Student Handbook

Breakthru College Contact Details	
Head Office	Level 10, 52 Alfred St, Milsons Point NSW 2061
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Email	training@breakthru.org.au
RTO National Provider ID	91512
Website	www.breakthrucollege.edu.au

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WELCOME

This Student Handbook provides you accurate, relevant, and up-to-date information about Breakthru College's policies, procedures and guides you from the enrolment process to your study experience.

ABOUT US

Breakthru College is a world-class leader in training, specialising in Aged Care, Disability and Mental Health education to meet the needs of industry, enterprise and community. Our college enjoys working with students from diverse backgrounds, providing support and opportunities to all looking to engage with the industry.

We offer face-to-face, blended learning and self-paced online courses.

Our nationally recognised training courses are:

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- HLT33021 Certificate III in Allied Health Assistance
- HLT43021 Certificate IV in Allied Health Assistance
- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work
- HLT33115 Certificate III in Health Services Assistance

Complete training details of these courses can be found on the website: https://www.breakthrucollege.edu.au/

Commitment to Quality and Excellence

Breakthru College is proud to be a Registered Training Organisation (RTO Code: 91512), regulated by the National Vocational Education and Training (VET) Regulator, the Australian Skills Quality Authority (ASQA). We are authorised to deliver nationally accredited vocational qualifications and units of competency that are recognised across Australia.

At Breakthru College, we are dedicated to maintaining the highest professional standards and complying with all requirements of the VET Quality Framework and the Standards for Registered Training Organisations. This commitment includes regularly monitoring, reviewing, and improving our practices to ensure the best possible outcomes for our students.

Our Commitments to You

To ensure your success and satisfaction, Breakthru College will:

- **Provide Quality Training and Support**: Deliver high-quality training, assessment, and support services to help you achieve competency and meet your learning goals.
- **Focus on Continuous Improvement**: Regularly review and refine our practices to enhance quality and minimise risks, in line with industry standards.
- **Meet Compliance Requirements**: Adhere to AQF standards, relevant Commonwealth and State legislation, and regulatory requirements.
- **Uphold Leadership Standards**: Ensure that all senior staff are properly vetted as Fit and Proper Persons and remain suitable to lead the organisation, while maintaining financial viability.
- **Issue Recognised Certifications**: Provide AQF certification documents in accordance with the AQF Qualification Issuance Policy.
- **Employ Qualified Professionals**: Engage trainers, assessors, and support staff who are highly qualified, experienced, and professional. Our team operates with integrity, diligence, and respect for student confidentiality. Trainers and assessors ensure that assessments are fair, valid, reliable, and adaptable to diverse needs.
- **Practice Ethical Marketing**: Conduct all marketing and promotional activities with honesty, accuracy, and transparency.
- **Inform and Empower Students**: Clearly communicate information about subsidised training entitlements, fees, responsibilities, and obligations.
- **Provide Feedback and Protection**: Offer accessible channels for feedback and ensure students have access to consumer protection resources when needed.
- **Promote Fairness and Support**: Treat all students fairly and provide access to external advice and support services whenever required.
- **Ensure Accessibility**: Make it easy for students to reach their trainers, assessors, and management staff.
- **Encourage Student Feedback**: Actively seek and review feedback from students at all stages of their training to foster continuous improvement.

At Breakthru College, we are committed to helping you succeed in your educational journey with integrity, professionalism, and a student-focused approach.

ENROLMENT

During your course exploration on the website, there are 4 options to obtain further information and the enrolment process.

- A chat bot to answer frequently asked questions and chat with a staff member online
- Enquire now form to ask further questions
- You can call 1800 767 212
- An enrolment form to commence the process

We suggest contacting our Training Relationship Manager on the 1800 phone number or training@breakthru.org.au prior to enrolment. They will assist you with the process

and discuss your training and study requirements to ensure the course is appropriate for you.

This pre-enrolment discussion will include the following information:

- Course content and outcomes
- Course suitability and your career expectations
- Estimated course duration
- Expected locations at which it will be provided
- Expected modes of delivery
- Commencement dates
- Work placement requirements
- Your USI requirements
- If you are applying for RPL or Credit transfer
- Language, Literacy, Numeracy and Digital skills
- Do you have any special needs or support services you may require
- Government funded eligibility, subsidy requirements and the student contribution fee (if applicable)

THE ENROLMENT PROCESS

1. **Pre-Enrolment Pack**
   Upon expressing interest in a course, you will receive a pre-enrolment pack containing:
   - An enrolment form
   - The Student Handbook
   - Fees information, including your contribution for a funded course (if applicable)
   - A list of documentation required to confirm your identity

- **Documentation Review**
  Our team will review the completeness of the documentation you provide, including evidence for funding eligibility (if applicable).
- **Language, Literacy, Numeracy and Digital (LLND) Skills Assessment**
  You will receive a link to complete an LLN Test. This test helps us identify your LLND skills and determine if additional support is needed to ensure your success.
- **Invoice and Payment**
  An invoice will be issued, which may include a payment plan if applicable. Please note that Breakthru College will not collect more than $1,500 in prepaid fees at any given time.
- **Enrolment Confirmation**
  If your application is successful, you will be officially enrolled in the course. You will then receive an email containing:
- A confirmation of enrolment
- Your training plan
- Instructions on accessing and using our Learning Management System (if applicable)
- **Important Policies**
  Before starting your course, please ensure that you thoroughly read this Student

Handbook, including the **Withdrawal, Deferral, Extension, Transfer, and Refund Policy**.

- **Work Placement (if applicable)**
  If your course includes a work placement requirement, you may need to provide certain clearances, such as:
- NDIS Worker Screening
- Police Check
- Working with Children Check
  These clearance documents must be submitted prior to the commencement of your work placement.
- **Keeping Your Information Up-to-Date**
  To ensure smooth communication and compliance, it is important that you:
  Provide accurate and up-to-date contact details and any relevant medical information on your enrolment form.
  Notify Breakthru College in writing as soon as possible if there are any changes to your personal details
- **Collection and use of Personal Information**
  All personal information collected by Breakthru College will be securely stored in compliance with our Privacy Policy. You can access this policy on our website or request a copy from our team.
- **No Guarantees:** Breakthru College does not guarantee:
    - Successful completion of a training product.
    - Completion of a training product in a manner that conflicts with the requirements outlined in the Training and Assessment Strategy (TAS).
    - Successful employment outcomes where this is outside the control of Breakthru College.

YOUR TRAINING PLAN

To support your study, when you are enrolled in a course, we provide you with a training plan that has course start and end dates, a list of course units to complete in training delivery order, and recommended assessment submission and completion dates.

Mark key dates in your calendar to keep you on track.

This training plan helps you stay on track with your study. It is based on the enrolment form and the pre-training review conducted prior to your enrolment in the course.

Your training plan will be sent to you via email, and it is essential that you review this, sign and return to the Student Support and Administration Officer within 7 days.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is your individual education number for life issued by the USI government department. It also gives you an online record of your Vocational Education and Training (VET) undertaken in Australia and you cannot study without one. You must provide a Unique Student Identifier (USI) at the time of enrolment.

To apply for a USI go to https://www.usi.gov.au/students/create-your-usi

If you cannot apply for a USI yourself, Breakthru College 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 USI application.

If you need Breakthru College to apply on your behalf, please ensure this is indicated on your enrolment form.

LANGUAGE, LITERACY, NUMERACY and DIGITAL

All prospective students are expected to have the language, literacy, numeracy, digital and foundation skills to complete the course successfully.

Upon enrolment, all students are asked to complete a Language, Literacy, Numeracy and Digital test online. All our courses set minimum requirements of student language, literacy, numeracy and digital skills (LLND) to support student success.

This information is solely used by Breakthru College to ascertain suitability and/or requirements for additional needs throughout the training.

Students who do not meet the entry requirements, will be referred to the Training & Compliance Manager, who will work with and advise what support and assistance they can receive. We may refer you to another training organisation with these specialist services or to specialist literacy and numeracy assistance agencies.

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

Digital Capability Requirements

To successfully undertake online, self-paced learning, you are expected to have a basic level of digital literacy and access to appropriate technology.
This includes:

- Access to a device with an internet connection and the Microsoft Office suite (or an equivalent alternative).
- Confidence in using email and browsing the internet.
- The ability to navigate and use our Learning Management System (Axcelerate).

- Competence in engaging with online learning activities, participating in online observation assessments, and completing and uploading assessments in required formats (e.g. video, PDF).

Your digital capability will be informally assessed during the enrolment process. If you are able to complete this process without significant difficulty, it will be considered that you have the required level of digital skills to successfully participate in the course.

Internal support will be provided to students with access to our instructional designer to assist with any technical issues and where required, referral to external support services will be made to enable the student to complete the course successfully.

YOUR LEARNING EXPERIENCE

To help you gain the maximum benefit from your training with us, Breakthru College will:

- **Provide Expert Guidance**: Your learning journey will be led by a fully qualified trainer and assessor with current, industry-relevant skills, ensuring you gain the latest knowledge.
- **Supply Necessary Resources**: We will provide all required resources to help you complete your training within the timelines set at enrolment, ensuring they meet industry standards.
- **Offer Prompt Feedback**: You will receive timely and accurate assessment feedback to support your skill development and competency.
- **Provide Access to Complaints and Appeals**: Our Complaints and Appeals process is available to support you if needed.
- **Ensure Privacy and Transparency**: At enrolment, we will explain how we collect your personal information and your right to review and correct it. As required by the *National Vocational Education and Training Regulator Act 2011 (NVETR Act)*, we share your personal information with the National VET Data Collection, managed by the National Centre for Vocational Education Research Ltd (NCVER). NCVER handles research, statistics, and data for the Australian VET sector. For more details, please refer to the Privacy Notice section in our enrolment form.
- **Notify You of Significant Changes**: If there are major changes to Breakthru College's operations, such as:
    - Unable to deliver a course
    - Changes to onsite delivery or course delivery methods
    - Changes to trainers, assessors, or senior management
    - Changes that affect the student's enrolment
    - Changes in ownership
    - Unlikely event of college closure
    - Any other significant event

  You will be notified within 28 days via email through the Axcelerate Student Management System.

STUDENT CODE OF CONDUCT POLICY

This policy outlines the expectations and responsibilities of all students studying with Breakthru College regarding their conduct, attitude towards others, and approach to their studies. It aims to foster respectful and collaborative behaviour.

The policy also defines student responsibilities and behavioural expectations, including what constitutes inappropriate behaviour and the consequences of such actions. It applies to all students participating either online or in face-to-face classes.

Breakthru College expects students to:

- Behave in a responsible and ethical manner, always being respectful of the rights of others.
- Treat colleagues and members of the public with courtesy and respect and with due sensitivity to the needs of people with different backgrounds and cultures.
- Treat everyone equitably irrespective of gender, race, cultural and religious background, marital status, disability, age, homosexuality, transgender or sexual orientation.
- Show consideration for the opinions and views of peers and staff.
- Avoid all forms of bullying, intimidation and harassment.
  - Bullying: Repeated, unreasonable behaviour that intimidates, humiliates, or degrades others.
  - Intimidation: Actions or words intended to make someone feel afraid or coerced.
  - Harassment: Unwanted behaviour that offends, humiliates, or intimidates based on personal characteristics.
  - Bribing: Offering, giving, or promising money, gifts, or other benefits to trainers or staff in exchange for better grades, favourable treatment, or leniency is strictly prohibited.
- Engage cooperatively and collaboratively in their course of study.
- Become familiar with student policies and procedures, and information about their course, assessments and support services.
- Constructively accept and act on any feedback.
- Understand their Health and Safety responsibilities and comply with these; and be compliant with any course requirements.
- Understand how online learning is different to learning on a campus and how it can impact communication and interaction with others in online sessions, chats and forums.
- Respect and observe cultural protocols such as Welcome to Country or Acknowledgement of Country.
- Allow flexibility around cultural obligations, including leave for Sorry Business, religious holidays, or family commitments.
- Create opportunities for learners to express cultural identity.

- Refrain from sending unnecessary or intrusive messages to trainers or colleagues via email or mobile phone.

Face to face training:

- 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.
- 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.
- You take responsibility for personal belongings brought onto the premises including disposal of your rubbish and always keeping the area clean.
- Your clothes are neat, clean and tidy as would be expected in the workplace/industry.
- Avoid behaviour that results in physical damage to people or property.

Reporting Concerns

Students who experience or witness harassment, vilification, antisemitism or discrimination should report it as soon as possible.

Reports can be made to:

- your trainer
- the Student Support Officer
- the RTO administration team

All reports will be handled in accordance with the **Complaints and Appeals Policy**.

BREACH OF POLICY

A student who engages in inappropriate behaviour, may infringe on the rights of others or the safety of themselves and/or others.

Therefore, Breakthru College reserves the right to administer any of its applicable policies, or procedures to investigate and deal with the actions of the student, even if the student withdraws from the course and then does not meet the definition of a student while a disciplinary process is ongoing and/or pending.

Where inappropriate behaviour is occurring, including where the behaviour is putting at risk the student, other students or staff, the student may be required to leave the premises or the online platform/session for a period.

Consequences may include disciplinary action, suspension, or expulsion.

Students have the right to access Breakthru College Complaints and Appeals Policy and Procedure.

STUDENT SUPPORT and WELLBEING

During the enrolment process, students are welcome and encouraged to share if you have any special needs, disability or support services that you may require. It is very important to let us know of anything that may hinder your course progress so appropriate help can be provided.

Our support mechanisms include:

- One on one support from your trainer
- One on one support from our Instructional Designer if you are experiencing technical issues.
- Extension of time for specific circumstance e.g. sickness or family emergencies
- Welfare and guidance services referral
- Adjustments to the assessment processes
- Access to resources to assist your learning
- Disability and access issues
- Addressing Language barriers
- Any other issues that may affect your ability to achieve your learning goals

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

E Learning / Online Classes:

- Have a designated study place for your work that is free of distractions.
- From a technical perspective: Have a reliable laptop or computer
  - Reliable internet connection / modem
  - Use a cloud-based back up system to avoid losing important documents
- Create a daily routine and manage your time wisely. Like attending a face-to-face class, schedule time for your study and stick to it.
- Online learning can be challenging as you need to be self-motivated. Revisit your goals to remind yourself what you set out to achieve by doing the course.
- Take advantage of your trainer's knowledge and expertise. Book in zoom sessions when you need assistance or motivation.
- Maintain healthy habits: Your brain, like your body, needs rest and exercise. Get sleep, stay hydrated, go outside, eat well.

Student Progression

Each month, the Training Program Coordinator will review the progress of every student to monitor how you're tracking. If you're not demonstrating satisfactory progress, we'll get in touch to check in and offer support to help you get back on track.

Student Diversity and Inclusion

Promoting and supporting the diversity of students involves fostering an inclusive and equitable environment where all individuals feel valued and empowered. We are committed to removing barriers and providing tailored support mechanisms to ensure that all students are offered the opportunity to succeed in their chosen course of study.

- Representation in Staff: We recruit educators and administrators from diverse backgrounds to serve as role models.
- Support: one on one support from your trainers to help you stay on track and complete your assessments.
- Curriculum: we actively support the way each student receives, processes and communicates their learning, tailoring the learning plans for individuals' strengths and needs.
- Partnering with Industry: Collaborating with employers and industry bodies to provide practical training opportunities and to ensure course relevance.
- Feedback: Encourage feedback with students to continually assess and enhance educational experience.

First Nations Education

We are committed to fostering a culturally safe learning environment for First Nations people. We recognise and respect the unique cultures, histories, languages, and knowledge systems of First Nations peoples and strive to create a space where they feel welcomed, valued, and empowered to learn and share. We aim to contribute to reconciliation through meaningful actions, collaboration, and mutual understanding.

Ongoing Reflection and Improvement

- Regularly assess the learning environment to ensure it remains culturally safe and make adjustments based on feedback from First Nations students and communities.
- Encourage open dialogue about how to improve cultural safety and be receptive to the needs of Indigenous peoples.
- Commit to long-term engagement with First Nations communities and be transparent about progress and setbacks.

SUPPORT SERVICES

Organisation	Phone Number	Website	Type of Service
Reading and Writing Hotline	1300 6555 06	https://www.readingwritinghotline.edu.au/	Supporting students who have difficulty with language, literacy and numeracy.
NSW Mental Health Line	1800 011 511	https://www.health.nsw.gov.au/mentalhealth/pages/mental-health-line.aspx	Providing professional help and advice to people who need mental health support.
Lifeline	13 11 14	https://www.lifeline.org.au/	A National Charity providing all Australians experiencing emotional distress, crisis support and suicide prevention services.
Suicide Call Back Service	1300 659 467	https://www.suicidecallbackservice.org.au/	Providing 24/7 telephone and online counselling to people affected by suicide.
Beyond Blue	1300 22 4636	https://www.beyondblue.org.au/	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	https://www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people	Providing information and support to Aboriginal and Torres Strait Islander who experience anxiety, depression and other mental health issues.

Head to Health	N/A	https://www.headtohealth.gov.au/supporting-yourself/support-for/aboriginal-and-torres-strait-islander-peoples	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	https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/	A social and emotional wellbeing self-help for young Aboriginal and Torres Strait Islander Australians aged 15 years.
Black Dog Institute	02 9382 2991	https://www.blackdoginstitute.org.au/education-services/webinars/	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	https://reimagine.today/aboriginal-and-torres-strait-islander-people-hub/	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	https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx	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	https://www.mentalhealthcarersnsw.org/mhcn/	Providing information, education and support for carers, including carer support groups.
Children of Parents with a Mental Illness (COPMI)	N/A	https://www.copmi.net.au/contact-us	Providing information for parents, their family and friends in support of kids and young people with mental illness.
MindSpot	1800 61 44 34	https://mindspot.org.au/	A free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood.
Sane Australia	1800 187 263	https://www.sane.org/counselling-support/sane-support-services	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	https://dementia.com.au/	Providing advice and recommendations to people who care for someone with dementia where behaviours are impacting their life.
Elder Abuse Support Services	1800 353 374	https://aifs.gov.au/elder-abuse-support-services	Call Elder Abuse Support if you witness, suspect that older people are being abused / mistreated.
Adult Migrant English Program	131 881	https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program	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	https://www.dese.gov.au/skills-education-and-employment?msclkid=c0d014e1c50411ecb4e2f2d7ecb8e8f7	It helps eligible job seekers learn the skills they need to get the job they want by improving their language, reading, writing and maths.
Precision Consultancy	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Providing a range of LLN resources and list of useful resources.

The Translating and Interpreting Service (TIS National)	131 450	https://www.tisnational.gov.au/en/About-TIS-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.

ACCESS TO TRAINERS / ASSESSORS AND OTHER STAFF

All students have reasonable access to trainers and assessors and other staff to progress through the training course.

Students can email their trainer/ assessor for assistance, request their trainer to call them or set up 1 to 1 teams meetings.

The administrative staff are available during office hours, refer to contact options on the front page of this document or visit our website.

Online students can also access the learning management system Axcelerate to ask any questions, and this is sent directly to their trainer.

Trainers and assessors are required to check their emails and messages regularly and respond within 48 hours of contact.

CREDIT TRANSFER POLICY

This policy is to provide staff and students with clear information about how Breakthru College accepts and provides credit to students for units of competency and/or modules issued by another Registered Training Organisation (RTO).

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 by any Registered Training Organisations (RTOs), unless regulatory requirements prevent it.

- Applications for Credit Transfer will be processed prior to or at course enrolment. As Credit Transfer may have an impact on course structure, duration and fee, it is recommended students apply prior to enrolment.

The process to apply for a credit transfer:

1. Fill in a *Credit Transfer Application Form*, available at the back of this Student Handbook or email: training@breakthru.org.au

2. Provide a certified copy of AQF Certification, 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
4. Our Student Support and Administration officer 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), the Admission Team will contact the issuing organisation to verify the authenticity of the certification.
6. You will be informed of the outcome via email.
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 POLICY(RPL)

Breakthru College has a Recognition of Prior Learning (RPL) policy which is offered to all applicants.

You may be able to apply for Recognition of Prior Learning (RPL) if your prior study, work or life experiences align with the learning outcomes of an accredited unit. RPL assesses competencies gained 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, certified copies or valid USI Transcript
- 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. The Training Relationship Manager will provide you with the information about RPL, the evidence you will need and a copy of the RPL Self-Assessment Kit.
3. A qualified assessor from Breakthru College will also contact you to discuss:
    - Your work experience and anything of interest in your CV. For example, have you worked in several job roles; have you worked in a number of different workplaces or the same one, professional development experiences etc.
    - An 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.

4. You can decide as to whether you would like to enrol into formal training instead or continue with the RPL process.
5. You will be required to pay $250 for each unit of competency before it can proceed further.
6. 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).
   - 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
7. You submit RPL Evidence Tool booklet and evidence portfolio.
8. 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.
9. The assessor contacts your professional referees to discuss the customer's workplace competency.
10. 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 and CHARGES

Breakthru College determines all course fees and enrolment charges, which may vary and will be clearly communicated before 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	The first payment is $1,500. Instalments can be arranged to pay the balance over a 3-x month period. Contact Breakthru staff for further information.
RPL	$250 per unit This fee is not refundable once the invoice has been paid and the assessment has commenced
Re-enrol the course after being withdrawn from the course as per the course progress policy	There will be a new contribution fee
Credit Transfer	Free of charge

Government Funding

Students eligible for state or federal government funding may be required to pay student contribution fees (QLD Skills Assure Supplier funding) & student fees (NSW Smart and Skilled funding). This is subject to government funding and is subject to change – further information on these State Government student 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 on our website- https://www.breakthrucollege.edu.au/fees-and-funding/skills-assure-funding/

Payment Process for Enrolment

- 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, Credit card or via a payment plan (conditions apply).
- Your results and/or Statement of Attainment will not be released until all outstanding fees have been paid.

Payment Plan

If you opt for a payment plan, a copy of the payment schedule 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 student fee, you can speak with Breakthru Staff to arrange a payment option that best suits you. You can choose to pay weekly, fortnightly or monthly.

Pre-Paid Fees

Please note that Breakthru College will not accept any prepaid fees that are in excess of $1,500 from current and prospective students at any point including before, during and after the student enrols. Prepaid fees refer to any fees collected in advance before the relevant services have been provided by Breakthru College.

CANCELLATION AND REFUND POLICY

Breakthru College 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 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 students have paid in advance for each unit of competency but have not commenced it.
Cooling off period	A grace period that allows a party to reconsider the contract and its obligations they have entered and exit the arrangement if it wishes.

Reason	Amount Refunded
Course cancelled or postponed by Breakthru College before the course commencement *(minimum numbers apply for all courses. Courses will not proceed if we do not get a minimum number of students)*.	Full refund of all fees
Course cancelled or postponed by Breakthru College 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
Only applicable if cancellation within the cooling off period	Full refund of all fees
Student withdraws in writing is received no less than 7 business days prior to commencement of course.	Full refund of all fees
Student withdraws in writing within 1 – 6 days prior to commencement of course.	50% refund of total student contribution fee (long course) $50 administration fee charged (short course)
Student does not withdraw in writing or fails to commence the course within first week of long course (7days +)	No Refund

Student does not withdraw in writing or fails to commence – short course (1 – 6 days)	No Refund
Student commences course and fails to complete course requirements or withdraws during the course	No Refund
Student's application for Recognition of Prior Learning (RPL) is not approved.	No Refund
QLD Co Contribution Fee	Full refund where training has not commenced at the time of enrolment cancellation. Should a student withdraw from a unit of competency after training has commenced, the student is entitled to a proportionate refund for the portion of training not delivered.

If something occurs during the delivery of a course that prevents Breakthru College 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 receiving 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 College.

Process for Refund Application

1. Students 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
2. Refund requests must detail set reasons for request with supporting documentation
3. A refund is provided as per the table above within 21 business days.

Note: *Requests for refunds in special circumstances will be at Breakthru College'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.*

DEFERRING ENROLMENT

You may only defer your course for 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 College will make every effort to assist the student to continue training where possible. Breakthru College will develop and implement strategies that accommodate students who wish to defer their training.

To apply for a deferral request, it must be in writing. Email your deferral request with reasoning to: training@breakthru.org.au

If your course is funded by NSW State Government (Smart and Skilled), you are not permitted to defer your course for 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 student if you wish to recommence your training after discontinuing from previously enrolled qualification and the Notification of Enrolment Process will be carried out again. Breakthru College will also advise you on the fee implications of deferring your training and the availability of funded places.

DISCONTINUING ENROLMENT

If you wish to discontinue your course, you are highly encouraged to speak with your trainer or Breakthru College 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 Discontinue of Studies request, it must be in writing. Email your request with reasoning to: training@breakthru.org.au

Any cancellation request will be processed in line with our internal process & Cancellation and Refund policy. You will be issued a Statement of Attainment within 30 days if you have successfully completed any unit/s of competency, providing all fees have been paid (if applicable).

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

1. You are required to formally notify us of the date when the training will end.
2. We will assess your application in line with the Cancellation and Refund Policy. We will determine if you will be refunded 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. If you are on a traineeship, Breakthru College will notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of training.

TRAINING and ASSESSMENT

Studying with Breakthru College offers a range of mixed mode training delivery, it may be via a face-to-face classroom environment, on-the-job training, self-paced learning and/or online learning.

Each course is structured to build on your knowledge, and practice skills prior to transitioning into the work environment for your work placement.

Face to Face 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

80% attendance is required. Attendance will be recorded by the Trainer/Assessor on a class attendance list at the commencement of each training session. It is your responsibility as a student to notify the Trainer/Assessor if you are unable to attend a training session for any reason.

Self-Paced Study

Students are required to undertake self-paced study to complete a range of structured activities. 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.

Online Learning

Online self-paced learning is not for everyone; it requires maturity, discipline, and self-direction. If you have these attributes, we'll support you every step of the way
To participate in our online learning, students require a degree of digital literacy, access to a computer, internet and access to Microsoft Word (or a similar program).

ASSESSMENT INFORMATION

Breakthru College follows the Principles of Assessment and Rules of Evidence to ensure consistency of assessment tools and assessor judgements to provide quality student outcomes.

You will be required to complete a variety of assessments.
The following are the assessment methods that may be used:

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

In the Vocational Education and Training (VET) sector, learning and assessment are competency-based. Each assessment task will result in an outcome of either 'Satisfactory' or 'Not Satisfactory.' These results are then considered collectively for the unit, determining an overall outcome of either 'Competent' or 'Not Yet Competent.'
A successful outcome requires achieving a 'Competent' result.

Every unit of competency includes both knowledge assessments and practical observations. You must first demonstrate your underpinning knowledge before progressing to the observation assessments.

To meet the assessment requirements, you must attempt all questions and activities in the assessment books and provide responses to a satisfactory standard. Ensure you read each question carefully and address all components. For example, if you complete only 80% of the required work, this will be assessed as 'Not Yet Satisfactory' (NYS), which will require you to resubmit the task.

Please note that while Breakthru provides students with a variety of learning resources, as an adult student, some independent research will also be necessary to complete your assessments successfully.

Observation or Role Play Assessments For observation or role-play tasks, the requirements for each assessment will be clearly outlined in the assessment booklets or supporting materials prior to the commencement of the task. Trainers will ensure that all students are fully informed of the task objectives, assessment criteria, and expected outcomes.
Students will be provided with sufficient time to learn and practice the required skills before undertaking any assessment task. Trainers will facilitate opportunities for students to clarify concepts, ask questions, and seek guidance to build confidence and understanding. This approach ensures students are adequately prepared to demonstrate competence in a supportive and fair environment.

Student Support Strategies To support students with disabilities or special requirements, specific assessment needs will be discussed and documented in consultation with the student to ensure that no individual is disadvantaged. Adjustments to assessment tasks and delivery methods will be made where reasonable and appropriate, in line with the principles of access and equity. Examples of potential adjustments include:

- Allowing additional time to complete assessment tasks.
- Providing alternative formats, such as oral presentations instead of written reports.
- Utilising assistive technologies or other aids to support student participation.

Regular feedback will be provided to students throughout the process to guide them toward meeting assessment requirements. Flexibility in assessment delivery will be maintained to accommodate individual learning needs while ensuring the integrity and validity of the assessment process.

Due dates of assessments: Refer to your training plan for the dates that assessments are due. We believe that meeting due dates is a show of respect for your trainer. It also allows your trainer to mark all student assessments for that unit at one time. Should you require an extension you will need to email your trainer to make an application to extend.

Marking Turnaround Our Trainers/Assessors aim to mark your assessments within one (1) week from the submission.

Resubmission Information Adult learning is competency based and as such, students are given two (2) opportunities to resubmit assessments that a Trainer/Assessor has deemed Not Satisfactory. This should not be seen as "failing" in our learning environment; it's just that you are not yet satisfactory. Trainers will provide you with the exact questions that require resubmission. Timeframes for resubmissions should normally be around 24 hours, depending on the resubmission required. Speak to your trainer to ensure you meet their new deadline.

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 in this handbook.

WORK PLACEMENT

Most of the courses we offer 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 following courses require work placement:

CHC33021 Certificate III in Individual Support	120 hours
CHC43015 Certificate IV in Ageing Support	120 hours
CHC43315 Certificate IV in Mental Health	80 hours
CHC43515 Certificate IV in Mental Health Peer Work	80 hours
HLT33021 Certificate III in Allied Health Assistance	120 hours
HLT43021 Certificate IV in Allied Health Assistance	120 hours

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 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 is to occur and the activities to be undertaken.

Talk with your trainer about work placement as early as possible so that this is arranged in plenty of time.

When you have informed your Trainer/Assessor of where your work placement will be undertaken, your Trainer will contact 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 several clearances. As each organisation may have slightly different requirements, you are required to check with your host organisation what screening is required. This may include:

- National police check
- Working with children check
- Vaccination record check
- NDIS screening check in NSW
- QLD residents will require a Blue Working with Children's Check card and Yellow Disability Worker screening card

The NDIS and QLD Blue / Yellow cards are mandatory for you to work in the industry and commence the work placement component of our courses.

If you believe you will not be successful in obtaining these clearances, you will not be able to complete the work placement units of the course and therefore not complete / obtain the qualification.

Supervisor Sign off on Work Placement Activities
A suitably experienced and industry-aware workplace representative is required to sign off, check, and verify the relevant assessment item. This may include a Supervisor, Team Leader, Shift Coordinator, or any other person approved by the organisation who has observed the student's performance and is capable of providing informed feedback. The observer must have the qualification or industry experience to be ascertained as qualified to sign off on your work placement tasks.

STUDENT PROGRESS

Breakthru College will monitor your progress to ensure that you can complete your course within the duration outlined in your confirmation of enrolment and training plan. Satisfactory course progress is when students actively engage in their course by demonstrating progress every 30 days. This may be in the form of completing/returning a Unit Commencement Activity, engaging in your learning tasks and knowledge assessments, completion of a written assessment task, attendance at your face-to-face class, demonstration of skills in a practical session, or attending placement.

You must endeavour to complete your assessment tasks within the agreed timeframe, but if you are experiencing any difficulties that may affect your course progress, please notify your trainer as soon as possible via email or phone call. We will work together to support you to progress through your course.

Failure to show evidence of progress every 30 days may result in withdrawal from that course unless students communicate effectively on any issues that may be affecting their ability to do so. This will be on a case-by-case basis and a full review of the students' file will be considered.

NSW Smart and Skilled Funded Course
Students participating in a NSW Smart and Skilled Funded Course **MUST** commence training within 6 weeks of their enrolment. No sign of activity – no evidence of logging in and commencing your course: this could be reading the student guide, starting a project, or commencing the knowledge test - could lead to an automatic withdrawal from the course.

The Withdrawal Process
Sometimes you may begin a course and later realise it is not the right fit for you, or you may lose motivation to continue. If no academic progress is demonstrated, this may initiate our withdrawal process.

The procedure is as follows:

- If you have commenced your course but have not made any satisfactory progress or completed any units within two months of your start date, you will receive a warning letter outlining the potential withdrawal.
- You will be required to respond within seven (7) days and complete the assessment tasks for your current module by the specified due date. If no response is received within this timeframe, a reminder email will be issued.
- If no response is received within fourteen (14) days of the second warning letter, it will be taken as an indication that you do not intend to continue your studies, and you will be withdrawn from the course.
- Should you wish to recommence your studies at a later date, you will be required to complete a new enrolment process, and additional fees may apply.

Breakthru College reserves the right to assess each situation on its individual merits. Consideration of compassionate and/or compelling circumstances will require appropriate supporting documentation

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)

AWARD ISSUANCE

Certificates/Statements of Attainment

Upon successful completion of all the units of competency in a course of study, Students will be issued a Certificate and Record of Results.

A student who successfully completes some but not all the units of competency in their course of study will be issued a Statement of Attainment indicating the units successfully completed. Breakthru will issue successful students a Certificate and Record of Results or a Statement of Attainment within 30 days of receiving results from their Trainer.
All Certificates, Record of Results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of Results and Statements of Attainment will be issued once course fees have been fully paid and a valid USI has been provided.

Certificates are made available electronically; a link will be provided by the Student Administration officer.

ACADEMIC INTEGRITY POLICY

This policy applies to all students enrolled in course programs offered by Breakthru College. The policy aims to ensure the integrity of student assessment and to prevent, detect and address any form of academic misconduct by students.

All assessments submitted to a course are expected to be the student's own work.

Breakthru College will not accept incidents of:
• **Cheating:** the copying of another Student's work and presenting it as your own work.

• **Plagiarism**: is presenting another person's work as your own.

• **AI** – using Artificial Intelligence to complete your work.

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 devises 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 student fails to identify the original source of some or all of the submission this also constitutes plagiarism. If a student copies another student's work and passes this of as their own, then this is also a form of plagiarism and cheating.
- Collusion: this is the presentation by a student 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 students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.
- Generative AI is the use of artificial intelligence to generate assessment text response, images, videos or any other assessment material using a generative AI model (ChatGPT, Gemini, DALL-E or other tools/platforms).

IMPORTANT NOTICE: A student who has any Assessment submissions proven to be involved in the activities outlined above will be asked to resubmit the assessment tasks. If this continues on a consistent basis, the student will not be permitted to continue their course.

Using Information Sources
We encourage a broad range of research sources to be used to ensure that the information you gather is accurate.

For answers to the knowledge questions, you may use the learning resources supplied to you, as well as information you gather from your own research, to form the basis for your answer, but you should write the answer in your own words.

Ethical use of AI

Generative AI is a source a student can use to **research** information. The information generated by this source **cannot** be copied directly and submitted as your own work. Your work must be submitted in your own words.

If you engage with generative AI you must do so ethically and sensibly and adhere to the assessment conditions for each assessment task.

CONFIDENTIALITY & PRIVACY

Breakthru College will maintain confidentiality of student records in line with the National Privacy Principles. The principles cover issues such as collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

Your personal information is stored and retained securely, not kept longer than necessary, and disposed of appropriately. Breakthru College is obliged to retain your personal details for at least 2 years from when you complete your qualification. This enables your training records to be validated or duplicated throughout your working life.

In some cases, we are required by law to make student information available to Australian Government agencies such as the National Centre for Vocational Education and Research (NCVER), Training Services NSW, DTET QLD or the Australian Skills Quality Authority (ASQA).

You can request access to your records by completing the relevant documentation. Should you wish to access your records, you can email training@breakthru.org.au
You can click the link here to read the Privacy Policy .

WORK HEALTH & SAFETY POLICY

At Breakthru College we are committed to ensuring the health, safety and wellbeing of our students and employees always. 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 always followed
- Facilities and equipment that are or could be used by our students 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 regarding noise control, smoke-free environments and cleanliness
- Students 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 .

FEEDBACK & EVALUATION FORMS

Breakthru College will collect data from students 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 students 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.

REASONABLE ADJUSTMENT

Breakthru College will make reasonable adjustments as needed to include students 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 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 has more information on where reasonable adjustments can be made.

To ensure that you are supported, we adopt the following practices:

- modification to teaching tools, methodologies and the learning and assessment environment or tasks.
- monitoring the adjustments to ensure student needs continue to be met.

RESOURCES

All students are provided with comprehensive training and assessment material and resources relevant to their course through these options.

Face to Face

All learning and assessment resources are provided by Breakthru College. Your student manuals and assessment books are provided to you as you progress through each unit of competency.

Should you require assistance to assist your study experience, do not hesitate to speak to your trainer.

Online learning

Upon enrolment, you will be provided with access to our learning management system. All your learning and assessments are here, and you will progress unit by unit. As you complete one, the next unit will be unlocked for you to continue your studies.

Students must have access to stable internet connection and a computer installed with Microsoft Office.

TRANSITION of a TRAINING PRODUCT

When a training product on our scope is superseded, deleted or expired students are:

- Informed as soon as practicable including prior to enrolment for superseded training products so they are not advantaged and there is as little disruption to their course of study as possible.
- Not enrolled in a training product that has been removed or deleted from the National Register and not enrolled in a product that will expire prior to course completion.
- Supported to complete the training product, transition to its replacement or transfer to another training product.
- Where a training product on our scope of registration is superseded, all students' training and assessment is completed, and the relevant AQF certification documentation is issued. Students that have not completed by the end date are transferred into its replacement and advised of equivalent and non-equivalent units and any additional units they need to complete.
- Where an AQF qualification is no longer current and has not been superseded, all students' training and assessment is completed, and the relevant AQF certification documentation issued within the teach-out period.
  Any student affected by transition to new course will receive an email advising them of the superseded course and teach out options.

COMPLAINTS AND APPEALS POLICY

Breakthru College ensures all complaints and appeals are logged, acknowledged, and handled fairly, quickly, and effectively. We have a process to address complaints about:

- The college, processes and learning materials
- Breakthru staff
- And other students

Refer to the policy and form on our website: Complaints & Appeals - Breakthru College.

CREDIT TRANSFER APPLICATION

YOUR DETAILS

Name			
Address			
Email		**Date of Birth**	
Phone		**USI**	
Gender	☐ Male ☐ Female ☐ Other		

What course are you applying for course credit:	

Unit/s of competency previously completed

Unit Code	Unit Title	Year

Unit/s of competency in which the credit transfer is to being applied

Unit Code	Unit Title

Evidence for credit transfer is required. Please ensure that:

• 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.
• 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)
• 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.

I_____(applicant name) declare that the information that has been provided in this course credit application is true and accurate, and that I have submitted true copies of the original certificate and transcripts.
Signature: _____ Date: _____

A copy of this completed form along with the evidence is to be sent to training@breakthru.org.au

Breakthru COLLEGE

RPL APPLICATION

YOUR DETAILS

Name			
Address			
Email			
Phone		USI	
Gender	☐ Male ☐ Female ☐ Other		

What course you are applying for RPL

Are you currently employed?	
If Yes, is your occupation related to the qualification / unit/s in which you are seeking RPL for?	
Do you have a workplace where you are able to be assessed on the job for your RPL application?	
Name and address of workplace	
Have you completed any nationally recognised training related to the industry you are seeking RPL for?	
If Yes, when did you complete it? (month, year)	
Name of course and institution	

Professional Referees – provide at least 2 who have acted in senior capacity and can verify your skills			
Person 1			
Name		Position	
Organisation		Relationship to you	

Person 2			
Name		Position	
Organisation		Relationship to you	

A copy of this completed form along with RPL Self-Assessment, CV and certified copies of any of your qualifications are to be sent to training@breakthru.org.au

Breakthru COLLEGE

REFUND APPLICATION

YOUR DETAILS

Name	
Address	
Email	
Phone	

Course enrolled	
Course trainer	
Date of application request	

Reason for refund request	
Refund amount requested	

Send this completed form to training@breakthru.org.au