

(RTO 31486)

# CHC52015

## Diploma of Community Services



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# RTO DETAILS

Synergy Central Pty Ltd is a Registered Training Organisation (RTO31486) under the Australian Skills Quality Authority (ASQA) and an Australian Company registered with the Australian Securities and Investments Commission (ASIC) (ABN 86117916328 - ACN 117916328).

Synergy Central specialises in sports and health related qualifications and training including:

- First Aid
- Fitness
- Sport Coaching
- Massage
- Counselling

Synergy Central was developed to assist individuals in Sports, Fitness and Martial Arts in achieving Nationally Recognised Qualifications and improving the standards of education and knowledge within industry.

Due to the changing nature of industry there are calls for greater diversity in the skills and knowledge needed for individuals in the health sport and fitness sectors, and Synergy is also cooperating with other RTO's and entities such as group training organisation's to provide a more diverse and industry friendly range of training products.



## Contact details

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# COURSE DETAILS

## Course Name

### SIS30321 CERTIFICATE III IN FITNESS

This qualification reflects the role of instructors who perform a range of activities and functions within the fitness industry. Depending on the specialisation chosen, this qualification provides a pathway to work as an instructor providing exercise instruction for group, aqua or gym programs.

They work independently with some level of autonomy in a controlled environment such as fitness, leisure, aquatic and community centres where risks are managed through pre-existing risk assessment and hazard control processes.

Individuals who specialise in Aqua Exercise Instruction deliver water-based exercise sessions designed for participation by a group of clients. Sessions may be freestyle, pre-choreographed or circuit style. They also have the skills to rescue a client in distress, and an appropriate level of pool deck fitness and endurance.

Individuals who specialise in Group Exercise Instruction deliver exercise sessions designed for participation by a group of clients with a mix of ages/fitness levels. Sessions may be freestyle, pre-choreographed or circuit style. These individuals instruct and demonstrate complete exercise sessions to groups with limited individual interaction.

Individuals who specialise in Gym Instruction provide individually tailored client assessments, provide technique correction as needed, and develop and demonstrate programs. They also provide supervision of a facility or service, keep equipment clean, tidy and well maintained, and handle various customer inquiries.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## Entry Requirements

There are no entry requirements for this qualification except for LLN.

## Additional Requirements

This qualification requires 200 work placement hours which can include:

- relevant work experience or volunteering
- paid or unpaid community services work
- current or historical hours

This qualification has been superseded and enrolment would be subject to:

- Needs to be completed by the end of November 2023
- If not completed by the end of November 2023 options are:
  - A statement of attainment for units completed by that time, or
  - Transition into the newer version of the qualification

Synergy is hoping to have the new version on scope for the second half of 2023

## UNITS

CORE UNITS (8)	
CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS004	Manage work health and safety
ELECTIVE UNITS (8)	
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCSM006	Provide case management supervision
CHCMGT003	Lead the work team
CHCDIV001	Work with diverse people
CHCCCS015	Provide individualised support
CHCYTH004	Respond to critical situations
BSBR501	Manage risk
BSBWOR403	Manage stress in the workplace

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# ENTRY REQUIREMENTS & LLN

There are no formal entry requirements for this qualification however RTO's are now required to advise learners in advance of LLN requirements to ensure learners are not disadvantaged by been enrolled in courses they are not capable of undertaking. Synergy endorses this approach as we try to be a good corporate citizen, and wish to deliver beneficial products and outcomes to our clients.

For this course, a good understanding of English as well as sound basic English reading and writing skills would be necessary along with basic mathematical skills.

Prior to your enrolment been accepted you would need to provide evidence of one of the following:

- Prior completion of a course or undertaking a course which would have needed a similar or greater level of LLN. In this case such evidence could include proof of the successful completion of a secondary school leaving certificate, or a certificate III or higher qualification, or other evidence that would demonstrate LLN to this level.
- Providing other evidence of your LLN proficiency to this level or higher.

## USI (UNIQUE STUDENT IDENTIFIER)

(Australian citizens and residents only. Offshore learners do not need a USI)

As of 1 January 2015 all learners will need a unique student identifier (USI) to enrol or re-enrol in nationally recognised training courses.

This USI will keep your training records and results together in a single online account and will ensure that your training records are not lost.

To obtain a USI please visit [www.usi.gov.au](http://www.usi.gov.au).



Further information on the USI can be found at

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

**No USI – No enrolment!**

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# SYNERGY DELIVERY APPROACH

Synergy Central can offer the delivery of SIS30321 through:

- mentored delivery (includes some face-to-face and some self-paced)
- self-paced delivery (requires practical activities be done under supervision)
- RPL (recognition of prior learning)



All three approaches utilise Synergy's online training system (VASTO Cloud Train) as the main interface for the entry of data and the undertaking of theory assessments.

Practical activities still need to be done in line with the training package requirements and under the supervision of a Synergy Central assessor, or a relevant qualified person or self-paced and external learners, and where applicable on-the-job.

When completing practical activities there may be checklist and/or other documentation that needs to be completed by learners, assessors, relevant qualified person's, or other relevant stakeholders, and this documentation needs to be uploaded into the online learning system along with any other supporting evidence.

All evidence is stored in Vasto, with results and other relevant data reported to the government through AVETMISS reporting.

## TIMEFRAMES

The timeframe for the completion of this course is 12 months.

### Extensions

Extensions on top of the 12 month timeframe can be granted subject to the following:

- That such an extension is within the acceptable timeframes for the delivery of the course including teach out as determined by the national regulator, ASQA
- Such extensions would be for 1 or more months, and would see an additional moderate per month fee



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# OUTCOMES

The federal government has correctly identified the need for real outcomes in nationally recognised training. As a potential Synergy learner, you will be asked to identify what outcomes you are seeking from the training in order to allow Synergy to determine if it can support you with such outcomes and meet its obligations as an NVR RTO.

The purpose of this is to ensure that learners are not coerced into training that is not beneficial to them and that targeted real training occurs for the benefit of the learner and their industry, or other relevant needs.

Examples of outcomes that might be identified and agreed to by the learner and the RTO may include:

- For entry into a specific job or industry
- to become more competitive in industry or in seeking employment
- for the benefit of an existing job or to seek advancement
- for personal interest
- other relevant reasons



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# STUDENT FEES

As required under the NVR regulations which govern registered training organisations, Synergy Central may only take fees in advance as follows for courses where the total course cost is in excess of \$1500:

The RTO may accept payment of no more than \$1500 from each individual student prior to or by the commencement of a course.

Commencement is deemed to have occurred, when a learner has enrolled and either been supplied with learning and assessment materials or provided with an enrolment link for the online learning system (Vasto).

Following course commencement, the RTO may require payment of additional fees in advance from the student but only where at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500

This means, that at specific points after commencement, additional proportional fees will be due at set points for courses where fees are in excess of \$1500

NOTE: This restriction does not apply to companies and is only for individual learners who are self-enrolling and self-funding. Where an organisation or employer is paying the training and assessment fees, there is no restriction on the amount of fees paid in advance.

## Variation

Where relevant Synergy Central may vary payment arrangements to accommodate individual needs and circumstances and may utilise any of the following payment regimes as negotiated with clients:

- Structured payments over a period of time (i.e. 12 monthly payments over one year)
- proportional payments (i.e. for a \$3000 course; \$1000 at commencement and for payments of \$500 over 12 months)
- Negotiated terms of payment over a period of time (in line with NVR guidelines and restrictions)

# REFUNDS

Synergy Central's refund policy seeks a balance in the rights of consumers as well as the RTO with the details being as follows:

SITUATION		REFUND ENTITLEMENT
Where a student pays a deposit and withdraws from the course:	1 month or more prior to the commencement of the course  (Note: For online or external study, commencement has occurred when the learner has been provided with an enrolment link, and or training and assessment materials)	A fee equal to 10% of the course cost will be retained to cover administration and processing cost. Any additional funds already paid to the RTO will be returned to the student
	Less than 1 month prior to the commencement of the course  (Note: For online or external study, commencement has occurred when the learner has been provided with an enrolment link, and or training and assessment materials)	A fee equal to 20% of the course cost will be retained to cover administration cost. Any additional funds already paid to be RTO will be returned to the student.
	Where a student has already commenced a course and withdraws  (Note: For online or external study, commencement has occurred when the learner has been provided with an enrolment link, and or training and assessment materials)	For the first month after commencement, the RTO will generally agree to negotiate a proportional refund of fees already paid to the RTO equal to the proportion of services not yet delivered to the portion of the course that has been paid for, and where the learner provides sufficient reason that they cannot continue the course.  After the first month from commencement, the RTO is not obliged to consider a refund at all and would only do so in circumstances of hardship or where it believes mitigating circumstances warrant a refund.
In a circumstance where the RTO cancels a course		The student will be offered a choice of an alternate course or a full refund of all fees paid to that time

Any request for a refund from SC needs to be given in writing and will be processed as soon as possible by SC.

Where a client is unable to fill in such a request, SC staff will do so for them, but the client will generally need to sign the request, however e-mails and other like request will be considered proof of the learner's request providing the learner's identity is clearly displayed.

Where a learner's behaviour is in breach of the participant code of conduct, the learner's enrolment may be terminated. Where a learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.

More information can be found at Synergy's website <http://synergycentral.org/terms-conditions/> or you can request a student guide by email [info@synergycentral.com.au](mailto:info@synergycentral.com.au)

Synergy welcomes any questions, and believes learners should be fully informed before committing to the enrolment of a course.

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# PRACTICAL ACTIVITIES

Practical activities will vary from unit to unit and will need to be undertaken in line with the requirements of the individual unit of competency.

## **Relevant qualified person**

In some cases this will simply see a need to gather particular evidence, where in other cases you may be required to undertake particular activities under the supervision of your assessor or a relevant qualified person. A relevant qualified person is usually someone who has the skills and knowledge to be able to supervise and observe your practical performance, and then complete relevant documentation such as observation checklist, which are then returned to your assessor.

## **Simulation**

Some practical activities will allow simulation. Simulation does not mean that you hypothetically pretend that you did something, as this would not allow you to demonstrate your skills and knowledge appropriately. In the simulation, you still need to undertake the same activities you would in the workplace, and in fact the simulation must be undertaken in conditions that are consistent with the workplace. The difference is you can use volunteers who can role-play clients or casualties, and this can be done in a simulated environment providing the conditions of the real work environment can be recreated.

A good example of this is that you can use volunteers who would role-play casualties whom you would place into a relevant vehicle, for example an SUV, and then transport them around the street as if they were a real casualty.

Simulation does not stop you doing everything, it just means you get to do it with volunteers and in a controlled environment.

## **Remote or offshore learners**

Remote or offshore learners may be required to provide additional evidence to ensure assessors are able to accurately assess the learner's performance and competency, and also to ensure compliance with registration standards. An example of such evidence, would be a video of the learner undertaking practical tasks, however other evidence might be required from circumstance to circumstance.,

# TERMS AND CONDITIONS

Synergy Central has extensive terms and conditions and frequently asked questions which are all available on our website which we encourage you view before making a decision to enrol.

<https://synergycentral.com.au/terms-conditions/>

## NATURE OF GUARANTEE

### Synergy Central Nature of Guarantee

An agreement between Synergy Central and each learner.

Synergy is committed to providing leading quality training and assessment as outlined in its publicly available information. In return Synergy requires the learner to agree to undertake their study in line with the course requirements and Synergy's participant code of conduct. The responsibilities of both parties for the nature of guarantee are:

#### **Learners responsibility:**

Learners guarantee they will:

- Undertake all study in the manner and formats required and in the specified course timeframes.
- Adhere to the participant code of practice Participant code of conduct
- Conduct themselves in a responsible, polite and safe manner and refrain from abuse towards Synergy staff or other learners.

#### **Synergy's responsibility:**

Synergy will guarantee:

- To deliver training and assessment as specified in the information provided to learners prior to commencement.
- Provide all services within the timeframes agreed to prior to learner commencement.
- Adhere to the RTO's code of conduct and deal with learners fairly and ethically.

In the event that Synergy is no longer able to provide the training and assessment services as initially agreed, then Synergy will arrange for the training and assessment to be completed through another RTO. This will be facilitated through transition agreements with other RTOs. . This will be undertaken via the following steps:

Step 1: Synergy will inform the learner that delivery of the course cannot be continued and provide details as to why.

Step 2: Synergy will inform the learner of details of alternate course delivery.

Step 3: Synergy will organise transfer to the new provider.

Step 4: Synergy will document the process and provide details to the registering authority.

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# QUESTIONS

Please feel free to contact us with any questions at [info@synergycentral.com.au](mailto:info@synergycentral.com.au) and we will gladly supply the most accurate and honest information that we can.

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