



RTO 31486

# **Student Information Guide**

*Synergy Central*

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# ABOUT THIS DOCUMENT

This document is provided to assist all learners engaging in Nationally Recognised Training (NRT) with Synergy Central by providing details of the terms and conditions of study as well as the processes for training, seeking assistance, and lodging assessments.

The hyperlink index on the next page can take you straight to any item or subject that you need to know about. This document is designed to work in tandem with your assessment workbooks and other Synergy Central resources.

The information provided in this handbook is also available at [www.synergycentral.com.au](http://www.synergycentral.com.au)

Synergy Central is transparent as an RTO and has nothing to hide. The information provided within this document is to meet the RTO's disclosure requirements, and also to provide quick reference information to the learner that will make their interactions with Synergy Central as easy and user friendly as possible.

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## RTO DETAILS FOR SYNERGY CENTRAL

Synergy Central is a Registered Training Organisation (RTO) 31486

Synergy Central specialises in sport and health related qualifications including, first aid, fitness, sport coaching, outdoor recreation, mass arch, and counselling.

Synergy Central's scope of registration and RTO details can be viewed at <http://training.gov.au/Organisation/Details/31486>

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## CONTACT DETAILS FOR SYNERGY CENTRAL

Synergy Central can be contacted by email 24/7 and in most cases emails are responded to within 24 hours; however during busy periods when assessments have backed up the response time may be greater. [info@synergycentral.org](mailto:info@synergycentral.org)

Synergy Central can be contacted by phone 0423 234 388 during business hours, evenings, and partially on the weekend. The service has a message bank, and Synergy Central will return your call or otherwise contact you as soon as possible.

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# OBLIGATIONS

There are two distinctive sets of obligations for training with Synergy Central being our obligation to you, and your obligation to us:

## **Our obligation to you:**

Our obligation to you is that we will provide you with:

- Access to the learning system and any resources we have guaranteed to supply
- support and guidance from your online assessor/trainer in accordance with the terms and conditions you signed and agreed to
- fair and reasonable assessment in line the principles of assessment, the rules of evidence, and the dimensions of competency and as specified in training packages

## **Your obligation to us:**

Your obligation to us is that you will:

- Agree to and act in accordance with the RTO's student code of conduct
- undertake all assessment activities yourself and will not copy or plagiarise the work of another individual
- Conduct yourself appropriately and politely when dealing with the RTO, staff and or members, and other learners
- Engage in undertaking the course including any research and/or practical activities needed

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# 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 outlined below:

### **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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# ENTRY REQUIREMENTS & LLN

Some qualifications have no formal entry requirements, where others require specific competencies to be achieved, or may require certain benchmarks prior to admission to the course. Whether your intended course does or does not have prerequisites, RTOs now have certain obligations under their registration with the National VET regulator.

RTO's are now required to advise learners in advance of LLN requirements to ensure learners are not disadvantaged by being 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 Synergy courses, 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 which would have needed a similar or greater level of LLN. In most cases 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.
- Completing a short LLN test.
- Providing other evidence of your LLN proficiency to the level or higher for the course you seeking to undertake

## English

Learners will need to have a good command of written and spoken English (equivalent to general IELTS Band 6).

**“Band 6: Competent user:** has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.”

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# USI (UNIQUE STUDENT IDENTIFIER)

As of 1 January 2015 all learners 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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## 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/>

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# ENROLMENT

Prior to enrolling in any Synergy Central course, it is recommended that the learner view all terms and conditions, information packs, and other information in this student guide and information packs, or by accessing the same information at Synergy Central's website [www.synergycentral.com.au](http://www.synergycentral.com.au)



It is also recommended that prior to enrolling in any course that learners ask any questions of Synergy Central where they require clarification or further information, and request any information they feel is needed prior to making any commitment.

Synergy Central only wants fully informed learners who understand exactly what they are enrolling in and what is required of them during the process.

## Conditions of enrolment

Synergy Central will only enrol people who agree to the terms and conditions set for study with Synergy Central.

Synergy Central's terms and conditions have been created against and meet the requirements of:



- The NVR standards 2015 <http://www.comlaw.gov.au/Details/F2014L01377>
- ASQA guidelines <http://www.asqa.gov.au/>
- The National Privacy Principles <http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles>

Included in Synergy Central's terms and conditions are items that relate to:

- Participant code of conduct
- Refund policy
- Commitment to engage in learning and assessment activities
- Agreement to provide information required by the RTO for compliance (AVETMISS)

Synergy Central Pty Ltd agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience, and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of Synergy Central Pty Ltd policy.

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Synergy Central Pty Ltd may seek to refuse initial enrolment or terminate or suspend the enrolment of an enrolled student if they:

- Do not comply with the Synergy Central Pty Ltd Participant's Charter
- Do not comply with proper safety procedures.
- Fail to attend training sessions to a minimum level identified for the assessment process competence.
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with SC including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Has provided false or misleading information.
- Commit an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the wellbeing of Synergy Central Pty Ltd, other students or persons, or themselves.
- Do not comply with the confidentiality rights of other persons
- **Are rude and aggressive(including swearing at) Synergy Central staff, other learners, or other persons while engaged in training with Synergy Central**

Synergy staff will not accept abuse, raised voices, threats, or aggressive behaviour from learners.

## Special conditions

In some circumstances, for example where courses are delivered under a corporate rate, through brokerage, or some other special circumstances then there may be additional conditions applied to the enrolment of learners.

For example, if enrolment was through the purchase of a voucher, gift voucher, or other third party mechanism then additional and all specific conditions may apply to enrolment. Such conditions may include but not be limited to:

- Validation or redemption through a mechanism required for the process
- Specific timeframes for commencement, completion, refunds, etc
- Other variations as needed to meet the process

## Participant code of conduct

All participants in the RTO's courses and programs have a right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices as practical and reasonable
- Have access to their own records on request
- The opportunity for feedback on services provided
- Receive a copy of and have access to our complaints process

### Participant Responsibility

As a condition of entry into the RTO's programs, participants are expected to:

- Respect the rights of others
- Be punctual for classes and appointments
- Conduct themselves in a poor light and socially acceptable manner
- Notify the RTO if they are unable to attend classes or appointments, or otherwise engage in training and or assessment
- Ensure they do not engage in aggressive or rude behaviour (including swearing) directed towards Synergy Central staff, other learners, or other persons

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.

# Enrolment process

## Online enrolment

From February 2014 the preferred method of enrolment is through our online system where the learner will need to enrol and provide relevant information including a declaration that they have read and agree to the terms and conditions of the RTO including the participant code of conduct, the RTO refund policy, and a commitment to engage in the learning and assessment activities.

Instructions and a link for online enrolment will be provided to the learner when they have confirmed that they wish to enrol.

## Manual enrolment

Synergy Central retains a manual enrolment process for circumstances where it is necessary to manually enrol learners (ie: no online access).

For manual enrolment, learners will need to complete an enrolment form and return it to Synergy Central. This needs to be arranged in advance.

# Enrolment and commencement

Synergy Central's delivery and assessment materials are either online or provided electronically in Word or PDF format immediately after enrolling. Commencement in Synergy Central courses is considered to have taken place as soon as a learner has downloaded, been emailed, or has otherwise been supplied with their learning and assessment materials.



## Transfer of enrolment

## **To another person**

In some circumstances it may be reasonable to transfer the enrolment from one person to another at the request of the role learner. In such cases the entitlement for the transfer of enrolment will only be for the equivalent of any uncompleted portions and timeframes of the course providing:

- The RTO agrees to the transfer
- The transfer has been requested for what the RTO agrees are valid reasons
- Relevant course fees have been paid
- The agreed term allowed for the training has not expired
- The learner making the request is not broken the participant code of conduct

## **To another course**

There are some circumstances where it is necessary for people to transfer to another course, for example when qualifications are superseded and there is not enough time to complete the course in a transition period. There may also be reasons where Synergy Central will grant and transferred to another course to meet an individual's needs, providing they are legitimate and warrant the transfer.

## **Transfer fee**

Synergy may charge a modest transfer fee when people transferred to another course in circumstances where courses have been superseded, or the course been transferred to is of a similar value.

Where the transfer is to a course which has a higher level of fees, the difference between the fees paid for the original course and the new course will have to be paid.



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# SYNERGY DELIVERY APPROACH

Synergy Central's courses are predominantly delivered through following options:

**Online delivery** (VASTO)

**Flexible delivery** (some face-to-face and some external delivery)

**External delivery** (requires practical task to be done under relevant supervision in an appropriate environment)

**RPL** (includes recognition of prior learning and recognition of current competency)

Note: Where it is relevant delivery options may be contextualised to meet specific needs, however any modifications or changes must still meet the requirements specified in the units of competency. This means that in some circumstances contextualisation will not be possible an example being that in the unit HLTAID001 CPR must be done on the floor, where other units will require that a tasks be done but not designate the exact location or circumstances.

## Consistency

Synergy Central's delivery and assessment is consistent across all delivery and assessment platforms. Although the approach may vary the same information is provided, and the same assessment activities need to be completed. No matter what delivery option learner undertakes the materials are the same.

## Course completion time frames

Unless otherwise specified all Synergy Central courses for the achievement of a full qualification have a completion deadline of 12 months, however Synergy Central may grant extensions as it sees fit.

The 12 month completion time frame is not relevant for funded training such as traineeships.

## Online delivery

Synergy's online delivery is undertaken using the VASTO E-Learning which Synergy also uses for the administration of enrolment, records and communication, and AVETMISS reporting.

The online system and students and assessors have login portals where they can undertake theory exams online, access instructions for practical tasks, and upload evidence for practical task such as documents, declarations, etc. The student online portal also allows the student to communicate directly with their assessor and as soon as they type in a message, the assessor is alerted by email and the student communication is populated to the assessors log important. All details of communications are stored within the system, as are the results of assessment.

The online delivery system is accessible using the Google Chrome search browser from any computer that has Internet connection anywhere in the world 24 hours a day. This means the learner can work on their assessment task and send messages to their assessor no matter what the time, or what time zone they are in, and the assessor can respond when they are online.

One of the benefits of online delivery is that individuals a complete course at their own pace and in line with their own abilities and circumstances. Unless otherwise

## Flexible delivery

Flexible delivery can be undertaken in several ways including, one-on-one mentoring, face-to-face delivery followed by external completion of assessments, workshop delivery over time with some assessments done in the workshops and others completed externally.

Which of the three flexible delivery options is chosen depends on factors that may include; learner or industry needs, the availability of resources, scheduling, and so forth?

Like online learning, flexible delivery allows learners to compete in a timeframe determined by their own circumstances and abilities with some learners completing very quickly, and others needing an extended period of time.

## External delivery

External delivery (self-paced) is the most flexible form of delivery and that the learner determines where and when study will occur. The benefit to this is that the learner a central study around work, family, or other commitments. The potentially negative part of self-paced training is that learners are not held to specific schedules and as such may Procrastinate or otherwise not put enough time and effort into the study to meet the completion guidelines.

Synergy Central is trying to make self-paced learning as user-friendly as possible with its new materials, and provides the learner with ongoing helpdesk and support. It is, however, the learner's responsibility to ensure that they undertake learning and assessment activities are part of which includes keep in regular contact with their appointed trainer/assessor and ensuring they put sufficient time and effort into the study.

## RPL

Recognition of prior learning (including recognition of current competency) is the process by which a learner can provide evidence that they ready hold competencies (certifications, skills, experience) for an area of the course and are seeking an exemption from those activities.

In most cases RPL is sought for an entire unit of competency rather than a particular task.

The process with Synergy Central requires the learner to complete and RPL kit for the course or part of the course that they are seeking exemptions for. If the evidence they can provide supports their claim, then RPL can be granted.



The most common mistake with RPL is that people think because they have a higher qualification or a qualification they think is similar, that they simply show their evidence and they receive the RPL. A good example of this would be someone with a degree in human movement automatically thinking they have for RPL for a certificate four in fitness. Although the degree is a level VII qualification and the fitness is only a level IV qualification, there are specific requirements in the certificate IV that are not necessarily addressed in the degree. For example, group exercise and group training sessions, personal training sessions, etc, are not commonly covered in a degree of human movement. An applicant would have to show what additional evidence they have to fill the gaps.

RPL requires evidence that addresses everything in a unit of competency and not just something that at face value appears to address the name of the unit.

## Learner support

Ongoing learner support is provided to Synergy Central learners via:



- Helpdesk function by email [info@synergycentral.com.au](mailto:info@synergycentral.com.au)
- Helpdesk by phone **0423 234 388**
- Online resources available in VASTO e-learning system
- Student portal on VASTO e-learning system, which allows direct contact between the learner and the allocated assessor
- Synergy Central's website [www.synergycentral.com.au](http://www.synergycentral.com.au)
- Dedicated support videos available online for many units

The above are the foundation of the Synergy Central learner support suite. Synergy Central is not limited by the above, and reserves the right to provide additional support or guidance as it sees fit on a case-by-case basis.

## Timeframes

The timeframe for the completion of Synergy Central courses is 12 months unless otherwise specified.



### 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 three months, and would see an additional moderate 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 as 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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# USING COURSE DOCUMENTS

Using this student guide and other documents provided for your course is a simple process and may be done using the hyperlink indexes found within most documents or the find function available for both Word and PDF documents.



## Navigating course documents

### Using the hyperlink index

Many Synergy central documents will have a hyperlink index which you can use to navigate through the documents to find whatever section you are looking for perhaps to understand a process or how to do something, or to source information needed to answer questions or undertake activities.

In both Word and PDF versions of the resource documents, the indexes are hyperlinked. This means that if you hold your mouse over the subject and click on it, it will take you directly to the part of the document that contains the information under that heading. When you hover over an item in the index the cursor (mouse pointer) will change from a narrow into a small hand, indicating the presence of the hyperlink. In Word documents, after a couple of seconds a message will appear telling you that clicking with a mouse will follow the hyperlink.

Usually you only need to left click with the mouse and you'll be taken to that part of the document, however in some cases you need to hold the control key down as you left click with the mouse. Where this is required, it will say so in the message that pops up when you hover over the index item.

### Using the find function

In both Word and PDF documents, if you hold down the control key and press **Control + F** keys, search options will pop up as follows:



In MS Word a navigations sidebar will appear to the left of the screen. When you type in a keyword or group of words, for example "Fitness appraisals" a list of areas where this appears will populate the left-hand navigation box. You can then click on each to see if the information you are seeking is in that selection.

In PDF documents, when you hold down the control key and type F a search box will appear. Once again if you type in a keyword or group of words, there will be two boxes which give you the option to go to the next or previous occurrence of what you typed in.

These functions can assist you in quickly searching for key information within the resources.

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# USING VASTO

When you first log in you will see a screen something like the one pictured here with two distinct sections for your messages and the courses you are enrolled in.

To start the course simply to the right-hand side of the course

John Suttle's Account

Dashboard My Courses Messaging Settings Help

**SYNERGY CENTRAL**

Hello John!  
You are now viewing your personal online training portal.

**My Unread Messages**

From	Subject	Received	
Wesley Dcosta assessor	RE: Leave from work	Wed 22/10/2014 02:50 PM	<a href="#">read</a>

**My Enrolments**

Click GO to open your training unit where you can view activities, results and progress. If applicable, "Time Remaining" indicates the amount of time you have left to complete the corresponding unit of training.

Course	Status	Time Remaining	
Course SIS40210 - Certificate IV in Fitness -SG WES	New	48 days	<a href="#">go</a>

This will take you to the main screen for that course

**SYNERGY CENTRAL**

SIS40210 - Certificate IV in Fitness -SG WES

[View progress and completion logs](#)

Unit	Status	Result	
<b>UNIT1001A - Provide fitness education and health screening (SIS1001A) - Certificate</b> Unit SIS1001A - Provide fitness education and health screening Start SIS1001A - Provide fitness education and health screening Status In Progress 40%	In Progress	40%	<a href="#">go</a>
<b>UNIT1002A - Provide quality services in the fitness industry (SIS1002A) - Certificate</b> Unit SIS1002A - Provide quality services in the fitness industry Start SIS1002A - Provide quality services in the fitness industry Status In Progress 0%	In Progress	0%	<a href="#">go</a>
<b>UNIT1003A - Develop and apply an assessment in specific populations to service delivery (SIS1003A) - Certificate</b> Unit SIS1003A - Develop and apply an assessment in specific populations to service delivery Start SIS1003A - Develop and apply an assessment in specific populations to service delivery Status In Progress -	In Progress	-	<a href="#">go</a>
<b>UNIT1004A - Monitor and monitor fitness progress (SIS1004A) - Certificate</b> Unit SIS1004A - Monitor and monitor fitness progress Start SIS1004A - Monitor and monitor fitness progress Status In Progress -	In Progress	-	<a href="#">go</a>
<b>UNIT1005A - Apply anatomy and physiology principles in a fitness context (SIS1005A) - Certificate</b> Unit SIS1005A - Apply anatomy and physiology principles in a fitness context Start SIS1005A - Apply anatomy and physiology principles in a fitness context Status In Progress -	In Progress	-	<a href="#">go</a>
<b>UNIT1006A - Provide healthy living information to clients in accordance with recommended guidelines (SIS1006A) - Certificate</b> Unit SIS1006A - Provide healthy living information to clients in accordance with recommended guidelines Start SIS1006A - Provide healthy living information to clients in accordance with recommended guidelines Status New -	New	-	<a href="#">go</a>
<b>UNIT1007A - Undertake client health assessment (SIS1007A) - Certificate</b> Unit SIS1007A - Undertake client health assessment Start SIS1007A - Undertake client health assessment Status New -	New	-	<a href="#">go</a>
<b>UNIT1008A - Plan and deliver gym programs (SIS1008A) - Certificate</b> Unit SIS1008A - Plan and deliver gym programs Start SIS1008A - Plan and deliver gym programs Status New -	New	-	<a href="#">go</a>
<b>UNIT1009A - Address occupational health and safety policies (SIS1009A) - Certificate</b> Unit SIS1009A - Address occupational health and safety policies Start SIS1009A - Address occupational health and safety policies Status New -	New	-	<a href="#">go</a>
<b>UNIT1010A - Undertake risk analysis of activities (SIS1010A) - Certificate</b> Unit SIS1010A - Undertake risk analysis of activities Start SIS1010A - Undertake risk analysis of activities Status New -	New	-	<a href="#">go</a>
<b>UNIT1011A - Establish legal and risk management requirements of small business (SIS1011A) - Certificate</b> Unit SIS1011A - Establish legal and risk management requirements of small business Start SIS1011A - Establish legal and risk management requirements of small business Status New -	New	-	<a href="#">go</a>
<b>UNIT1012A - Monitor the small business (SIS1012A) - Certificate</b> Unit SIS1012A - Monitor the small business Start SIS1012A - Monitor the small business Status New -	New	-	<a href="#">go</a>

Selecting start for any one of these units will take you to the screen with all of the activities for that unit and you will need to select theory and/or practical in some cases, then undertake the activities in that section.

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# ASSISTANCE

If you ever need any help or assistance at any time, please don't hesitate to send a message to your assessor using the "Messages" tab located at the bottom of the screen in your learner portal.

The top screenshot shows the 'About This Exam' page. It includes a 'BEGIN' button and an 'Exam Index' table. The 'Exam Index' table has the following data:

Section Title	Questions	Answered	Incorrect	To Review	Navigate
THEORY	9	0	0	0	go to
PRACTICAL	2	0	0	0	go to
<b>Total Questions To Answer</b>	<b>11</b>	<b>11 to go</b>	<b>0</b>		

The bottom screenshot shows the 'THEORY' exam section. It includes a 'CONTINUE EXAM' button and a list of questions. The questions are numbered 1 through 6, each with a 'Status' and 'Action' column. The questions are:

- WB1.1: List 6 categories of clients who might require fitness services?
- WB1.2: List 5 categories of client requirements or expectations that may affect their choice of a fitness centre or program?
- WB1.3: Name 3 services or facilities that clients may expect from a fitness centre or program?
- WB1.4: Provide 4 examples of factors that are important when greeting a client?
- WB1.5: List 3 benefits a client might gain from improved fitness?
- WB1.6: When preparing a client, what benefits do you suppose to them are added by the client understanding a fitness concept?

Assessors do their best to respond to messages approximately within 48 business working hours (not including weekends).

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# COURSE DURATION & TIMEFRAMES

**Most courses need to be completed within 12 months from enrolment and commencement.**

You can complete the course more quickly than this depending on your experience, aptitude, time availability, and access to resources and/or other assistance.

There is no problem for those that need the full 12 months.

If you do not complete within 12 months, then you can apply for a three-month extension at a fee of \$150 (subject to any guidelines and restrictions from the NVR regulator).

Your online trainer/assessor cannot help you or do anything about this or waver this fee etc, and applications for an extension should be directed to [info@synergycentral.org](mailto:info@synergycentral.org)

The onus is really on you, to manage your own study schedule etc to have it completed within 12 months or less, and to utilise the support available through the system.

Trainers/assessors cannot help you, if you don't contact or message them using the message function within the system!

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## SUGGESTED TIMEFRAMES:

Here is an approximate breakdown of hours per week, regarding a study schedule, which you may like to use as a guide for an average course:

9 hrs per week = will take approx 1 year to complete a course;  
18 hrs per week = approx 6 months;  
27 hrs per week = approx 3 months;

We suggest that you complete one unit at a time i.e. read all of the unit content, answer all the questions for that unit, then submit for marking etc.

Once you have submitted for marking, again please message me to let your assessor know, and then commence the next unit.

To recap please submit completed units one at a time, as opposed to completing all your units and then submitting them all at once.

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# MARKING ASSESSMENTS

Workbooks and other assessment tasks are normally marked ASAP but can take up to 10 business days (again not including weekends), but are usually assessed within 1-2 working days.

When you have completed an entire unit i.e. all the questions, please message your assessor to let them know.

They will then mark the unit once I know it has been fully completed.

Please submit completed units one at a time, as opposed to completing all your units and then submitting them all at once.

This will inevitably speed up the marking process and you won't be waiting as long for your submitted units to be marked your, and also allows for any reviews or corrections that may be necessary on your part.

## SUPPORT AND HELP

Ongoing help and support is available to all learners with preferred method being to use the message assessor function available from all sections of the system, for example:

When undertaking an activity if you are unsure what is required, need advice, assistance, or other support, then use the message assessor function to contact your assessor so they can provide ongoing support and assistance.

## HOW MUCH DETAIL

You should include more than less i.e. as much depth and detail as possible in all your answers. This will save you time in that you won't keep on getting feedback from your assessor, to and forth saying things like, "not enough detail", "please expand", "too brief" etc. Your answer needs to be detailed and descriptive enough at the appropriate qualification and standards level of whatever course you are doing, for example a Diploma, Certificate IV etc.

## HOW MANY ATTEMPTS DO I GET

Students are nominally allowed a minimum of 3 (three) submit attempts per activity, however, where an assessor feels additional attempts would not meet with a satisfactory outcome, additional attempts may not be granted.

It is not specifically one question or section etc. that is graded separately, but a whole unit.

Each unit is graded as competent or not yet competent.

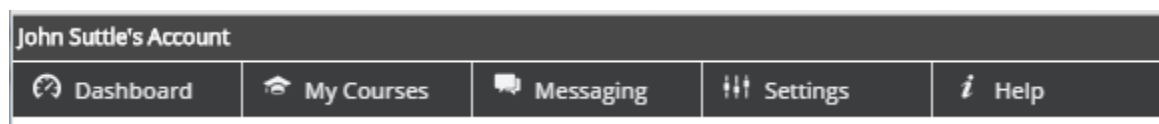
Your trainer/assessor is here to assist you, but to do so they need you to ask questions and asked for advice using the contact assessor function in your learner portal.

When you have successfully completed a unit, your results will show on your transcript as Competent, regardless of how many submit attempts it took you.

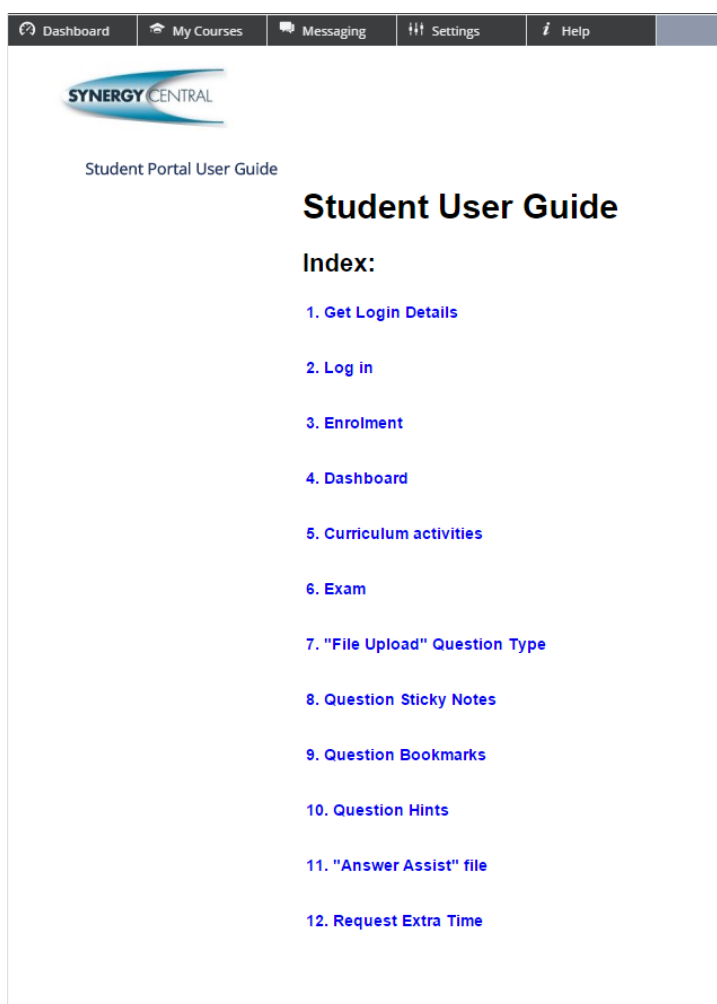
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# USING THE E-LEARNING SYSTEM

At the top of each screen in the e-learning system you will see a number of headings:



When you select the “I help” tab, be taken to the user manual for the system which is user-friendly and easy to follow.



If you need to edit any of your details i.e. personal details, change your password etc, please do so from the settings tab.

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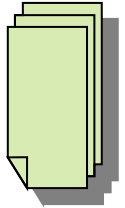
# TECHNICAL SUPPORT

If at any time you have problems with the system please let your assessor know through the contact assessor function within VASTO, or if you cannot access your online learning system, you can send details of your need for technical support to [info@synergycentral.com.au](mailto:info@synergycentral.com.au)

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## INFORMATION PACKS

There are information packs for all Synergy central courses. The information packs provide details of the makeup of the course and any specific delivery options. The information packs are meant to be used in conjunction with the student guide, and are freely available to all persons upon request and in advance of enrolling in any Synergy central course. The course information packs contain the same information as is found on Synergy central's website [www.synergycentral.com.au](http://www.synergycentral.com.au)



To receive a specific information pack, just send an email requesting this to [info@synergycentral.com.au](mailto:info@synergycentral.com.au)

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## BEFORE YOU START

Any notes provided form a **foundation upon which you need to build** through research, the guidance and advice of your facilitator or relevant persons, and exposure to a relevant environment, resources, and clientele.

To successfully complete the assessments for many of the units you will need to be prepared to do some or all of the following depending on the unit and your individual circumstances:

- Read the learner guide or other recommended resources first to get an expectation of what type of information will be needed.
- Ask your facilitator or relevant person for areas or matters that you are having difficulty with.
- Familiarize yourself with the glossary of terms and undertake additional research to gain further knowledge
- Use Internet research or a library to study anatomy and physiology at a basic level

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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 login details for Vasto.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that 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

This restriction does not apply to companies and is only for individual learners who are self-enrolling and self-funding.

## 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)

For information regarding the general terms and conditions include enrolment, appeals, etc, visit our website: [www.synergycentral.com.au](http://www.synergycentral.com.au)

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# REFUND POLICY

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 prior to the commencement of the course	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	A fee equal to 20% of the course cost will be retained to cover administration cost. Any additional funds already paid to the RTO will be returned to the student.
	Where a student has already commenced a course and withdraws	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 refund of all fees paid to that time less any proportion for training/assessment already delivered.

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

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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# ASSESSMENTS

All assessment tasks in Synergy Central courses have been designed to be user-friendly and easy to follow, yet appropriately address the requirements specified within the units of competency. Assessment task in Synergy Central courses may include but not be limited to:

- Written test
- Oral questioning
- Practical activities
- Projects
- Portfolio
- On the job assessment
- Simulation

All new materials developed from January 2014 will utilise Synergy Central's latest approach in providing instructions for an undertaking assessments. Usually delivery will be undertaken utilising our online learning platform (VASTO), but we needed may be undertaken using workbooks and documents provided by email.

The simple approach taken with our activities not only provides the task you need to complete but also indicates where information or activity may be undertaken to more easily complete the task.

## **Learner declaration**

For assessment tasks that are not completed online, the learner may at the discretion of the RTO need to provide a signed declaration indicating that the work was their own.

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# Undertaking assessment tasks

Assessment tasks will need to be undertaken as per the instructions for each task or question. There are some simple steps to follow that will assist the learner:

- |               |   |
|---------------|---|
| <b>Step 1</b> | Read the notes and or conduct research for the section you are up to                                      |
| <b>Step 2</b> | Read the assessment tasks instructions thoroughly to ensure you know exactly what has been asked for      |
| <b>Step 3</b> | Complete each assessment task and enter answers into the allocated spaces in this assessment workbook     |
| <b>Step 4</b> | Double check that you have correctly undertaken the assessment tasks as required                          |
| <b>Step 5</b> | Submit the task/question on VASTO, or check it off in the workbook if you are not using the online system |
| <b>Step 6</b> | Move on to the next section   |

## What might you be asked to do

There are a number of things that you might be asked to do as part of your assessment tasks including but not limited to:

- Answering questions
- Research
- Creating a portfolio
- Creating or amending documents
- Completing projects
- Demonstrating physical skills
- Interacting with others
- Providing feedback or opinions
- Interviewing
- Questioning
- Negotiating
- Supply a video

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## Written questions and templates

Please answer the written questions by typing your answers directly into the text box after the question being answered. In some cases templates will be provided instead of text boxes.

The size of the text box or template does not indicate a recommended length for an answer. Where there is a minimum or maximum length for answers the details of this will be provided, otherwise, your answers should provide sufficient information and content to clearly address the question or task.

For MS word versions, the text box should be expanded using normal word processing functions such as the space bar, return key, and typing until your answer is complete.

## Practical tasks and other 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. Your assessor uses this 3<sup>rd</sup> party evidence along with other evidence to make an assessment judgement.

### 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 other persons, and this can be done in a non-work environment providing the conditions of the real work environment can be recreated.

A good example of this is first aid where people may role play casualties in set scenarios as if they were a real casualty.

For simulation, you still need access to all of the resources you would have in a real workplace. As an example, if you were doing fitness and being assessed teaching and demonstrating a bench press to a client, you would not only need someone to role-play the client, but you also need a bench and appropriate weight training equipment to be able to demonstrate a bench press.

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

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## Flexible Assessment

All assessments conducted by Synergy Central will meet the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria.

Assessment is usually undertaken through assignments and course exercises which may be adjusted at the trainer's discretion to meet specific needs providing the requirements of the units of competency are still met. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process may include but not be limited to:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in each activity or question for a given course or program. However, Synergy may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that Synergy feels is valid. In such circumstances, Synergy may seek assistance from an outside source (counsellor, tutor, etc.) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Competent (NC), Synergy may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the Synergy's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Handicap
- Cultural background.
- LL&N difficulties
- Other trauma or reasons.

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In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with SYNERGY policies, clients will have access to personal information and will be advised of all outcomes in writing.

## How to lodge assessments

### Online

For online, flexible, and self-paced delivery, assessments are usually completed using the VASTO the learner system, and tasks are returned to your assessor for marking when you hit the submit button for theory tasks which you have completed online, and the upload then submit buttons when providing evidence for practical tasks.

See the earlier section in the document on VASTO [using Vasto](#)

### Email or correspondence

Where learners have previously arranged to undertake assessments in assessment workbooks provided by email, they need to complete the assessment workbook in full including:

- Answering all questions and undertaking all activities
- Signing any declarations and ensuring relevant persons/supervisors complete & sign checklists
- Return completed assessment workbooks to the [info@synergycentral.org](mailto:info@synergycentral.org)

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# WHAT IS COMPETENCY BASED ASSESSMENT?

Competency based training is the recognised training method for vocational training. It is a style of vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning.

Assessment is the process of collecting and recording evidence to support judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as stated in the relevant endorsed competency standards.

The features of a competency based assessment are:

- It is focused on what learners can do and whether it meets the criteria specified by industry as competency standards.
- Assessment should mirror the environment the learner will encounter in the workplace.
- Assessment criteria should be clearly stated to the learner at the beginning of the learning process.
- Assessment should be holistic. That is it aims to assess as many elements and/or units of competency as is feasible at one time.
- In competency assessment a learner receives one of only two outcomes. Competent (C) or Not Yet Competent (NYC).
- The emphasis in assessment is on assessable outcomes that are clearly stated for the trainer and learner.

Assessable outcomes are tied to the relevant industry competency standards where these exist. Where such competencies do not exist, the outcomes are based upon those identified in a training needs analysis.

## The Principles of Assessment

Assessment must be:

- Valid
- Reliable
- Flexible
- Fair

### Assessment must be valid

- Assessment must include the full range of skills and knowledge needed to demonstrate competency
- Assessment must include a combination of skills and knowledge with practical application
- Assessment must include judgments based on evidence taken from a number of contexts and across a number of occasions

## **Assessment must be reliable**

- Assessment must be reliable and must be reviewed regularly to ensure that assessors are making consistent decisions
- Assessors must be trained in national competency standards to ensure reliability

## **Assessment must be flexible**

- Where possible assessment must cover both on and off the job components of training within a course
- Assessment must be made accessible to learners through a variety of delivery modes
- Assessment must allow for the recognition of knowledge and skills irrespective of how they have been attained

## **Assessment must be fair and equitable**

- Assessment must be equitable to all learners
- Assessment procedures and criteria must be made clear to all learners before assessment
- Assessment must be able to be challenged. Procedures must be put in place for reassessment as a result of challenge.

# THE RULES OF EVIDENCE

When obtaining evidence there are certain rules that apply to that evidence. All evidence must be:

- Valid
- Sufficient
- Current
- Authentic

## Valid

- The evidence obtained should meet the requirements of the unit of competency.
- The evidence should match the type of performance that is to be assessed

## Sufficient

- It is essential that enough evidence is obtained to satisfy the requirements that the learner is competent across all aspects of the unit of competency

## Current

- This relates to how current the evidence is and whether the evidence relates to current abilities

## Authentic

- The trainer/assessor must be satisfied that the evidence obtained is the learners own work.

# THE DIMENSIONS OF COMPETENCY

The five dimensions of competency are:

- Task skills
- Task management skills
- Contingency management skills
- Job role environment skills
- Transferability

## Reassessment

Important: When you have completed all tasks, hand your assessment workbook/s to your trainer/assessor for final assessment. You will have 2 further opportunities for reassessment if required.

# The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. In the Vocational Education and Training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

For a full explanation of the AQF see the AQF Implementation Handbook which can be downloaded from: <http://www.aqf.edu.au/>

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# About VET

## Australia's VET sector

### What is VET?

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia. The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.

## VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for National VET Regulator (NVR) Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.
- Find out more about [provider requirements under the VET Quality Framework](#)

## VET Standards

### Standards for Registered Training Organisations (RTOs) 2015

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to [new regulatory standards for training providers and regulators](#).

### When do the new Standards come into effect?

The new standards were implemented from 1 January 2015 for new RTOs and 1 April 2015 for existing RTOs. [Back to index](#)

# What are RTOs

## What is a registered training organisation (RTO)?

Registered training organisations (RTOs) are those **training providers** registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are currently around 5000 RTOs in Australia. A complete list of RTOs is maintained at [training.gov.au](http://training.gov.au), the authoritative national register of the VET sector in Australia.

## Why use an RTO?

Only RTOs can:

- Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications,
- Apply for Australian, state and territory funding to deliver vocational education and training.
- Offer qualifications at the following levels:
  1. Certificates I, II, III and IV
  2. Diploma
  3. Advanced Diploma
  4. Vocational Graduate Certificate
  5. Vocational Graduate Diploma.

Being registered by ASQA means an RTO must act in your best interests and meet the NVR standards (<http://www.comlaw.gov.au/Details/F2014L01377> )

## Training Packages (TP)

Training Packages are integrated sets of components providing specifications for training and assessment in the VET sector. They, along with accredited courses, include the benchmarks for nationally recognised training.

## Opportunities to contribute

The VET sector is a dynamic, evolving environment. As well as knowing the changes to VET that affects you in your work role, you can contribute to the development process of VET policy.

Some of these opportunities may be in the form of:

- Attendances at workshops, involving consultations conducted by VET organisations and stakeholders
- Written submissions and feedback to VET organisations and stakeholders
- Participating in forums, networks or conferences
- Participating in your practice environment's meetings
- Contributing to online consultations.

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# INDUCTION AND ORIENTATION

In some cases learners may need to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies and procedures, appeals access and equity, RPL legislative requirements, WHS, etc. Such orientations may take whatever form Synergy feels is appropriate to the circumstances and may through any or all of the following:

- Verbal
- Written
- Electronic
- Face to face
- Multimedia
- Other method approved by Synergy

## Legislative Requirements

Synergy, its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration
- State and Territory legislation pertaining to training
- Australian, state and territory laws governing:
  - Workplace health and safety
  - Workplace harassment, victimisation and bullying
  - Anti-discrimination, including equal opportunity and racial vilification
  - Disability discrimination
  - Vocational Education and Training
  - Apprenticeships and traineeships.

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: [www.austlii.edu.au](http://www.austlii.edu.au)) website which provides free online access to Australian Government, State and Territory case law and legislation.

## Pre-delivery Assessment

Prior to enrolment you should advise Synergy of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options.

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## Support and Assistance

In circumstances where Synergy is unable to assist learners with specific needs, Synergy will do its best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies that can assist with specific needs.

## Equal opportunity

All admissions to Synergy's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or Synergy's code of conduct:

Applicants will be assessed on their:

- Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- Demonstrating a capacity and willingness to adhere to Synergy's standards and code of conduct
- Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- Other items as determined for specific courses on a time to time basis.

## Specific Needs Groups

SYNERGY will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of Synergy, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

## Anti-Discrimination

SYNERGY policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

## Confidentiality

SYNERGY will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

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# Sexual Harassment

## What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The [Sex Discrimination Act 1984 \(Cth\)](#) makes sexual harassment unlawful in some circumstances. Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Sexual harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. However, 1 in 20 men also report experiencing sexual harassment in the workplace.

## Identifying sexual harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

## In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

## Disciplinary Procedures

Where students are in breach of Synergy policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, Synergy may take steps to address the situation. Depending on the nature and severity of the problem, Synergy may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, SYNERGY may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

## Complaints and Appeals

Synergy takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using Synergy's 3 Step appeals process.

Synergy will ensure this information is available to learners in advance of any enrolment or contract by any or all of the following:

- Details provided on Synergy's publically accessible website.
- In pre-enrolment information supplied to learners such as information packs and or student handbooks.
- In emails or other written advice.

### Process

Synergy's 3 step appeals process is as follows:

### 3 STEP COMPLAINTS AND APPEALS PROCESS

#### STEP 1:

The issue can be raised directly with your facilitator/assessor.

If you are not satisfied with the result or action you may then undertake a complaint or appeal through Step 2.

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#### STEP 2:

- A. The complainant may raise this issue in writing with Synergy or have Synergy staff take notes regarding the complaint. After receiving the written/noted complaint, Synergy will receipt the complaint and will arrange for a confidential personal interview as soon as practically possible, preferably within 48 hours.
- B. This interview will attempt to resolve the complaint either between the parties involved or between the complainant and Synergy.
- C. If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Chief Executive of Synergy Central PO Box 1742, Oxenford 4210 for actioning

If the grievance concerns a Synergy staff member, STEP 2(c) will automatically follow.

### **STEP 3:**

Should the issue still not respond to the student's satisfaction, it will be directed to the CEO, who will make arrangements for an independent third party to mediate the issue.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Synergy Central acknowledges the need for an appropriate external and independent person through:

But Direct referral of the dispute to an independent third party

All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

### **Synergy Central**

[info@synergycentral.org](mailto:info@synergycentral.org)

PO Box 1742  
Oxenford QLD 4210

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## Storing of Records

All non-student records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on Synergy's student management system, and a backup copy of the data is stored on an external hard drive.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

The Registering Authority shall:

- Have access to all records that they are legally authorised to.

## Other records

Synergy will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Staff records (qualifications & experience)
- Enrolments
- Participation
- Safety/WHS/OHS records
- Student results
- Audits
- Partnerships

- Industry arrangements
- Other

## **Access to personal records**

Synergy Students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

## **General Safety Tips**

As most of Synergy central's courses are for sport, fitness, massage, and first aid there is a high component of physical activity in the learning and assessment process. Areas such as first aid, massage, and fitness appraisals specifically require a higher level of hygiene and strategies to reduce cross infection, such as the use of protective equipment. Other areas of the training and assessment require physical undertakings both with and without equipment and in various environments, and as such general work health and safety principles apply. Some basic tips for this are:

### **Personal Protective Equipment (PPE)**

PPE assists with injury prevention and reduction and may include:

- Gloves
- Protective Glasses
- One way resuscitation mask
- Protective mask face
- Appropriate footwear
- Other equipment or clothes as specified by a workplace or industry.

All Synergy students involved in on the job or simulated workplace training need to utilise the PPE specified for the specific workplace. For example, if undertaking training for first aid shoes long pants appropriate shirts, protective mask, gloves, etc should be used.

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## Chemicals and foreign substances

Chemicals may enter your body 4 ways:

- Absorption – through the eyes and/or skin
- Inhalation – through your nose or mouth
- Ingestion – when you swallow
- Injection - either intentional or accidental

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

- Make yourself aware of and obey safety protocols and emergency procedures
- Be aware of and obey all safety signs
- Read signs and instructions carefully before using or any chemicals/substances or moving containers holding chemical/substances, and if unsure ask for assistance/direction from authorised site staff or supervisors.
- Follow the directions and advice of authorised site personnel
- **“Don’t be the next victim.”**

## Hazardous spills

Where hazardous spill occurs there are a number of steps that should be taken:

- Warn personnel in the vicinity of the spill
- Immediately clean up the spill but only if it is safe to do so and appropriate equipment, PPE, etc, is available, otherwise inform a supervisor or an authorised staff member who can arrange for the spill to be dealt with
- Block off the area or place warning notices while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or staff
- If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated and authorised staff informed of the hazard.

## Safe lifting

Safe lifting is necessary for safety and injury prevention. Weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice safe the host site. Generally speaking, the process for safe lifting (of appropriate weights) is:

- Plan the lift
- Stand close to the load
- Keep your back straight
- Get a firm grip
- Lift smoothly
- Keep the load close to the body.

In lifting, utilise the large leg muscles and avoid placing strain on your back and neck. “Most of the power in lifting should come from your legs!”

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## Emergency Procedures

In case of fire, the following action should be taken by the first person to discover the fire unless the host business has instructed otherwise in their site induction/protocols. Where any step is not safe or practical, the next step should be undertaken.

1. Alert the nearest staff member
  2. Set off an alarm (if applicable)
  3. Stop ventilation by closing doors, windows, etc.
  4. Extinguish the **FIRE** (Only if trained in the use of fire extinguishing and if fire is containable).
- Notify Emergency services
    - Fire Brigade 000
    - Police 000
  - Advise the following information:
    - Name and address of facility
    - Location of emergency fire, smoke
    - What is the emergency (e.g. burning)
    - Staff person's name
  - Notify the senior trainer/staff member on site
  - Remain by the telephone unless in danger or told to evacuate
  - Senior Staff member on site:
    - Proceed directly to the emergency fire if safe to do so
    - Assess the situation
    - Make sure that S.A.V.E. (Signal, Alert, Ventilation, Extinguish) has been done
    - Make a decision whether to evacuate
  - If fire is uncontrollable, the senior staff member on site must:
    - Give the evacuation orders to nominated areas as designated by local emergency procedures
    - Ensure no-one enters the fire area
    - Supervise evacuation
    - Supervise roll taking at assembly point
    - Meet the fire brigade when they arrive.
  - Other relevant persons must:
    - Evacuate people they are responsible for to nominated assembly areas designated by local emergency procedure
    - Systematically search toilets, rooms (if safe to do so), etc, to ensure no-one is left behind.

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## First aid

Staff will direct persons requiring First Aid treatment to a designated First Aid Officer.

## Stress

Stress can cause any number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

- Lack of awareness
- Fatigue
- Inefficiency
- Poor judgement
- Inappropriate reactions.

Stress reduction/management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. Methods that can assist with risk management include:

- Rest (appropriate rest is essential for good health, awareness, and efficiency/safety)
- Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
- Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
- Sustenance (balanced regular meals are necessary for good health and physical and mental wellbeing)
- Exercise (exercise can reduce stress and increase the bodies efficiency)
- Role understanding (role confusion or not understanding your study requirements can lead to frustration, confusion, and stress. If unsure about your role or aspects of the job, ask appropriate Synergy staff member for help or advice)

## Support and Assistance

A list of referral contact details is available and can be supplied students alike for a variety of services including; counselling, emergency accommodation, substance abuse, etc.

A list of these services will be supplied at induction sessions with copies kept in a place where they can be accessed by students on request.

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## Slips, trips, and falls

Slips, trips, and falls are common but can be minimised or avoided by taking simple precautions including:

- Don't rush. Move at a pace that is safe, particularly in areas of unsure footing
- Hold onto rails, and go up or down stairs one at a time
- Wear non slip footwear and watch where you are going
- Make sure work areas are well lit
- Clean up greasy or slippery surfaces

## Gym and fitness equipment

Before using any equipment you should:

- Ensure you are familiar with safe work practice guidelines and emergency procedures for the operation of the equipment
- Ensure you have received appropriate training to use the equipment
- Inspect the equipment for possible risks/hazards
- Ensure all safety requirements are in place (shields, guards, etc)
- Ensure you have and are using all PPE required for the operation of the equipment
- "Everyone is responsible for safety!"

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

- Don't ignore it, do something about it:
  1. Pick it up
  2. Clean it up
  3. fix it
  4. report it
  5. warn others
  6. be alert
- Be proactive (learn about the safety requirements of the workplace and follow them).

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# Synergy Release of information template

## POLICY

Synergy will not use any personal or business information for any purpose other than as approved by the individual or organisation whose details/image/s are to be used. Personal or business information will not be provided to any third party without express written permission, or where SYNERGY is legally obliged to do so.

## PERMISSION

Permission is granted to the Synergy Central to:

Area of permission		
Details		

## Authorised Person

Organisation	
Position	
Name	
Date	
Signature	

## Witness

Organisation	
Position	
Name	
Date	