



# 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 student handbook outlines the rights and responsibilities whilst undertaking training with breakthru. As a student, 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 student handbook.

We offer a range of delivery options for various courses, from e- learning and face-to-face delivery through to distance learning. Speak to us to 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 are here to help and assist you on your pathway and looks forward to working with you on your training and development journey and advancing forward in your career goals.

Paul Stiff  
Chief Executive Officer

breakthru RTO contact details	
Head Office	2 Palmer Street, Parramatta
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
Enrolment .....	5
Unique Student Identifier .....	7
Learner Induction.....	7
Marketing.....	8
Course Fees.....	8
Cancellation and Refund Policy.....	9
Work Health & Safety Policy.....	10
Student Support and Guidance.....	10
Reasonable Adjustment.....	11
Language, Literacy & Numeracy (LLN).....	11
National Recognition.....	11
Credit Transfer.....	12
Recognition of Prior Learning (RPL) .....	12
Assessment.....	13
Assessment Methods.....	14
Assessment Resubmission.....	14
Appeals Procedure .....	15
Issue of Certificate.....	16
Anti-discrimination, Harassment & Bullying Policy.....	16
Confidentiality & Privacy .....	16
Quality Assurance.....	16
Complaints/Feedback Procedure.....	17
Vocational Education and Training (VET) Quality Framework.....	18
Feedback & Evaluation Forms .....	18
Work Placement.....	18
Our Nationally Recognised Training.....	19
Workshops.....	19
Useful Web Links .....	19
Learner Rights & Responsibilities.....	20
Notes.....	21
Acknowledgement of Learner Handbook.....	22

## OUR CORE PURPOSE

Promotes the unique value and inclusion of our customers in the life of their community.

## OUR VISION

That people with disabilities experience seamless inclusion.

## OUR CORE VALUES

### Respect

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

### Integrity

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

### Excellence

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

### Resilience

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

## ACCESS & EQUITY

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

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

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

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

# ENROLMENT

Prior to commencing training all students will have the opportunity to discuss their training and study requirements. breakthru will provide you accurate, relevant and up-to-date information. This information is not limited to and includes:

## Before enrolment:

- enrolment processes and criteria;
- fees and costs to the student (where available an indicative cost will be provided, subject to and funding that the student may be eligible for) including a copy of the Refund Process (within Learner Handbook);
- Recognition of Prior Learning (RPL) process and Credit Transfer process.
- learning and employment pathways; and
- an electronic copy of the **Learner Handbook** will be provided at time of enquiry.

## On enrolment:

- hard copy of the **Learner Handbook**;
- entry and exit points of the training (including conditions of when Certificates will be issued);
- course content including learning outcomes and employment pathways;
- Recognition of Prior Learning (RPL) and/or credit transfer documents (if applicable);
- what is required to complete the course (assessment criteria, procedures and attendance); and
- information on student support services.

## Process – all learners:

1. Complete and sign Enrolment Form including:
  - Unique Student Identifier details or Consent for breakthru to make Application on your behalf.
  - Privacy Statement & Student Declaration
  - Coloured copies of your identification and any other requirement information
2. Complete National Recognition/Recognition of Prior Learning (RPL) Application (if applicable)
3. Complete Language/Literacy and Numeracy assessment (LLN) – this will be completed at your Information Session.
4. Upon receipt of payment and acceptance on course, breakthru will issue a correctly rendered Tax Invoice/receipt (refer to State Specific Requirements below for additional information).

## Process – NSW Smart & Skilled Additional Requirements

1. Upon acceptance of your Quote (Eligibility Enquiry Report), breakthru will complete a Notification of Enrolment to obtain a Commitment ID from NSW Smart & Skilled RTO Portal. In order to obtain this Commitment ID we must have:
  - Your signed Consent & Declaration which should have been completed as part of your Expression of Interest. This allows us to provide information to NSW Department of Industry, Skills and Regional Development.
2. Use the Provider Calculator; generate the Notification of Enrolment (Student and Provider copies) which confirms your enrolment and Course Start Date.
3. A copy of this Notification of Enrolment will be sent to you and a copy is stored electronically within your learner record.

## Process – Qld Certificate 3 Guarantee or Skilling Queenslanders for Work (SQW)

### Additional Requirements

1. breakthru staff member undertakes eligibility checks. If eligible, Enrolment Forms is sent for completion by prospective learner.
2. Upon acceptance of your Enrolment, a staff member will be in contact to confirm your course details and start date.
3. For Skilling Queenslanders for Work, our SQW Coordinator will be liaising with you to make a time to catch up to discuss your training and additional support in detail.

**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.

### Deferring Your Course/Enrolment

For most courses an Enrolment extension may be granted where reasonable reason of inability to complete is provided; this must be received in writing ([training@breakthru.org.au](mailto:training@breakthru.org.au)) stating the reasons for applying for extension within one (1) week of the due date. Where possible we will ensure that appropriate supports are in place to enable you to continue your training which may include strategies to accommodate your specific support needs.

Deferment is **only** available to enrolled learners who are funded through NSW Smart and Skilled and meet the following:

- for a period of no more than twelve (12) months from the date that breakthru receives notice of your deferment in writing. When we receive this notice, we will advise you of any Fee implications which may apply.
- if you don't recommence your studies within the twelve (12) months you will be recorded as discontinued. Should this occur, you will be treated as a new learner and will need to complete the Enrolment Process from the beginning.

### Discontinuing Your Enrolment

If you wish to discontinue your enrolment, you must make contact with breakthru as a matter of priority. We will work with you to try to assist you to determine the reasons for you discontinuing your training. If you are discontinuing due to our performance including delivery of training, assessments or some other reason we will work with you to address those concerns where possible. Should you discontinue your training, we will:

- attempt to obtain formal Notification from you as to when the training will cease;
- follow breakthru's Refund Policy as outlined in this Learner Handbook;
- provide you with a Statement of Attainment and associated transcript for any completed Units of Competency within thirty (30) days of Notification of Discontinuance;
- return results of any outstanding completed training activities and/or assessments to you;
- update your records and notify appropriate state funders (where applicable)
- submit Training Activity Data to finalise the record and if eligible, receive any payments due.

For NSW Smart and Skilled Learners, breakthru will:

- update your Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- provide you with a copy of your updated Training Plan
- for Apprentices or Trainees, notify local Training Services NSW Regional Office within fourteen (14) days of Notification of Discontinuation.

## UNIQUE STUDENT IDENTIFIER

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

All your personal training records and results (transcripts) that you have completed since 1 January 2015 will be linked to an online account using your Unique Student Identifier (USI) number. Results can take up to 6 months to be added to your account. Access to your Unique Student Identifier (USI) account is available from your computer, tablet or smartphone anytime.

More information about the Unique Student Identifier (USI) initiative, including student and training organisations obligations and requirements can be found at <https://www.usi.gov.au/>

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

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

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

## LEARNER INDUCTION

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

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

Checklist of what you will need to bring:

- Any previous formal qualifications for Credit Transfer or Recognition of Prior Learning (RPL) – if not provided previously;
- Appropriate clothing and footwear;
- Equipment and resources (not supplied with course); and
- Depending on length of course (lunch and/or morning tea).

## MARKETING

breakthru markets its vocational, educational and training programs with integrity, accuracy and professionalism.

## COURSE FEES

breakthru meets all your statutory and consumer rights to ensure that you are protected at all times. If you have any questions in relation to your rights, please contact breakthru training office. For further information on Consumer Rights, please go to <https://www.accc.gov.au/consumers/consumer-rights-guarantees>

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

- Short courses are 1-5 days in length and must be **paid in full prior to commencement of course**.
- Payment for courses longer than 6 days in duration must be completed and **paid in full prior to the end the course**.
- Corporate customers can receive an invoice and or make other arrangements with breakthru for payment.
- Fees **do not include the cost** of additional text books, stationery, materials tools or individual items of equipment necessary for the course.
- Learners eligible for state or federal government funding **are still required to pay** for an enrolment fee and/or student contribution fee (set per course). 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>
  - QLD Certificate 3 Guarantee funding - <https://training.qld.gov.au/providers/funded/certificate3>

### 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.

## 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 7 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.

REASON	AMOUNT REFUNDED
Course cancelled or postponed by breakthru <i>Minimum numbers apply for all courses. Courses will not proceed if we do not get a minimum number of students</i>	Full Refund
Learner withdraws in writing is received no less than <b>7 business days prior</b> to commencement of course.	Full Refund – 100%
Learner withdraws in writing <b>within 1 - 6 days prior</b> to commencement of course.	50% Refund of total student contribution fee (Long Course) \$50 Administration Fee (Short Course)
Learner does not withdraw in writing or fails to commence course within <b>first week of long course (7 days +)</b>	50% Administration Fee of total course fee
Learner does not withdraw in writing or fails to commence - <b>short course (1-6 days)</b>	No refund
Learner commences course and fail to complete course requirements or withdraws <b>during course</b>	No Refund
Learners application for Recognition of Prior Learning (RPL) is not approved.	No Refund

If something occurs during the delivery of a course that prevents breakthru from providing all the units required to meet your course schedule, we give you these choices:

- completing the revised course at no extra cost;
- withdrawing from the course with a Statement of Attainment issued for completed units and getting a refund of unused course fees; or

- 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 seven (7) 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.*

## WORK HEALTH & SAFETY POLICY

At breakthru we are committed to ensuring the health, safety and wellbeing of our students and employees at all times. breakthru will ensure that it complied 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 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 in regards to 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.

## STUDENT SUPPORT AND GUIDANCE

breakthru will try to provide as much support as possible for you to achieve the required level of competency in your course.

Please feel free to talk to your Trainer/Assessor or the Training Department if you are having problems with any aspect of your course. We may be able to arrange extra support if needed.

Our vocational and education programs consider individual's special needs. We adopt and change our training and assessment strategies wherever we can and can refer you to other support services.

## REASONABLE ADJUSTMENT

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

breakthru will make reasonable adjustments as needed so that you are given the same opportunities as everyone else to succeed in your course. These adjustments must suit the individual person, must not make it too hard for breakthru to deliver the course and must be within the rules of the training package.

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

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

## 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 students are asked to provide information on any Language, Literacy or Numeracy issues as well as completing a short assessment. This information is solely used by breakthru to ascertain suitability and/or requirement for additional needs throughout the training.

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

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

## NATIONAL RECOGNITION

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

unit of competency is different, breakthru will discuss with you the options around Recognition of Prior Learning (RPL).

## CREDIT TRANSFER

If you have a transcript or certificate that relates to the course you are enrolling in, then you can apply for a Credit Transfer as follows:

1. Fill in an *Application for Credit Transfer Form* (available from your Trainer/Assessor or Training Department).
2. Attach a copy of your evidence (certificate or transcript).
3. Give the form to your Trainer/Assessor well before the unit begins.

Your Trainer/Assessor will then determine if your credits can be used in your current course and advise you of the outcome within seven (7) days of receiving your completed Application.

**Note:** *If you are not notified of the outcome (for any reason) of your Application, we recommend you keep attending until and you are advised. We will advise you of any delays and the reasons for such delay.*

## 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.

Ask us for an Recognition of Prior Learning Kit which will include a range of Forms to provide us with information and evidence of your prior knowledge and experience. It is really important that you fill out the Forms as accurately as possible and provide anything that may support your statements. We will arrange an interview for you with the Training Department and Trainer/Assessor to gather more information and discuss your application. All the information provided will then be used to assess whether we can apply your previous knowledge and experience to your course.

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.

Qualified Trainer/Assessors do all Recognition of Prior Learning assessments in order to ensure we provide you with the best outcome. We will advise you the outcome of your assessment in writing within 21 days of receipt or advise of any delays. If you're not satisfied with our decision, you can lodge an appeal - refer to Appeal Processes later in this Handbook.

## ASSESSMENT

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

Assessment tasks are competency based and allow us to focus on how well you did the task, not how you learnt it. Assessments tasks are designed to test the application of your knowledge. These assessments provide us with the evidence that the work is your own and that you have shown competency in all relevant units.

It is important that you hand in assessment tasks and documents by their due date. It is these assessment tasks and documents that are used to assist the Assessor in demonstrating you are competent. Copies of your Assessment tasks are kept as per Australian Skills Quality Authority (ASQA) and the original is provided back to you for your information.

**Learner Instructions**—instructions for all tasks are provided by your Trainer/Assessor. You will have various activities and assessment tasks for each unit of competency which must be completed before you can be marked as Competent. Your Trainer/Assessor will outline the assessment requirements, the conditions and the evidence required to be able to mark you as competent. These instructions will take into consideration all criteria that must be met including any reasonable adjustments and workplace health and safety considerations.

**Assessment Cover Sheet**—You must use an Assessment Cover Sheet for all your assessments for submission. You must complete the Assessment Cover Sheet and ensure your **name, unit details** and **title** is included. You are required to sign and date the Learner Declaration section before submission. No assessment can be considered without this signed declaration.

**Assessment Results and Feedback**—Your Assessor will use the lower portion of the Assessment Cover Sheet to provide you with feedback about your assessment when it is marked. This feedback will be provided with the original copy of your assessment including your result and any areas for improvement on the Assessment Cover Sheet. When marking assessments, the Assessor includes your result and personalised feedback on each individual assessment. The result is shown by using Satisfactory (S) or Not Yet Satisfactory (NYS).

When there is a result of Satisfactory (S) against **all** assessments for a particular unit, your overall result will be Competent (C). If there are assessments that have been marked as Not Yet Satisfactory, the overall result will be Not Yet Competent (NYC). In these instances, you will be allowed to resubmit your work in line with the Assessment Resubmission criteria (detailed in this Learner Handbook).

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

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

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

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

**Plagiarism and Collusion** - Plagiarism occurs when a learner passes off as the learner's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a learner obtains the agreement of another person for a fraudulent reason with the intent of obtaining advantage in submitting an assessment activity or other work. Your signature on the Assessment Cover Sheet for each Assessment submitted is a declaration that the work you have submitted is your own work. In cases where we feel that the work submitted is not your own we will discuss our finding with you and may request that you resubmitted.

## ASSESSMENT METHODS

A Unit of Competency generally has three (3) assessment methods which include:

- **Observations** - a series of tasks that are performed as if you were in the workplace undertaking the activities or your interactions with others as you complete different activities.
- **Verbal Questions** - a series of questions that are asked to see whether you understand the course material and how this can be applied to the workplace.
- **Written Questions** - a series of questions (multiple choice, short answer, written reports, case studies, portfolios, projects, etc) which in your own words demonstrates your understanding of the course material and how this applies to the workplace

## ASSESSMENT RESUBMISSION

### In Class Assessments/Examinations

If you are marked as Not Yet Competent (NYC) in an in-class assessment/examination, you will be notified of this within 15 business days of the original assessment. You will be provided with feedback as to why the Assessor has marked you as Not Yet Competent (NYC). You will then be provided with an opportunity to resubmit or re-sit the assessment with dates to be decided between your Assessor and yourself.

### Not Yet Competent (NYC) - after First (1st) Resubmission

If you have resubmitted your assessment and it is again marked as Not Yet Competent (NYC), you will be provided with feedback on the reasons that the assessment is still not yet competent. The areas of the assessment that require correction will be clearly outlined by your Assessor including what areas need to be resubmitted in the Feedback section of the



Assessment Cover Sheet. You will be provided with an opportunity to resubmit the assessment with dates decided between your Assessor and yourself.

### **Not Yet Competent (NYC) - after Second (2nd) Resubmission**

If your second resubmission attempt is again assessed as Not Yet Competent (NYC), you will be provided with a further feedback and an opportunity to resubmit the assessment based on the previous feedback of the areas needing attention. If after this further submission you are still assessed as Not Yet Competent you won't be eligible to gain a Statement of Attainment for that unit. If you are doing more than one unit and you have a unit which is assessed as Not Yet Competent (NYC), you will not be able to obtain the full qualification, skill-set statement of attainment or nationally recognised course certificate until all the required units are assessed as Competent. However, if you are undertaking a single unit course, you will be able to re-sit the unit at a later time, under Fee and Service rules.

## **APPEALS PROCEDURE**

If you are dissatisfied with a decision made by your Trainer/Assessor you have the right to appeal this decision.

You have the right to appeal any decision made by your Trainer/Assessor if:

- you believe that the assessment is invalid
- you feel that the process was invalid, not right or unfair.

**STEP 1:** Initially you should raise the issue with your Trainer/Assessor informally within 5 working days of your concern to attempt to resolve it quickly, if appropriate. If this is not appropriate, you prefer to raise it with someone else or you are not happy with the outcome of your informal discussion, then go to the next step (Step 2)

**STEP 2:** Lodge a formal written appeal, containing details of your dissatisfaction and what you have already done to resolve the issue along with the desired outcome. This needs to be emailed to [training@breakthru.org.au](mailto:training@breakthru.org.au) within 10 working days of your informal discussion or your concern if you have not attempted to resolve it at Step 1.

**STEP 3:** Your email will be sent to the relevant Customer Service Manager (or delegate) within two (2) days of receipt. Your concerns will be documented in the Appeals Register.

**STEP 4:** A staff member (Trainer/Assessor; Customer Service Manager or Executive Manager Customer Service or other appropriate staff member) will undertake a formal review of your concerns including what steps have been already taken and your desired outcome. A formal written response will be provided within 10 working days. If there is a delay or additional information is needed, you will be contacted as soon as possible.

**STEP 5:** If you are still dissatisfied with the outcome, you are encouraged to lodge an appeal to:

- Australian Government Registering Authority - Australian Skills Quality Authority (<https://www.asqa.gov.au/complaints>)

## ISSUE OF CERTIFICATE

Once you have completed all the requirements for your course breakthru will generate and issue Qualification Certificates within 21 days of your finish date. You are only eligible to get a certificate if you have submitted all assessments and we assessed you as competent. breakthru cannot issue a certificate if you have not submitted **all** the required assessments which have been marked as Competent.

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, please contact us for a *Request to Access Personal Information Form*. Complete all sections of the Form and return with any requested documents along with the relevant search and printing fee (currently \$30).

breakthru will process your request within 30 days of receiving the form, any other document and your search and printing fee. breakthru will then either:

- reissue a replacement Certificate or Statement of Attainment, or
- contact you and explain why we can't reissue your qualification and what your options are.

## 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 students to enjoy training free from any form of harassment. We also believe everyone must behave properly while participating in any training course. Unacceptable behaviour 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).

## QUALITY ASSURANCE

breakthru schedules activities to check and monitor all aspects of our operations as part of our quality assurance processes. breakthru does this to ensure that we maintain relevant Industry Standards along with assist us to improve our services to our customers. This is achieved through a range of internal and external audits to identify areas for improvement and best practice. This process involves a range of people from industry, customers and stakeholders. breakthru is always looking at ways to improve and welcomes your feedback on how we can do this.

As part of breakthru internal auditing system, we endeavour to ensure that as soon as practical after the endorsement of new Units of Competency or Qualifications that these are

implemented so that our students are undertaking the most current training. Where Units of Competency or Qualifications have changed, there is a transition period so that you are still able to complete your course within the period allowed for these superseded units/qualifications. That period is usually twelve (12) months post the change, we will advise you if this will have an impact on any units/qualification you are enrolled in.

## COMPLAINTS/FEEDBACK PROCEDURE

- STEP 1:** Initially you should raise the issue with your Trainer/Assessor informally within 5 working days of your concern to attempt to resolve it quickly, if appropriate. If this is not appropriate, you prefer to raise it with someone else or you are not happy with the outcome of your informal discussion then go to the next step (Step 2)
- STEP 2:** If you feel the issue has not been resolved, a formal complaint should be lodged within 10 working days. Email your complaint to [training@breakthru.org.au](mailto:training@breakthru.org.au) or contact 1800 767 212 for assistance. The Training team will forward the complaint to the relevant Customer Service Manager within two working days. Once the Manager receives the complaint, they will develop an action plan with you within five working days (if required).
- STEP 3:** The Training Department will review and record any action taken and attempts to resolve the complaint. They will register the complaint on the *Complaints Register*.
- STEP 4:** If you are not satisfied with the result, you may provide details of the complaint and any other relevant information in writing to the Executive Leader Training and Capacity Building, who is required to respond within 5 working days of receipt of your letter. If you are still not satisfied with the outcome, follow steps 5-8.

### Appeal resulting from the complaint process

- STEP 5:** If you are still not satisfied with the result, you may appeal against the decision. You will need to advise us within 10 working days from the time you get your complaint outcome. You can do this by advising the Executive Leader Customer Service who will ensure that the details are documented on the Appeals register.
- STEP 6:** The Executive Leader Customer Service will review the initial documentation of the complaint and will make a decision based on the grounds of the appeal.
- STEP 7:** You will be notified in writing within 20 working days from the initial lodgement of the appeal.
- STEP 8:** If you remain dissatisfied with the response, please ring the National Training Complaints Hotline [www.asqa.gov.au](http://www.asqa.gov.au).

# 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:

- the *Standards for Registered Training Organisations (RTO) 2015*
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements, and
- the Data Provision Requirements

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

## FEEDBACK & EVALUATION FORMS

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

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

The data collected helps us to see how we are doing in meeting the needs of our 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 to prepare our students for the future.

## WORK PLACEMENT

On-the-job training (or work placement) provides you the opportunity to get valuable hands-on experience in your chosen field and apply what you are learning in a real world environment.

Your work placement is up to you to arrange and breakthru are not responsible to ensure that you have a placement. We recommend you make contact with organisations that you would like to undertake your placement as early as possible so that this is arranged in plenty of time. breakthru will provide you with a list of organisations that have indicated they may be willing to take on breakthru students to assist you in your enquiries. This list is not a guarantee of placement, rather a suggestive list only. If you are having trouble securing a placement, please contact your Training Manager or Trainer/Assessor for help as soon as possible.

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.



Depending on the industry in which you will be doing your placement, you may be required to do a *Working with Children Check* and/or a *Criminal History Check*. We will let you know if this is required at the beginning of your course. It is advisable, if these checks are needed that these are done in a timely manner so they don't delay the commencement of your placement.

## OUR NATIONALLY RECOGNISED TRAINING

- Business
- Community Services
- Aged Care & Disabilities
- Allied Health

## WORKSHOPS

- Bringing a Plan to Life (NDIS)
- Coordinator of Support (NDIS)
- Person-Centred Practices
- Motivational Interviewing
- Everyone is Employable
- Minds@Work

## USEFUL WEB LINKS

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

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

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

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

<http://training.qld.gov.au/training-careers/subsidised-training-incentives/certificate3/index.html>

<http://www.training.qld.gov.au/community-organisations/funded-programs/sqw/index.html>

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

## LEARNER RIGHTS & RESPONSIBILITIES

breakthru's core values underpins the 4 principles in which is expected by students and staff to adhere to in providing a safe and equitable workplace – **Respect, Integrity, Resilience and Excellence**. We are committed to ensuring our students 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;
- a trainer/assessor who receives support and guidance to develop their skills to ensure your training is of the highest quality;
- 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
- with assessment feedback that is accurate and increases your competency in a timely manner.

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.

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



# ACKNOWLEDGEMENT OF STUDENT HANDBOOK

**Personal Details** – It is your responsibility to ensure breakthru has up to date contact details and these are provided so we can keep in contact. You can change your details by emailing [training@breakthru.org.au](mailto:training@breakthru.org.au) or speaking to your Trainer/Assessor.

**Assessment** – breakthru has an Assessment Policy (that has been outlined in this Learner Handbook) that focuses on students and training/assessors work together to achieve acceptable results. For you to be provided with a Certificate you need to be assessed as Competent, you must meet all the requirements of the qualification you are enrolled within the allocated time. This means that you are assessed in terms of being able to do the job to industry standards. Results for units will be given either Competent or Not Competent.

**Credit Transfer/Recognition of Prior Learning (RPL)** – If you have undertaken study previously or have sufficient working experience you may be eligible for credit transfer or recognition of prior learning (RPL). Please discuss this with your trainer/assessor, if you think it may apply, as this may reduce what you need to complete to gain your qualification.

**Certificate Issuance** – At the successful completion of your course, your Award or Statement of Attainment will be posted to you in the mail.

**Withdrawal or Refund** – breakthru recognises that certain circumstances, the allocated study cannot be finished or commenced. Our Refund Policy (outlined in this Learner Handbook) has been developed to be applied consistently and with fairness in all circumstances. Please speak to your trainer/assessor or breakthru Training Manager for advice.

**Feedback** – We take any suggestion, complaint or feedback very seriously and all staff work to ensure that your comments are acted on quickly and fairly. breakthru has developed a policy around all feedback and complaints and welcome good news stories also.

**Privacy Policy** – breakthru respects your privacy and has established policy and procedures to ensure that your personal information is protected. The breakthru Privacy Policy is available on our website.

I \_\_\_\_\_ acknowledge that I have been provided a copy, have read and understood the Learner Handbook and accept the responsibilities of my actions and agree to abide by its conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# Refund Application Form

This Form is used to make application for a refund of tuition fees as detailed in the Learner Handbook. You will be notified of the outcome of your application within seven (7) working days of completed application with all supporting documentation (where applicable). If you are not satisfied with breakthru's decision on your application, you will have twenty (20) working days to appeal. Please refer to the Learner Handbook for our processes around Feedback and Appeals.

Name: \_\_\_\_\_

Application Date: \_\_\_\_\_

Course: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

Reason for Refund (please provide a brief explanation and provide any required documentation to support your application)

Learner Signature: \_\_\_\_\_

## Office Use Only:

Date Application Received: \_\_\_\_\_

Approved/Not Approved (with reason): \_\_\_\_\_

Refund Amount: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Assessment Cover Sheet

Name: \_\_\_\_\_

Assessment Due Date: \_\_\_\_\_ Assessment Number: \_\_\_\_\_

Course: \_\_\_\_\_

Unit of Competency: \_\_\_\_\_

Unit of Competency Start Date: \_\_\_\_\_

---

**Plagiarism and Collusion:**

Plagiarism occurs when a learner passes off work of others as if it was their own or copies the work of others without acknowledging the author or source of that information. Collusion occurs where a learner obtains secret agreement from another person to fraudulently gain advantage when submitting an assessment or other work.

**Declaration:**

I declare that the work attached is entirely my own (or in cases of group work is the work of the group), except where acknowledged in the text. I also declare that I have not submitted this work for assessment in any other unit or course.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*An assessment will only be accepted if the declaration has been signed and dated by the learner.*

***It is highly recommended that you keep a copy of your assessment until the original has been assessed and returned to you.***

---

**Assessor Comments:**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_