



# 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 to suit your needs, so 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 recognised 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	
Head Office	Level 10, 52 Alfred St, Milsons Point NSW 2061
Phone	1800 767 212
Email	training@breakthru.org.au
RTO National Provider ID	91512

# CONTENTS

OUR CORE PURPOSE	4
OUR VISION	4
OUR CORE VALUES	4
ACCESS & EQUITY	4
OUR COURSES	5
VOCATIONAL EDUCATION AND TRAINING (VET) QUALITY FRAMEWORK	5
BREAKTHRU OBLIGATIONS	5
LEARNER RIGHTS & RESPONSIBILITIES	6
MARKETING	7
ENROLMENT	7
UNIQUE STUDENT IDENTIFIER	8
LANGUAGE, LITERACY & NUMERACY (LLN)	8
NATIONAL RECOGNITION	9
CREDIT TRANSFER	9
RECOGNITION OF PRIOR LEARNING (RPL)	9
COURSE FEES	11
CANCELLATION AND REFUND POLICY	12
CONSUMER RIGHTS	14
TRAINING	14
ASSESSMENT	15
ASSESSMENT METHODS	16
REASONABLE ADJUSTMENT	18
RESOURCES	18
WORK PLACEMENT	19
THIRD PARTY	20
STUDENT SUPPORT AND GUIDANCE	20
CONSUMER PROTECTION POLICY	24
ISSUE OF CERTIFICATE	25
ANTI-DISCRIMINATION, HARASSMENT & BULLYING POLICY	26
CONFIDENTIALITY & PRIVACY	26
FEEDBACK & EVALUATION FORMS	26
GOVERNMENT FUNDING	27
DEFERRING ENROLMENT	28
DISCONTINUING ENROLMENT	28
USEFUL WEB LINKS	29
STUDENT FORMS	30

## 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-centered champion, courageously promoting the value, potential and inclusion of all people in the life of their community.

## OUR CORE VALUES



## 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 whilst ensuring the integrity of the unit requirements are adhered to.

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, Mental Health courses to Business qualifications.

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

1. CHC33021 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
8. BSB20120 Certificate II in Workplace Skills
9. BSB30120 Certificate III in Business

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 familiarised 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, assessment 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 third party (if any) 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 14 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. We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and

communicating research and statistics about the Australian VET sector. For more information, please refer to the Privacy Notice section in our enrolment form.

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 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, to ensure the course is appropriate for you. 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 enrolment form (a link to online enrolment form/hard copy)
  - Learner Handbook (electronic/hard copy)
  - Smart and Skilled Consent Form (only applicable if you are eligible for Smart and Skilled funding)
  - Fees information including your contribution for a funded course (if applicable)
- 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 you at any point.

- You will be sent a Language, Literacy and Numeracy (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. If breakthru is not able to provide 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

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia and you cannot study without one.

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

Learners wishing to apply for an exemption from having a USI, must provide reasons for such request. breakthru College, in line with the National VET Data Policy, will consult with our national regulator and can only apply the exemption once it is approved in writing by our regulator. If approved, you will not be eligible to obtain an authenticated USI VET Transcript (or an extract) of any training undertaken whilst the exemption is in place.

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 if applicable. 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 or paper based.

Please contact us 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 / equivalent 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/equivalent 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 recognising 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 not refundable once the invoice has been paid and the assessment has commenced.

## 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	First payment is \$1,500.  Installments can be arranged to pay the balance over a 3 x month period. Contact breakthru staff for further information.
RPL	\$250 per unit  Please note that the fee is not refundable once the invoice has been paid and the assessment has commenced
Certificate re-issuance	\$30  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  You will be provided with deadlines for each unit of competency. Late submissions will incur a cost of \$30 per unit.
Course extension beyond the duration outlined in the confirmation of enrollment.	\$100 per month
Re-enroll the course after being withdrawn from the course as per the course progress policy	\$350 administrative fee
Credit Transfer	Free of charge
Direct Debit  (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  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>
  - Smart and Skilled contact details (1300 772 104)
- 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. Information relating to the co-contribution can be found from our website. <https://www.breakthrucollege.edu.au/fees-and-funding/skills-assure-funding/>

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 recognises 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)  \$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.

## On Line Learning

To participate in our online learning, students need access to a computer, printer, internet and access to Microsoft Word (or a similar program).

## 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

Assessments are an essential part of the course and must be completed successfully to progress through the course and receive your qualification.

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of tasks are assessed as Not Satisfactory, you will be given an outcome for the unit of Not Yet Competent (NYC). It is only when you have been assessed as being competent in each unit that a Statement of Attainment or Certificate will be issued.

When there is a result that have been marked as Not Satisfactory, you will be allowed to resubmit your work as per the feedback from the assessor. You will be given a total of three attempts to complete each task and achieve a Satisfactory outcome. In the case of resubmission, you will be given a date by which you will need to resubmit, and you'll be given feedback about what needs to be addressed in your resubmission.

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. It is important that you hand in assessment tasks and documents by their due dates otherwise an additional fee will incur.

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.

## ASSESSMENT METHODS

Assessment is 'the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

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

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 Appeals

Upon completion of your assessments, your Trainer/Assessor will inform you of the assessment outcome and provide you with feedback on your performance. You have the right to appeal an assessment decision if you feel that it was wrong or unfair. In such instances, you can lodge an appeal in writing within ten (10) days of receiving your result. Refer to the Complaints and Appeals process on page 24 of this handbook.

### Principles of Assessment and Rules of Evidence

Assessment must be conducted in accordance with the rules of evidence and principles of assessment (definitions from the *Users' Guide: Standards for Registered Training Organisations (RTOs) 2015*).

The following are the definitions of the Principles of Assessment and Rules of Evidence.



## Principles of Assessment

### ▪ **Validity**

*'An assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.'*

Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance
- Assessment of knowledge and skills is integrated with their practical application
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

### ▪ **Reliability**

*'Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.'*

### ▪ **Flexibility**

*'Assessment is flexible to the individual learner by:*

- Reflecting the learner's needs
- Assessing competencies held by the learner no matter how or where they have been acquired
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.'

### ▪ **Fairness**

*'The individual learner's needs are considered in the assessment process.'*

*'Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.'*

*'The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.'*

## Rules of Evidence

### ▪ **Validity**

*'The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.'*

### ▪ **Sufficiency**

*'The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.'*

### ▪ **Currency**

*'The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.'*

### ▪ **Authenticity**

*'The assessor is assured that the evidence presented for assessment is the learner's own work.'*

**Plagiarism and Collusion** – breakthru College requires learners complete all assessments/provide assessment evidence ethically and without cheating, plagiarism and collusion. We will ensure that academic

integrity is maintained in all learning and assessment activities by providing information to you of what constitutes cheating, plagiarism and collusion and what will be the outcome if you 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 friends' 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 your assessment submission being invalidated, and you will be investigated for academic misconduct.

## REASONABLE ADJUSTMENT

breakthru will make reasonable adjustments as needed to include learners with a disability or ongoing ill health and allow them to have access and participate in education and training on the same basis as those without disability or ongoing ill health. 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 learners. 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 computer 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

## COURSE PROGRESS

breakthru College monitors your progress to ensure that you can complete your course within the duration outlined in your confirmation of enrolment. It is important for you to actively engage in learning activities to develop your knowledge and skills and complete the assessment tasks given. You must endeavor to complete your assessment within the agreed timeframe, but If you are experiencing any difficulties that may affect your course progress, please notify us as soon as possible via email. We will work together with you to develop a study plan to support you to progress through your course.

In the event when you have not shown any progression and completed any units satisfactorily for two months since your course commencement, you will be sent a warning letter. You are required to respond within 7 days

and complete the assessment tasks for your current module within a due date given. A reminder email will be sent if no response is received from you after 7 days.

If there is no response received after 14 days since the first warning letter was sent, you will be withdrawn from the course. If you wish you would re-commence your course, you will need to go through the enrolment process again and this may incur additional fees.

Please note that extending your course duration from the agreed timeframe will incur additional costs unless there is demonstrable evidence of compassionate and/or compelling reasons. Please refer to Course Fees section in this Handbook for more information.

Compassionate and compelling reasons are generally the events that are beyond your control and can impact on your course progress and wellbeing. This may include, but not limited to the following:

- Serious illness or injury, where a medical certificate is provided.
- Bereavement of close family members such as parents and grandparents, supported by a death certificate (if possible)
- Major political upheaval or natural disaster that has impacted on your studies.
- A traumatic experience, which could include:
  - Involving in, or witnessing of a serious incident, *OR*
  - Witnessing or being the victim of a serious crime, supported by police or psychologist's report (if possible)

breakthru College will exercise its professional judgement to assess each case on its merit. When determining whether compassionate and/or compelling reasons exist, documentary evidence is required.

## 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's 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, a Learner 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 22 4636	<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 22 4636	<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-">https://www.blackdoginstitute.org.au/resources-</a>	National	A social and emotional wellbeing self-help for young Aboriginal and

		<a href="https://support.digital-tools-apps/ibobbly/">support/digital-tools-apps/ibobbly/</a>		Torres Strait Islander Australians aged 15 years.
Black Dog Institute	02 9382 2991	<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 800 110	<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 422 599	<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 554 660	<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 61 44 34	<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 699 799	<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 353 374	<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=c0d014e1c50411ecb4e2f2d7ecb8e8f7">https://www.dese.gov.au/skills-education-and-employment?msclkid=c0d014e1c50411ecb4e2f2d7ecb8e8f7</a>	National	It helps eligible job seekers learn the skills they need to get the job 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>

## CONSUMER PROTECTION POLICY

### 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
- Breakthru staff
- And other 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. Grounds for appeal may include but not limited to the following:

- Administrative inadequacies (e.g. inaccuracy in recording progress)
- Inadequate resources (e.g. physical resources or inexperienced/unqualified staff members)
- Shortcomings in the conduct of assessment (e.g. alternative assessment methods were not available)
- Assessment requirements specified by the assessor were unreasonably or prejudicially conducted
- Barriers to access (e.g. unreasonable requirements as pre-condition to assessment)

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. Currently, the appointed consumer protection officers at breakthru College are:

Name	Email Address	Phone
Isabelle Durkin	<a href="mailto:Isabella.durkin@Breakthru.org.au">Isabella.durkin@Breakthru.org.au</a>	0490 857 376
Katherine Gosson	<a href="mailto:Katherine.gosson@breakthru.org.au">Katherine.gosson@breakthru.org.au</a>	0466 572 726

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

1. Initially you are encouraged to discuss and resolve the matter informally with relevant person/s. 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).
2. If the above is unsuccessful, complete the Complaints and Appeals form, which is available at the end of this learner handbook. If assistance is required, call 1800 767 212.
3. Send the completed form to [training@breakthru.org.au](mailto:training@breakthru.org.au)
4. You will receive an acknowledgement in writing within 7 calendar days.
5. An initial investigation is to be conducted to collect information and evidence from all relevant parties. A meeting is arranged if required and all parties are given the opportunity to tell their side of story.



6. Decision will be made as soon as possible within 60 calendar days. If more than 60 calendar days are required, you will be informed in writing the reasons as to why such timeframe is required and you will be kept in the loop on a fortnightly basis on the progress of the matter.
7. You will be informed on the outcome in writing along with the decision
8. You have the right to appeal the decision if you are not satisfied with the outcome within 14 calendar days of receiving the outcome.
9. You also have the right to request a third party (independent from all parties) to review the outcome/s if required
10. If you are satisfied with the outcome, the matter will be deemed as resolved and all records will be kept by breakthru College.

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
Smart and Skilled (only for learners / learners who are funded by Smart and Skilled)	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 (only for learners / learners who are funded under QLD government funding)	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 five (5) points (or Forms) used to collect data. These are:

- Surveys
- 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 are:

1. CHC33021 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
8. BSB30120 Certificate III in Business

Skills Assure Supplier courses are:

1. CHC33021 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)
  - breakthru website on Smart and Skilled < <https://www.breakthrucollege.edu.au/fees-and-funding/smart-skilled-funding/>>
  - Smart and Skilled website on their policies and procedures (e.g. Fee Administration Policy and Procedure, Smart and Skilled Student Eligibility Policy, Smart and Skilled Consumer Protection Strategy Policy and Procedure), you can click on this link < <https://www.nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled>>
- 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 or it may attract a high subsidy if you wish to enroll into another government funded course in the future. 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.

As a funded learner (either by NSW or QLD Government), you may receive a survey from the relevant state government on your training experience.

## 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 may defer your course for up to 3 months only 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 and will be assessed on a case to case basis. 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). You will be advised of the outcome of your request within 20 working days. If you are not satisfied with the outcome, you can dispute the decision within 14 calendar days by accessing the Complaints and Appeals Policy and Procedure.

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/>



# STUDENT FORMS

## Refund Application Form

*This form is used to make an application for a refund as specified in the Learner Handbook.*

<b>Personal Details</b>			
First Name:		Surname	
Contact Number			
<b>Course Details</b>			
Course enrolled			
Trainer's Name			
<b>Reason/s</b>			
Describe the reason/s for a refund request (add more space if needed)			
Do you have any evidence to support your reason/s for a refund?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, send the evidence along with this completed form to <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a>			
<b>Office Use Only</b>			
Date Received	Application		

Refund Decision	<input type="checkbox"/> Approved <input type="checkbox"/> Rejected <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 <input type="checkbox"/> Female <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> <p><input type="checkbox"/> A certified copy of certification</p> <p><input type="checkbox"/> An original copy of certification and be sighted by breakthru representative</p> <p><input type="checkbox"/> A copy of USI Transcript</p>		
<p>Please ensure that:</p> <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 <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a>			

## 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 <input type="checkbox"/> Female <input type="checkbox"/> Other						
Address							
Enrolment Details							
Are you enrolling in a full qualification or part qualification?	<input type="checkbox"/> Full qualification <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	<table border="1"> <tr> <td>Name:</td> <td></td> </tr> <tr> <td>Address:</td> <td></td> </tr> </table>			Name:		Address:	
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  <input type="checkbox"/> Third-party    <input type="checkbox"/> Another student    <input type="checkbox"/> Work placement organisation  <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  <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  <i>(please describe your complaint or appeal and add more space if required)</i>	

<p><b>Note:</b> submit your completed Complaints and Appeals Form to <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a>. If assistance is required, please contact <a href="mailto:training@breakthru.org.au">training@breakthru.org.au</a> or call 1800 767 212.</p>	
<p><b>Office Use Only</b></p>	
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 (add more space if required)	
Further investigation is required	<input type="checkbox"/> Yes <input type="checkbox"/> No

Final decision made (within 21 days upon the receipt of complaint / appeal or not more than 60 days if further investigation required)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need more than 60 days to process and finalise the decision?	<input type="checkbox"/> Yes <input type="checkbox"/> No If <b>Yes</b> , have you: <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>
Have informed all parties involved of the outcome in writing including the reasons for the decision?	<input type="checkbox"/> Yes <input type="checkbox"/> No
All parties are made aware that an independent third party can be requested	<input type="checkbox"/> Yes <input type="checkbox"/> No
Opportunities for improvement are recorded in Continuous Improvement Register and implemented	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 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 <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>			