning tea).

## COURSE FEES

breakthru sets all course fees and charges for enrolment. These may vary and will be clarified prior to enrolment.

| Description   | Fees   |
|---|--|
| Short courses are 1-5 days in duration  | Fees must be paid in full prior to course commencement.  |
| Courses longer than 6 days in duration  | Fees must be paid in full prior to course commencement.<br><br>Installment can be arranged, but all fees must be paid prior to the end of a course.  |
| RPL   | \$250 per unit<br><br>Please note that the fee is not refundable once the invoice has been paid and the assessment has commenced   |
| Certificate re-issuance   | \$30<br><br>Please note that shipping cost applies if a physical copy required to be shipped to your address. Costs vary depending on the regions, and whether it is domestic or international shipping. |
| Assessment late submissions   | \$30 per unit of competency<br><br>You will be provided with deadlines for each unit of competency. Late submissions will incur a cost of \$30 per unit.   |
| Credit Transfer   | Free of charge   |
| Direct Debit<br><br>(when installments are arranged, and direct debit payment method is chosen by learners) | \$2 per transaction for direct debit or 2% transaction fee for Mastercard / Visa<br><br>Failed payment can also incur a fee of \$8.90  |

Learners eligible for state or federal government funding may be required to pay learner contribution fees (QLD Skills Assure Supplier funding) & learner fees (NSW Smart and Skilled funding). This is subject to government funding and is subject to change – further information on these state government learner fees can be found via the following:

- NSW Smart and Skilled funding - <https://smartandskilled.nsw.gov.au/for-students>
- QLD Skills Assure Supplier - <https://desbt.qld.gov.au/training/providers/funded>

For QLD Funding, the concession and non-concession amounts on our website are the total amount for each qualification and the fees differ depending on the modes of delivery. To obtain the fee for each unit, divide the whole amount of each qualification by its number of units in the qualification. Some examples are provided below:

| Qualification Name       | Mode of Delivery | Number of Units | Concession Amount (per qualification) | Concession Amount (per unit of competency) | Non-Concession Amount (per qualification) | Non-Concession Amount (per unit of competency) |
|--------------------------|------------------|-----------------|---------------------------------------|--|---|--|
| CHC33015 Certificate III | Classroom-based  | 13              | \$170                                 | \$13.07                                    | \$350                                     | \$26.92  |

|  |                 |    |       |         |       |         |
|--|-----------------|----|-------|---------|-------|---------|
| in Individual Support                    |                 |    |       |         |       |         |
| CHC43315 Certificate IV in Mental Health | Classroom-based | 15 | \$170 | \$11.33 | \$400 | \$26.66 |

Late submission fee will only be waived under compassionate and compelling reasons. This may include:

- Serious illness or injury, where a medical certificate states that you were not able to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster that has impacted on your studies;
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witness or being the victim of a serious crime, and this impacted your studies

breakthru College will use our professional judgement to assess each case on its individual merits. When compassionate or compelling reasons exist, documentary evidence should be provided by learners.

### Payment

- A tax invoice will be issued with payment terms and conditions upon confirmation of your eligibility and place on the course
- Payments can be made via – Direct Debit, Money Order, Bank Cheque made payable to breakthru or via a payment plan (conditions apply).
- Your results and/or Certificate of Completion will be not released until all outstanding fees have been paid.

### Payment Plan

A copy of the payment plan will be provided once approved and course fees must be paid as agreed in a completed payment plan.

- Upon commencement, an enrolment fee is payable prior to commencement of course and a payment plan agreement signed by all parties.
- Payments must be paid on a regular basis as set in the plan. Failure to make these payments as agreed may result in cancellation of/or suspension of your attendance in the course.
- The balance of fees must be paid prior to completion of the course and before your results are issued.

If you have been quoted a learner fee, you can speak with breakthru Staff to arrange a payment option that best suits you. You can choose to pay in weekly, fortnightly or monthly. Please note that breakthru College will not accept any prepaid fees that are in excess of \$1,500 from current and prospective learners at any point including before, during and after the learner enrolls.

Prepaid fees refer to any fees collected in advance before the relevant services have been provided by breakthru College.

## CANCELLATION AND REFUND POLICY

breakthru recognizes that in certain circumstances there may be a need to apply and/or offer a refund. Detailed below are the conditions for a refund to be offered or granted. If a refund is granted, the refund amount will be returned to the payee within 21 business days. If a refund is not granted, this will be advised, and any outstanding fees must be paid in full as per the conditions on tax invoice.

## Definition

|                    |   |
|--------------------|---|
| Unused course fees | Fees that learners have paid in advance for each unit of competency but has not commenced it.   |
| Credit card charge | A fee charged by a financial institution and will not be refunded once the transaction has been processed.                                      |
| Cooling off period | A grace period that allows a party to reconsider the contract and its obligations they have entered into and exit the arrangement if it wishes. |

| Reason  | Amount Refunded  |
|---|--|
| Course cancelled or postponed by breakthru before the course commencement ( <i>minimum numbers apply for all courses. Courses will not proceed if we do not get a minimum number of students</i> ). | Full refund of all fees  |
| Course cancelled or postponed by breakthru following the course commencement  | Full refund of unused course fees.   |
| In the event that breakthru College fails to provide the agreed services before the course commencement   | Full refund of all fees  |
| In the event that breakthru College fails to provide the agreed services after the course commencement  | Full refund of unused course fees  |
| If only applicable, cancellation within the cooling off period  | Full refund of all fees  |
| Learner withdraws in writing is received no less than 7 business days prior to commencement of course.  | Full refund of all fees  |
| Learner withdraws in writing within 1 – 6 days prior to commencement of course.   | 50% refund of total learner contribution fee (long course)<br><br>\$50 administration fee charged (short course) |
| Learner does not withdraw in writing or fails to commence the course within first week of long course (7days +)   | No Refund  |
| Learner does not withdraw in writing or fails to commence – short course (1 – 6 days)   | No Refund  |

|   |           |
|---|-----------|
| Learner commences course and fails to complete course requirements or withdraws during the course | No Refund |
| Learner's application for Recognition of Prior Learning (RPL) is not approved.                    | No Refund |

If something occurs during the delivery of a course that prevents breakthru (or its third party if applicable) from providing all the units required to meet your course schedule, we give you these choices:

1. completing the revised course at no extra cost;
2. withdrawing from the course with a Statement of Attainment issued for completed units and getting a refund of unused course fees; or
3. transferring to a course that meets the original course schedule, at no extra cost, the next time such a course is run by breakthru.

### Process for Refund Application

1. Learners must make application for refunds by completing a Refund Application Form can be found at the end of this handbook or can be requested via email – [training@breakthru.org.au](mailto:training@breakthru.org.au)
2. Refund requests must detail set reasons for request with supporting documentation
3. Refund is provided as per the table above within 21 business days.

**Note:** Requests for refunds in special circumstances will be at breakthru's discretion and will be assessed on a case-by-case basis. Special circumstances may include medical, family or financial crisis. breakthru may ask for evidence to support your reasons for requesting a refund.

## CONSUMER RIGHTS

breakthru policies and procedures are in line with your Consumer Rights as a learner. For more information on your rights as a consumer, please click this link:

<https://www.accc.gov.au/learners/consumer-rights-guarantees>

### What will happen if breakthru College (or its third party if applicable) closes or ceases to deliver any part of the training?

In the unlikely event that breakthru College closes or ceases to delivery any part of the training, learners will be refunded of any unused tuition fees.

### Cooling off period

You are entitled to a cooling off period if you have been approached directly by breakthru College staff members to promote our nationally recognised training products via door-to-door sales, telemarketing (such as over the phone) or public places.

Under the Australian Consumer Law, you have a total of 10 business days to cancel the agreement – for any reason – without penalty. The cooling off period is calculated from the beginning of the first business day after the day on which the agreement is signed.

## TRAINING

breakthru College uses a range of techniques to ensure that learners are provided with the opportunity to absorb knowledge and practice skills over time. breakthru College will organise training facilities in various locations and this will be informed to learners prior to enrolment.

breakthru College will use the following training methods:

## Face to face classroom / Online Classroom

breakthru College uses this method for the delivery of knowledge and practical teaching in a simulated environment. The sessions are:

- Facilitator led
- Interactive, participative and collaborative group sessions
- Use video and other supplementary teaching resources for variety
- Websites are used as additional reference source

## Self-Paced Study

Learners are required to undertake self-paced study to complete a range of structured activities such as reading, research, completing case studies, and quizzes. Students will be provided with an outline of weekly activities along with its estimated hours. Completion of self-paced activities is monitored, and feedback will be provided to support students' learning and the ability to complete the final (summative) assessment.

## Training Plan

Training Plan is developed for each student enrolled in our courses. Training Plan consists of:

- Enrolled learner's name & commitment ID (*only applicable to Smart and Skilled funded learners*)
- Name and contact details of breakthru College
- Details of any support services that enrolled learners need
- Include RPL and Credit Transfer granted
- Comply with the relevant Training Package Qualification requirements relating to training delivery and assessment, and include the following information
  - Name, code and Australian Qualification Framework level
  - Name and code of units of competency to be attained
  - Scheduled hours for each unit of competency
  - The proposed timeframe for achieving competency including intended start date and end date of each unit of competency
  - Delivery modes to be used for each unit of competency
  - Details of customisation included to respond to the needs of the enrolled learners and/or work location and/or employers (if applicable)
  - Proposed learning strategies and resources that are appropriate for enrolled learners
  - Name/s of individuals responsible for the training and/or assessment of each unit of competency
- Be signed by enrolled learners and breakthru College

Learners are provided with the opportunity to have input into developing their Training Plan. Training Plan is generally provided to learners prior or at the commencement of their course.

## ASSESSMENT

All units are assessed as being either competent or not yet competent. An Assessor will review the assessment tasks to determine whether you have met the requirements of all units. It is only when you have been assessed as being Competent in each unit that a Statement of Attainment or Certificate will be issued.

Assessment tasks are competency based, meaning that you will be assessed to meet the performance and knowledge requirements to safely and effectively complete workplace activities to an industry standard as expected in the workplace. Assessments tasks are designed to test the application of your knowledge and skills. These assessments provide us with the evidence that the work is your own and that you have shown competency in all relevant units.

It is important that you hand in assessment tasks and documents by their due dates otherwise additional fee will incur. It is these assessment tasks and documents that are used to assist the Assessor in demonstrating you are competent. Copies of your Assessment tasks are kept as per Australian Skills Quality Authority (ASQA) requirements and funding bodies (only applicable to funded students) and the original is provided back to you for your information.

Assessment materials comprise of:

- Student assessment booklet – it provides you with detailed instructions regarding the requirements for each assessment task and an assessment plan and assessment task cover sheet.
- Assessment record tool – this is used and filled out by your assessor to record assessment decisions for each assessment task and provides decision making guidance to the assessor.
- Other documents specific to the workplace simulation task requirements – these are included with the assessment tasks. These include document templates and simulated workplace policies and procedures and are described in the student and assessor instructions as relevant.

When there is a result of Satisfactory (S) against **all** assessments for a particular unit, your overall result will be Competent (C). If there are assessments that have been marked as Not Yet Satisfactory, the overall result will be Not Yet Competent (NYC). In these instances, you will be allowed to resubmit your work in line with the Assessment Resubmission criteria (detailed in this Learner Handbook). Learners have up to three attempts per assessment task. Where a learner exhausts all their attempts, the learner is required to discuss this with their trainer/assessor for further training and/or assessment.

If there is a resubmission required, this will be advised by your assessor. If you wish to re-submit your assessment, you will need to arrange a date with your Assessor. Breakthru ensures that all learners are getting outcome-oriented assessments, clear instruction of what is required and timely feedback.

There is a set amount of time to complete all your assessments and unit requirements. At the beginning of your course, you will be provided with a list of due dates for your assessments, write these in your diary so you don't forget. It is important that you submit your assessments by the due date so that we can provide you with feedback and support as you are progressing through the course.

If you need to apply for an extension to the due date of your assessments, this needs to be done as early as possible and must be in writing. Email your request to [training@breakthru.org.au](mailto:training@breakthru.org.au) detailing:

- Your Name;
- Course Details (including Unit of Competency);
- Assessment Activity;
- Reason for Extension (including any supporting documents); and
- Extension Period Requested.

**Plagiarism and Collusion** – Breakthru College requires that learners complete all assessments/provide assessment evidence ethically and without cheating, plagiarism and collusion. The Compliance Manager and trainer/assessors will ensure that academic integrity is maintained in all learning and assessment activities by providing information to learners to ensure they understand what constitutes cheating, plagiarism and collusion and what will be the outcome if they undertake such practice.

Breakthru College has the following definitions for cheating, plagiarism and collusion.

- Cheating: this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.
- Plagiarism: plagiarism is the submission of somebody else's work as if it was the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a learner fails to identify the original source of some or all of the submission this also constitutes plagiarism. If a learner copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

- Collusion: this is the presentation by a learner of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more learners in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Where it is found that cheating, plagiarism or collusion has occurred, this will result in the student's assessment submission being invalidated and student's will be investigated for academic misconduct.

## ASSESSMENT METHODS

breakthru College uses a range of assessment methods to gather evidence as required by each unit of competency. The following are the assessment methods used:

- Oral or Written questions
- Observation / Demonstration / Roleplay
- Report
- Portfolio of Evidence
- Case Study
- Research
- Journal / Log
- Third party report

Depending on the requirements of each unit of competency, different methods are used to ensure that sufficient evidence are gathered to prove your competency, as required by each unit of competency. Units are assessed either individually or clustered using a range of assessment methods. The assessment process, including how each assessment task is carried out, conditions of assessment and resources required, is detailed in each assessment task.

## ASSESSMENT RESUBMISSION

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). you must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit.

If one or more of the tasks are assessed as Not Satisfactory, you will be given an outcome for the unit of Not Yet Competent (NYC). You will be advised of the timeframe for resubmission and advised what you must include in their re-submission (usually the whole task again).

## REASONABLE ADJUSTMENT

Helping our learners to identify their learning needs, offering a wide variety of course choices and delivery modes, ensures that a learner is given the best opportunity to succeed in their chosen course.

breakthru will make reasonable adjustments as needed so that everyone is given the same opportunities as everyone else to succeed in your course. These adjustments must suit the individual person, must not cause unjustifiable hardship for breakthru College to deliver the course and must be within the rules of the training package.

A person with a disability has the same right to study at any educational institution as any other student. The Commonwealth's Disability Discrimination Act 1992 makes it unlawful for an education service provider to discriminate against someone because the person has a disability. The Commonwealth's Disability Standards for Education 2005 have more information on where reasonable adjustments can be made.

Most of the time, a learner with a disability will say what he or she needs help with to be able to study. We seek and get help from specialized disability units or government departments that can assist us to ensure that you are supported in the best way possible.

## RESOURCES

All learning and assessment resources are provided by breakthru College. Other supplementary textbooks will be made available to all learners where applicable. All learners are recommended to bring their own stationery, notebooks and a laptop installed with Microsoft Office. Learners must have access to stable internet connection particularly for online students.

For face-to-face students, breakthru College has an option to provide physical copies of learning and assessment resources if this is a preferred method.

## WORK PLACEMENT

breakthru College has identified that there are numerous qualifications within our scope that require a certain / minimum hours of mandatory work placement. Work placement is any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of your overall assessment.

The requirement to undertake a particular number of hours is specified in the assessment requirements of a unit of competency. For instance, CHCCCS023 Support independence and wellbeing, requires at least of 120 hours of direct support work in at least one aged care, community, disability or community service organisation. This means that you cannot not be deemed as competent for this unit if the 120 hours have not been completed.

Work placement will provide you with an opportunity to:

- Learn in the workplace relevant to your future career
- Talk, listen and learn from experienced workers who will help you put theoretical learning into practice, and answer any questions about wider areas of work
- Practice skills over a period of time in real life situations, in different contexts and with different individual clients
- Have access to real work technologies, equipment, clients and procedures
- Have exposure to both normal operating procedures and unplanned contingencies.

Upon course commencement, you will be provided with a work placement plan, which outlines when the work placement to occur, activities to be undertaken, resources required etc.

You are highly encouraged to initiate a contact with a host work placement as early as possible so that this is arranged in plenty of time. However, in the event that you are not able to secure their own work placement, you are advised to contact breakthru College who will reach out to our networks to source and organise work placement for you. When you have informed your Trainer/Assessor of where your work placement will be undertaken, your Trainer will make contact with the organisation to confirm the placement and arrange for the necessary documentation to be completed prior to you commencing your placement. breakthru must approve all work placements before they commence so you are covered by breakthru's insurance for the duration of the work placement.

Prior to commencement of work placement, you will be required to obtain a number of clearances. As each organisation may have slightly different requirements, you are required to check with your host organisation of what screening is required. This may include:

- National police check
- Working with children check
- Vaccination record check
- NDIS screening check

- Code of Conduct check

## THIRD PARTY

breakthru College does not engage any third parties in delivering this training and/or assessment and in providing any related educational and support services for this qualification.

## STUDENT SUPPORT AND GUIDANCE

breakthru College identifies any support that each individual learner may need prior to the enrolment by the following:

- Conducting a Language, Literacy and Numeracy test to identify whether prospective learner' LLN skills are at a level suited to the course requirements. It also assists breakthru College to prepare individual learning plans for each successful applicant where skills weaknesses are identified.
- Completing an enrolment form which enables breakthru to gather information about prospective learner's education and other training experiences and also include self-assessment questions.

breakthru college will provide additional support for any learners experiencing:

- Disability and access issues
- Language barriers
- Language, literacy and numeracy issues
- Any other issues that may affect their ability to achieve their learning goals

Where additional support needs have been identified, an Individual Support Plan will be developed which may include:

- One-on-one support from trainer/assessor
- Additional support by trainers and assessors is generally around helping learners / customers understand their assessment tasks, understand specific components of their learning, referral to additional learning materials, suggesting additional homework activities, and/or guidance on how to use computer program.
- Computer and technology support
- Reasonable adjustment to training and assessments
- Referral to external support services

This support may be provided face-to-face, over the phone, Zoom, or via email as deemed suitable to learners' needs.

When additional support required by learners that is beyond the capabilities of the RTO, breakthru will refer learners to external support services and referral to these services are free of charge. The list of external support services is as follows:

| Organisation                | Phone Number | Website   | Jurisdiction | Type of Service  |
|-----------------------------|--------------|---|--------------|--|
| Reading and Writing Hotline | 1300 6555 06 | <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>   | National     | Supporting learners who have difficulty with language, literacy and numeracy.    |
| NSW Mental Health Line      | 1800 011 511 | <a href="https://www.health.nsw.gov.au/mentalhealth/pages/mental-health-line.aspx">https://www.health.nsw.gov.au/mentalhealth/pages/mental-health-line.aspx</a> | NSW          | Providing professional help and advice to people who need mental health support. |
| Lifeline                    | 13 11 14     | <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>   | National     | A National Charity providing all Australians                                     |

|  |              |      |   |          |  |
|--|--------------|------|---|----------|--|
|  |              |      |   |          | experiencing emotional distress, crisis support and suicide prevention services.   |
| Suicide Call Back Service                                  | 1300 659 467 |      | <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>   | National | Providing 24/7 telephone and online counselling to people affected by suicide.   |
| Beyond Blue  | 1300 4636    | 22   | <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>   | National | Providing information and support to everyone in Australia to achieve their best possible mental health regardless of ages and locations.  |
| Beyond Blue – Aboriginal and Torres Strait Islander People | 1300 4636    | 22   | <a href="https://www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people">https://www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people</a>                                 | National | Providing information and support to Aboriginal and Torres Strait Islander who experience anxiety, depression and other mental health issues.  |
| Head to Health   | N/A          |      | <a href="https://www.headtohealth.gov.au/supporting-yourself/support-for/aboriginal-and-torres-strait-islander-peoples">https://www.headtohealth.gov.au/supporting-yourself/support-for/aboriginal-and-torres-strait-islander-peoples</a> | National | An Australian Government resource that provides support for Aboriginal and Torres Strait Islander people and families who have a lived experience of mental health issues.   |
| iBobbly App  | N/A          |      | <a href="https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/">https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/</a>   | National | A social and emotional wellbeing self-help for young Aboriginal and Torres Strait Islander Australians aged 15 years.  |
| Black Dog Institute  | 02 2991      | 9382 | <a href="https://www.blackdoginstitute.org.au/education-services/webinars/">https://www.blackdoginstitute.org.au/education-services/webinars/</a>   | National | Providing research, resources and support in anxiety, depression, bipolar disorder, post-traumatic stress disorder, suicide & self-harm and wellbeing.   |
| Reimagine – Aboriginal and Torres Strait people’s hub      | 1800 110     | 800  | <a href="https://reimagine.today/aboriginal-and-torres-strait-islander-people-hub/">https://reimagine.today/aboriginal-and-torres-strait-islander-people-hub/</a>   | National | This Hub has resources about the NDIS for Aboriginal and Torres Strait Islander people who live with a psychosocial disability. This includes videos and learning activities for people who work with Aboriginal and Torres Strait Islander communities. |

|  |          |       |   |          |  |
|--|----------|-------|---|----------|--|
| Alcohol and Other Drugs Information Service (ADIS) | 1800 599 | 422   | <a href="https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx">https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx</a>                           | NSW      | ADIS provides 24-hour 7 day a week telephone counselling, support, referrals and information for those affected by alcohol and other drugs.  |
| Mental Health Carers NSW                           | 1300 660 | 554   | <a href="https://www.mentalhealthcarersnsw.org/mhcn/">https://www.mentalhealthcarersnsw.org/mhcn/</a>   | NSW      | Providing information, education and support for carers, including carer support groups.   |
| Children of Parents with a Mental Illness (COPMI)  | N/A      |       | <a href="https://www.copmi.net.au/contact-us">https://www.copmi.net.au/contact-us</a>   | National | Providing information for parents, their family and friends in support of kids and young people with mental illness.   |
| MindSpot   | 1800 34  | 61 44 | <a href="https://mindspot.org.au/">https://mindspot.org.au/</a>   | National | A free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood.  |
| Sane Australia                                     | 1800 263 | 187   | <a href="https://www.sane.org/counselling-support/sane-support-services">https://www.sane.org/counselling-support/sane-support-services</a>                             | National | Providing support to people living with complex mental health issues and the people who care about them. SANE support services are staffed by qualified counsellors who will provide you with free phone and online counselling, support, information and referrals. |
| Dementia Support Helpline                          | 1800 799 | 699   | <a href="https://dementia.com.au/">https://dementia.com.au/</a>   | National | Providing advice and recommendations to people who care for someone with dementia where behaviors are impacting their life.  |
| Elder Abuse Support Services                       | 1800 374 | 353   | <a href="https://aifs.gov.au/elder-abuse-support-services">https://aifs.gov.au/elder-abuse-support-services</a>   | National | Call Elder Abuse Support if you witness, suspect that older people are being abused / mistreated.  |
| Adult Migrant English Program                      | 131 881  |       | <a href="https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program">https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program</a> | National | Free service to help eligible migrants and humanitarian entrants with low English levels to improve their English language skills and to settle into Australia.  |
| Skills for Education and Employment                | N/A      |       | <a href="https://www.dese.gov.au/skills-education-and-employment?msclkid=c0d01">https://www.dese.gov.au/skills-education-and-employment?msclkid=c0d01</a>               | National | It helps eligible job seekers learn the skills they need to get the job  |

|   |              |   |          |  |
|---|--------------|---|----------|--|
|   |              | <a href="#">4e1c50411ecb4e2f2d7ecb8e8f7</a>   |          | they want by improving their language, reading, writing and maths.   |
| Australian Apprenticeship Pathways                      | 1800 338 022 | <a href="https://www.aapathways.com.au/literacy-and-numeracy-quizzes">https://www.aapathways.com.au/literacy-and-numeracy-quizzes</a>   | National | Providing free interactive literacy and numeracy quizzes in various industries including Health & Community Services.  |
| Precision Consultancy                                   | 03 9606 0118 | <a href="http://www.precisionconsultancy.com.au/contact/">http://www.precisionconsultancy.com.au/contact/</a>   | National | Providing a range of LLN resources and list of useful resources.   |
| Salvo Care Line   | 1300 363 622 | <a href="https://www.mycommunitydirectory.com.au/Queensland/Gold-Coast/Information-Counselling/General-Support-Services-Counselling/31078/165981/Salvo-Care-Line">https://www.mycommunitydirectory.com.au/Queensland/Gold-Coast/Information-Counselling/General-Support-Services-Counselling/31078/165981/Salvo-Care-Line</a> | National | 24-hour Telephone Counselling Service for a wide range of issues including alcoholism, loss and grief, substance abuse, mental illness, suicide, crisis intervention, anger etc.                         |
| The Translating and Interpreting Service (TIS National) | 131 450      | <a href="https://www.tisnational.gov.au/en/About-TIS-National">https://www.tisnational.gov.au/en/About-TIS-National</a>   | National | An interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. |

Learners who are undertaking a funded program under the Queensland Department of Employment, Small Business and Training (DESBT) are able to access Skills Disability Support (SDS) program. This program aims to ensure equitable participation in vocational education and training (VET) by Queenslanders with disability seeking a sustainable employment outcome. The services are applied as reasonable adjustments under the Disability Standards for Education 2005.

To be eligible, the learner must:

- Have an identified disability
- Be 15 years old, and no longer at school
- Be undertaking DESBT subsidised training and are not school students
- Not be eligible to receive the same resources through other programs, initiatives or services.

For more information on how to apply for this Skills Disability Support, please go to this link <https://desbt.qld.gov.au/training/providers/inclusive/disability/support>

## COMPLAINTS AND APPEALS PROCEDURE

breakthru College ensures that all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. breakthru College has a process in place to deal with complaints relating to:

- The college
- Third parties
- Staff
- And other learners / learners.

You can lodge a complaint to express your dissatisfaction with any product or service provided breakthru College.

breakthru College also has an appeal policy implemented to ensure that it has a process in place to review or reconsider any decisions that it has made such as enrolment and assessment decisions. If you are dissatisfied with a decision made by your Trainer/Assessor for instance, you have the right to appeal this decision. You have the right to appeal any decision made by your Trainer/Assessor if:

- You feel that the process was invalid, not right or unfair.
- You believe that the assessment is invalid
- The process used was discriminatory in some way
- You were ill at the time of assessment (must be supported by a medical certificate)

breakthru College's complaints and appeals processes follow the principles of natural justice and procedural fairness, whereby all parties involved are given the opportunity to provide their side of story before a decision is made.

You can lodge a complaint / appeal by following our Complaints and Appeals Policy and Procedures:

- Initially you should raise the issue with your Trainer/Assessor informally to discuss and resolve the issue with staff member/s involved. For instance, you can speak with your assessor directly if this involves assessment process. If the informal resolution is not successful or determined to be inappropriate, then go to the next step (Step 2).
- Complete the Complaints and Appeals form (available at the end of this Learner Handbook) and send it to [feedback@breakthru.org.au](mailto:feedback@breakthru.org.au). Complaints / Appeals can be lodged with breakthru Head Office by:
  - Phone 1800 767 212
  - In person at breakthru office
  - Mail to PO Box 226, Parramatta, NSW 2150

Alternatively, complaints can be lodged via breakthru College website <https://www.breakthrucollege.edu.au/feedback/>

- The National Training Manager / Compliance Manager will acknowledge the receipt of complaints / appeals within 7 calendar days. Please note the National Training Manager & Compliance Manager are appointed consumer protection officers at breakthru College.
- The National Training Manager / Compliance Manager will collect data and/or information prior to initial investigation
- Conduct initial investigation with you and other relevant parties. The investigation can take place by one of the following:
  - Meetings
  - Phone calls
  - Other platforms that are deemed appropriateAll parties are provided with an opportunity to tell their side of story
- The final decision is to be made within 21 calendar days or not more than 60 calendar days when further investigation is required. If more than 60 days are required (particularly when the matter is overly complex), breakthru College will:
  - Inform you why such timeframe is required, in writing
  - Keep you in the loop of the progress every fortnight
- breakthru College will inform you the outcome, outlining the reasons for the decision in writing

- You will have 14 days to respond if further information is required / you would like to appeal the outcome
- If satisfied with the outcome, the matter is deemed to be resolved
- All records including the outcome, is stored in our Student Management System
- Opportunity for improvement is to be recorded in Continuous Improvement Register and implemented to eliminate or prevent re-occurrence of the same issue in the future.

You are encouraged to resolve any issues with breakthru in the first instance. If you are not satisfied with the decision made by breakthru College, you can lodge a complaint to an external party:

| Name  | Contact Number | Website   | Jurisdiction |
|---|----------------|---|--------------|
| National Training Complaints Hotline  | 13 3873        | <a href="https://www.dese.gov.au/national-training-complaints-hotline">https://www.dese.gov.au/national-training-complaints-hotline</a> | National     |
| NSW Ombudsman   | 1800 451 524   | <a href="https://www.ombo.nsw.gov.au/contact-us">https://www.ombo.nsw.gov.au/contact-us</a>   | NSW          |
| QLD Training Ombudsman  | 1800 773 048   | <a href="https://trainingombudsman.qld.gov.au/">https://trainingombudsman.qld.gov.au/</a>   | QLD          |
| VIC Ombudsman   | 1800 806 314   | <a href="https://www.ombudsman.vic.gov.au/contact-us/">https://www.ombudsman.vic.gov.au/contact-us/</a>                                 | VIC          |
| Smart and Skilled<br><i>(only for learners / learners who are funded by Smart and Skilled)</i>                      | 1300 772 104   | <a href="https://education.nsw.gov.au/skills-nsw/contact-us">https://education.nsw.gov.au/skills-nsw/contact-us</a>                     | NSW          |
| Queensland VET Investment Plan<br><i>(only for learners / learners who are funded under QLD government funding)</i> | 13 74 68       | <a href="https://desbt.qld.gov.au/contact-us">https://desbt.qld.gov.au/contact-us</a>   | QLD          |

## ISSUE OF CERTIFICATE

Breakthru College will generate and issue a Certificate / Statement of Attainment within 30 days of you being assessed as meeting the requirements of qualification / unit/s of competency. Certificate and/or Statement of Attainment is only issued once USI has been provided and all fees are paid.

breakthru will maintain a register of all Australian Qualifications Framework qualifications it is authorised to issue. breakthru keeps a copy of your qualification record for 30 years. If you have lost your Qualification or Statement of Attainment, you can request to have your certificate / statement of attainment to be re-generated, which will incur a fee of \$30 plus any shipping cost if applicable.

## ANTI-DISCRIMINATION, HARASSMENT & BULLYING POLICY

breakthru is committed to providing you training that is free from harassment, discrimination and bullying. We believe it is a fundamental right of all learners to enjoy training free from any form of harassment. We also believe everyone must behave properly while participating in any training course. Unacceptable behavior will result in disciplinary action, including termination of enrolment.

## CONFIDENTIALITY & PRIVACY

All breakthru records are kept in line with the Privacy Act 1988, further details are available from your Trainer/Assessor, breakthru offices or on our webpage. breakthru also complies with relevant State Privacy and Records legislation based on the State your training occurs.

You can request access to your records by completing the relevant documentation. Should you wish to access your records, please ask your Trainer/Assessor or you can email breakthru's Privacy Officer at [privacy@breakthru.org.au](mailto:privacy@breakthru.org.au).

## WORK HEALTH & SAFETY POLICY

At breakthru we are committed to ensuring the health, safety and wellbeing of our learners and employees at all times. breakthru will ensure that it complies with all relevant legislation to meet this commitment.

Our staff will make sure that:

- all health and safety processes are followed at all times
- facilities and equipment that are or could be used by our learners are in good condition and working order
- information on relevant workplace health and safety issues is included in our training courses
- the environment meets legal and community accepted standards, especially in regard to noise control, smoke-free environments and cleanliness
- Learners take reasonable care, for the health and safety of others.

If you need first aid treatment, please see your Trainer/Assessor or breakthru staff member. All incidents and accidents must be reported as soon as possible to your Trainer/Assessor. Your Trainer/Assessor and you will complete the Incident Report and you may be asked to provide further information as part of the investigation and continuous improvement process. Incident Report form can be requested from [training@breakthru.org.au](mailto:training@breakthru.org.au)

## FEEDBACK & EVALUATION FORMS

breakthru will collect data from learners and employers by issuing feedback forms and/or online surveys at different points of training courses. There are six (6) points (or Forms) used to collect data. These are:

- Mid-course Evaluation Form
- End of Course Evaluation Form
- Quality Indicator Data
- Learner Questionnaire
- Employer Questionnaire
- Trainer/Assessor Feedback Form

The data collected helps us to see how we are doing in meeting the needs of our learners and employers in achieving the outcomes of our courses. We use this information to make improvements to our courses to ensure that we are providing the most current and relevant training.

## GOVERNMENT FUNDING

breakthru College has been approved to deliver funded courses by NSW State Government (Smart and Skilled) and QLD State Government (Skilled Assure Supplier).

Our courses that are funded by Smart and Skilled & Skills Assure Supplier are:

1. CHC33015 Certificate III in Individual Support
2. CHC43015 Certificate IV in Ageing Support
3. CHC43115 Certificate IV in Disability
4. HLT33015 Certificate III in Allied Health Assistance
5. HLT43015 Certificate IV in Allied Health Assistance
6. CHC43315 Certificate IV in Mental Health
7. CHC43515 Certificate IV in Mental Health Peer Work

For more information about our funded courses, eligibility, student fees and/or contribution fees, concessional and non-concessional amounts, please visit our website:

- NSW Funding (Smart and Skilled) < <https://www.breakthrucollege.edu.au/fees-and-funding/smart-skilled-funding/>>
- QLD Funding (Skills Assure Supplier) < <https://www.breakthrucollege.edu.au/fees-and-funding/skills-assure-funding/>>

You will also be able to access a fact sheet for each program from QLD Government to enable you to access to independent information and a point of contact with QLD Department.

Please note that accessing government funding entitlement may reduce your ability to access such funding in the future. This may include arrangements that limit one funding to one qualification per person. Under QLD government funding, learners will not be eligible for a government-subsidised training under a program once they have completed the qualification level targeted through the program. For instance:

- You will no longer be eligible for a government-subsidised training place under the Certificate 3 Guarantee once you have completed a Certificate III level vocational qualification.
- You will no longer be eligible for a government-subsidised training under the Higher-Level Skills program once you have completed a Certificate IV level or higher qualification.

## DEFERRING ENROLMENT

You may only defer your course under compelling or compassionate reasons. This may include, but not limited to:

- Serious illness or injury, supported by a medical certificate;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster that has impacted on your studies;
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witness or being the victim of a serious crime, and this impacted your studies
- Other reasons such as pregnancy

You are only allowed to defer your course up to 3 months and documentary evidence is required to support your application. If longer periods are needed, this will need to be discussed with breakthru College's representative. To be clear, breakthru will make every effort to assist the learner to continue training where possible. breakthru will develop and implement strategies that accommodate learner who wishes to defer their training.

To apply for a deferral request, please complete Course Deferral & Cancellation Form, which is available at the end of the Learner Handbook. A copy of completed form and documentary evidence is to be sent to [training@breakthru.org.au](mailto:training@breakthru.org.au).

If your course is funded by NSW State Government (Smart and Skilled), you are not permitted to defer your course more than 12 months from the receipt of notice date from you. You will be required to start your course within 12 months of enrolment, otherwise you will be reported as discontinued. Under Smart and Skilled rules, you will be treated as a new learner if you wish to recommence your training after discontinuing from previously enrolled qualification and the Notification of Enrollment Process will be carried out again. breakthru College will also advise you the fee implications of deferring your training.

## DISCONTINUING ENROLMENT

If you wish to discontinue your course, you are highly encouraged to speak with your trainer or breakthru representative in the first instance, so that a strategy can be put in place to support you progressing with your course. breakthru College will ensure reasonable efforts are made to address any concerns that you have particularly if this is related to our training and assessment / breakthru College's performance in general.

To apply for a cancellation request, please complete Course Deferral & Cancellation Form, which is available at the end of the Learner Handbook. A copy of completed form (and documentary evidence, if any) is to be sent to [training@breakthru.org.au](mailto:training@breakthru.org.au).

Any cancellation request will be processed in line with our internal process & Cancellation and Refund policy. You will be issued with a statement of attainment within 30 days if you have successfully completed any unit/s of competency, providing that USI has been provided and all fees have been paid.

If your course is funded by NSW State Government (Smart and Skilled), the process for cancellation is as follows:

1. You will be required to formally notify us the date when the training will end
2. We will assess your application in line with Cancellation and Refund Policy. We will determine if you will be refunded of any applicable fees.
3. We will issue you with a Statement of Attainment and associated transcript for completed unit/s within 30 days of notification of the discontinuance.
4. We will update your Training Plan listing all unit/s of competency where an outcome has been achieved, commenced but not completed and/or not commenced
5. We will provide you with the updated Training Plan
6. We will return you of any outstanding completed training activities and/or assessments
7. If you are an apprentice or trainee, breakthru College will notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of training; and
8. We will submit Training Activity Data to finalise the record and, if eligible, receive any further payments.

## USEFUL WEB LINKS

<http://www.breakthru.org.au/>

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

<http://training.gov.au/>

<https://www.usi.gov.au/>

<https://desbt.qld.gov.au/training/providers/funded>

<https://smartandskilled.nsw.gov.au/>



|                 |  |
|-----------------|--|
| Date Received   | Application  |
| Refund Decision | <input type="checkbox"/> Approved <input type="checkbox"/> Rejected<br><i>Outline the reason/s for the decision above.</i> |
| Refund Amount   |  |
| Completed By    |  |
| Signed By:      |  |

# Credit Transfer Application Form

This form is used to apply for credit transfer for any unit/s that you have completed previously in an RTO.

| Personal Details  |   |               |            |
|---|---|---------------|------------|
| Full Name   |   |               |            |
| Address   |   |               |            |
| Email   |   | Date of Birth |            |
| Gender  | <input type="checkbox"/> Male<br><input type="checkbox"/> Female<br><input type="checkbox"/> Other  |               |            |
| USI Number  |   | Mobile Phone  |            |
| Previous Studies  |   |               |            |
| Unit/s of competency previously completed   | Unit Code   |               | Unit Title |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
| Unit/s of competency in which the credit transfer is being applied for  | Unit Code   |               | Unit Title |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
|   |   |               |            |
| Evidence attached   | <p><i>Evidence for credit transfer is required. Select one of the following:</i></p> <input type="checkbox"/> A certified copy of certification<br><input type="checkbox"/> An original copy of certification and be sighted by breakthru representative<br><input type="checkbox"/> A copy of USI Transcript |               |            |
| Please ensure that:   |   |               |            |
| <ul style="list-style-type: none"> <li>A certified copy of your Statement of Attainment, Testamur, Academic Transcript showing the institution name, completion date, unit code(s), unit title(s) and results.</li> </ul> |   |               |            |

- Where documentation is issued in another name (e.g.: maiden name), you must provide a certified copy of change of name documentation (e.g.: Certificate of Marriage)
- Should evidence provided be in a language other than English, a translation by an accredited translator must be provided.
- By signing this form, I authorise breakthru College to authenticate the qualification / statement of attainment by contacting the issuing RTO and/or through USI Registry System.

|              |  |           |  |
|--------------|--|-----------|--|
| Student Name |  | Signature |  |
| Date         |  |           |  |

A copy of this completed form along with the evidence is to be sent to [training@breakthru.org.au](mailto:training@breakthru.org.au)

## RPL Application Form

This form is used to apply for a recognition of prior learning (RPL).

| Personal Details   |  |               |  |
|--|--|---------------|--|
| First Name:  |  | Surname       |  |
| Mobile Phone   |  | Email Address |  |
| Gender   | <input type="checkbox"/> Male<br><input type="checkbox"/> Female<br><input type="checkbox"/> Other |               |  |
| Address  |  |               |  |
| Enrolment Details  |  |               |  |
| Are you enrolling in a full qualification or part qualification?                                   | <input type="checkbox"/> Full qualification<br><input type="checkbox"/> Individual unit/s          |               |  |
| Current Employment   |  |               |  |
| Are you currently employed?  | <input type="checkbox"/> Yes <input type="checkbox"/> No   |               |  |
| If Yes, is your occupation related to the qualification / unit/s in which you are seeking RPL for? | <input type="checkbox"/> Yes <input type="checkbox"/> No   |               |  |
| What is the name of your employer?   |  |               |  |
| Do you have a workplace where you are able to be assessed on the job for your RPL application?     | <input type="checkbox"/> Yes <input type="checkbox"/> No   |               |  |
| Details of your workplace  | Name:  |               |  |
|  | Address:   |               |  |

|   |                                 |                             |
|---|---------------------------------|-----------------------------|
|   | Type of workplace (profession): |                             |
| <b>Further Training</b>   |                                 |                             |
| Have you completed any nationally recognised training related to the industry you are seeking RPL for?  | <input type="checkbox"/> Yes    | <input type="checkbox"/> No |
| If Yes, when did you complete it? (month, year)   |                                 |                             |
| Name of course and institution  |                                 |                             |
| <b>Professional Referees – provide at least 2 who have acted in senior capacity and can verify your skills</b>  |                                 |                             |
| <b>Person 1</b>   |                                 |                             |
| Name  |                                 | Position                    |
| Organisation  |                                 | Relationship to you         |
| Mobile Number   |                                 | Email Address               |
| <b>Person 2</b>   |                                 |                             |
| Name  |                                 | Position                    |
| Organisation  |                                 | Relationship to you         |
| Mobile Number   |                                 | Email Address               |
| A copy of this completed form along with RPL Self-Assessment, CV and certified copies of any of your qualification are to be sent to <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a> |                                 |                             |

## Complaints and Appeals Form

| Student Details   |   |
|---|---|
| Complainant / Appellant Name  |   |
| Date of Complaint / Appeal  |   |
| Email   |   |
| Phone / Mobile Number   |   |
| Type of Complaint / Appeal  | <p><b>Complaint against:</b> <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> Breakthru College    <input type="checkbox"/> Trainer and Assessor    <input type="checkbox"/> Other staff<br/> <input type="checkbox"/> Third-party    <input type="checkbox"/> Another student    <input type="checkbox"/> Work placement organisation<br/> <input type="checkbox"/> Others <i>(please specify)</i> </p> <p><b>Appeals against:</b> <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> Assessment decision/s    <input type="checkbox"/> Enrolment decision/s    <input type="checkbox"/> Complaints outcome decision/s<br/> <input type="checkbox"/> Others <i>(please specify)</i> </p> |
| Have you discussed and resolved the issue with the staff member/s involved informally?                                | <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Details of Complaint / Appeal<br><br><i>(please describe your complaint or appeal and add more space if required)</i> |   |

|  |  |
|--|--|
|  |  |
|--|--|

**Note:** submit your completed Complaints and Appeals Form to [training@breakthru.org.au](mailto:training@breakthru.org.au). If assistance is required, please contact [training@breakthru.org.au](mailto:training@breakthru.org.au) or call 1800 767 212.

**Office Use Only**

|   |  |
|---|--|
| Complaint / Appeal acknowledged within 7 calendar days                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Initial investigation conducted   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| All parties have been given the opportunity to tell their side of story | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Outcome of Initial Investigation ( <i>add more space if required</i> )  |  |
| Further investigation is required                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|   |   |
|---|---|
| <p>Final decision made (within 21 days upon the receipt of complaint / appeal or not more than 60 days if further investigation required)</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   |
| <p>Do you need more than 60 days to process and finalise the decision?</p>  | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If <b>Yes</b>, have you:</p> <ul style="list-style-type: none"> <li>• Informed the complaint / appellant in writing, outlining why such timeframe is required? <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Kept the complainant / appellant updated every two weeks on the progress of the matter? <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> |
| <p>Have informed all parties involved of the outcome in writing including the reasons for the decision?</p>                                   | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   |
| <p>All parties are made aware that an independent third party can be requested</p>  | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   |
| <p>Opportunities for improvement are recorded in Continuous Improvement Register and implemented</p>  | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   |

## Course Deferral & Cancellation Form

This form is used to request for a course deferral or cancellation request. A maximum of **3 months** is permitted for deferral. If longer periods are needed, this will need to be discussed with breakthru College's representative.

| Personal Details  |  |                     |  |
|---|--|---------------------|--|
| First Name:   |  | Surname             |  |
| Mobile Phone  |  |                     |  |
| Qualification Details   |  |                     |  |
| Qualification Enrolled  |  |                     |  |
| Date of Commencement  |  | Date of Termination |  |
| Trainer's Name  |  |                     |  |
| Deferral or Cancellation Request Details  |  |                     |  |
| I would like to request to:   | <input type="checkbox"/> Defer my course <input type="checkbox"/> Cancel my course   |                     |  |
| Reason/s  | <i>Describe the reason/s for the above request (add more space if required)</i>  |                     |  |
| Documentary Evidence to support your request  | <input type="checkbox"/> Medical Certificate <input type="checkbox"/> Psychologist Letter<br><input type="checkbox"/> Death Certificate <input type="checkbox"/> Other supporting evidence (please describe below) |                     |  |
| A copy of this completed form along with the evidence is to be sent to <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a> |  |                     |  |