



STUDENT HANDBOOK

VERSION 02:02

Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation may impact the currency of information included. Cynergex Group reserves the right to vary and update information without notice.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Cynergex Group. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Any queries can be directed to:

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Welcome!

Congratulations and thank you for choosing Cynergex Group to support you on your learning journey!

At Cynergex Group we pride ourselves on delivering high quality, flexible and compliant training and assessment services to support you to attain your learning goals.

This handbook serves as an induction, and aims to assist you throughout this time in:

- Feeling welcome.
- Understanding Cynergex Group business.
- Understanding our products and services.
- Understanding our policies and procedures.
- Understanding your rights and obligations.
- Making the most out of your learning

You are required to:

1. Read this handbook carefully.
2. Ask questions or seek clarification for any area that is unclear.

It is intended that this information will be used as an on-going reference, so please keep this handbook, and reach out to one of our friendly staff if you require another copy. You can also access this handbook online at www.cynergexgroup.com.au

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Part 1 – CYNERGEX GROUP

About Us

Cynergex Group strives to deliver high quality, innovative and engaging training that is relevant to our community, employers, and industry. We empower our students and local businesses to achieve their goals by providing a genuine and supportive student focused approach. Our commitment to continuously improving our service offerings mean we can continue to evolve to meet the needs of our community through innovative education and learning opportunities.

We are a Registered Training Organisation RTO 45643 that delivers qualifications from the Australian Qualifications Framework (AQF). We are regulated by the Australian Skills Quality Authority (ASQA) who monitors our performance and quality to ensure that we maintain a commitment to our students and that we continue to meet national standards.

Cynergex Group Quality Policy

Cynergex Group provides clinical services, education, pharmaceuticals, and equipment to clients at a quality well above that offered by competitors. We achieve this through our Quality Management System, which:

- Maintains a high level of situational awareness through continuous, multichannel environmental scanning,
- Responds quickly to the expectations of our clients, peers, students, community, and regulators,
- Provides work of a quality that exceeds the expectations of our clients and students and the capabilities of our competitors,
- Continuously improves our performance to meet opportunities for improvement,
- Educates, informs, and leads our people to meet our agreed quality standards,
- Validates systematically and rigorously our compliance with Quality Management System standards,
- Complies with Australian Quality Framework Standards,
- Complies with the law, and certification requirements of AS/NZ ISO 9001.

VET Regulatory Framework

Registered Training Organisations (RTOs) play a pivotal role in the quality of Australia's vocational education and training (VET) sector. The Standards for RTOs (the Standards) set out the requirements that an organisation needs to meet to be registered as a training provider.

These Standards form part of the VET Quality Framework (VQF), a system that ensures the integrity of nationally recognised training in Australia. The National Regulator regulates training providers against the VET Quality Framework. Cynergex Group is required to comply with the VET Quality Framework at all times.

VET Quality Framework

The Vocational Education and Training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the VET sector are enforced. VET Quality Framework ensures a robust and consistent approach to the regulation of RTOs, promoting high standards of education and training across Australia. This framework is essential for maintaining the integrity of the VET sector, protecting students, and ensuring that the training provided meets the needs of the industry and the broader community.

- **Standards for Registered Training Organisations (RTOs):** These standards define the requirements for RTO registration, ensuring the delivery of high-quality, nationally recognised training and continuous improvement of RTO operations. The standards are comprised of:
 - **Outcome Standards:** These standards focus on the outcomes of training and assessment, placing the learner and industry needs at the core of quality delivery.
 - **Compliance Requirements:** These detail the administrative and operational obligations that RTOs must meet. They include:
 - **Schedule 1 - Fit and Proper Person Requirements Policy:** Ensuring that key personnel meet integrity and suitability standards.
 - **Schedule 2 - NRT Logo Conditions of Use Policy:** Outlining correct usage of the Nationally Recognised Training logo.
 - **Credential Policy:** Specifies the qualification and competency requirements for individuals delivering and/or validating training and assessment, reinforcing the focus on industry relevance and professional development.
- **Australian Qualifications Framework (AQF):** The national policy regulating qualifications in Australia, ensuring consistency and recognition of skills across the country.
- **Data Provision Requirements 2020:** This sets out the obligations for RTOs to submit data to ASQA upon request, including annual quality indicator data, to support regulatory monitoring and transparency.
- **Financial Viability Risk Assessment Requirements 2021:** These ensure that RTOs

maintain the financial capacity to continue delivering high-quality training services and protect student interests.

Quality Assurance Statement

At Cynergex Group, we are dedicated to delivering high-quality training and assessment services that meet and exceed the expectations of our students, industry partners, and regulatory bodies. Our commitment to quality is reflected in the following principles:

- **Compliance with Standards:** We ensure that all our training and assessment activities comply with the Standards for Registered Training Organisations (RTOs), as well as all relevant legislative and regulatory requirements.
- **Fitness for Purpose:** The services we provide are designed to be fit for their intended purpose, addressing the specific needs of our students and aligning with industry standards. We strive to ensure that every course is relevant, effective, and delivered to the highest standard.
- **Timely Delivery:** We are committed to delivering training and assessment services within the advertised timeframes, ensuring that students can complete their courses as scheduled and achieve their learning outcomes without unnecessary delays.
- **Continuous Improvement:** We view every interaction, feedback, and audit as an opportunity for growth. We regularly evaluate and enhance our services to keep pace with industry developments and the evolving needs of our students.
- **Transparency and Accountability:** We are committed to providing accurate, clear, and transparent information to all our stakeholders. We ensure that any changes to our services, policies, or third-party arrangements are communicated promptly, maintaining the highest standards of integrity and accountability in all our dealings.

We are dedicated to creating a positive learning environment that supports the success and satisfaction of our students, while upholding the highest standards of vocational education and training.

Code of Conduct

As a responsible member of the VET community, Cynergex Group follows a Code of Conduct which outlines how students can expect us to behave. Similarly, we have expectations for student behaviour.

Cynergex Group's Code of Conduct states that:

“Cynergex Group operates a formal workplace culture in which all employees and officers dress formally and act with due deference, consideration and politeness. Whilst in Cynergex Group workplaces or when representing Cynergex, all employees are regarded as the agents or representatives of Cynergex and not as independent actors. As a result, personal opinions, preferences, social, religious or political views are to remain entirely personal and private. This means employees cannot speak of them nor discuss current events.

Cynergex does not tolerate bad behaviour by anyone irrespective of who they are. This requires all staff, employees, and others within Cynergex Group to act in accordance with our expectations, which are:

Due Formality: This is a workplace and not a private home or place of relaxation. Your patients, students, colleagues and clients are to be treated with respect and a minimum of informality. Nicknames, derogatory comments and gratuitous observations are never welcome or appreciated when in groups. They are not to be used at Cynergex Group.

Individual Obligations: Our adherence to the principles of freedom, fairness and fulfilment does not confer rights on anyone; it imposes obligations. These obligations are to:

- treat all other individuals as possessing merit,
- actively resist unfairness directed against us or anyone else,
- treat others as we would expect to be treated ourselves, and
- judge behaviour in individuals and not the individuals themselves.

Care in speaking: All Cynergex Group staff and employees are to always be circumspect in their speech. This is particularly important for clinical educators and paramedics who should be very aware that the paramedic world view and sense of humour is not understood by people who have not worked in a pre-hospital emergency environment. It is therefore required that Cynergex staff and employees do not:

- Indulge in blue humour,
- Tell off-colour or bawdy stories,
- Use sexual innuendo,
- Comment on race, age, professions, sex or gender
- Criticise or speak negatively about clients,
- Provide comment on any subject not relevant to the business at hand.

Opinions: Keep your opinions to yourself even if you are specifically asked to express one.

Keep your hands to yourself: Cynergex Group does not tolerate uninvited, unexpected or untoward physical contact in the workplace.

Politeness: All staff and employees are required to maintain the highest levels of politeness in all their dealings with all other individuals whilst working at Cynergex Group. Impolite behaviour will not be tolerated.

Integrity: This is a key requirement of all Cynergex Group activity and any loss of integrity is viewed as a very serious matter.



Intimidation and Harassment: Cynergex Group will not tolerate intimidation of one individual by another no matter what rationale is used to explain any such behaviours.”

Cynergex Group ensures that they will act with integrity and adhere to the Code of Conduct in their behaviour and decision making. The Code of Conduct details the standards expected in order to ensure difficulties and decisions are dealt with in an ethical and fair manner.

Acting with integrity means that we all must obey the law and observe our corporate values when working with our clients and with each other. We must also manage our responsibilities well and demonstrate good governance. Individually, you can also do this by:

- Behaving appropriately – following the Cynergex Group’s Code of Conduct and values.
- Avoiding or declaring conflicts of interest, and
- Actively discouraging and preventing fraud.”

Rights and Responsibilities

Cynergex Group's Rights

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported.
- Adjust course fees, times or dates for the whole or any part of a program as required.

Cynergex Group's Responsibilities

As an RTO, we have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment.
- Do our best to make sure that students can complete their course in ways that are convenient to everyone.
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences.
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available.

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

When you enrol in one of our courses, you are agreeing to the terms and conditions outlined in this handbook.

Part 2 – General Information

Compliance with Legislation

As a registered training organisation, it is the responsibility of Cynergex Group to ensure that we fully comply with all regulatory guidelines, frameworks and the Standards for Registered Training Organisations as a condition of our registration.

Additionally, Cynergex Group abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Equal Opportunity.
- Anti-discrimination.
- Corporations.
- Apprenticeships and Traineeships.
- Student Identifiers.
- Children and Young People.
- Fair Work (including vilification, harassment and bullying).
- Copyright.
- Privacy and Personal Information Protection.
- Taxation.
- Employment and Workplace Relations.
- Workplace Health and Safety.

More information about these regulations and legal frameworks can be found at:

<https://www.legislation.gov.au> (the Australian Government website for Commonwealth Law).

<https://www.asqa.gov.au> (this is the website for the regulator of Australia's VET sector).

Environmental Sustainability

Cynergex Group acknowledges our responsibility to the environment and demonstrates a commitment towards implementing practices which will promote environmental sustainability with specific focus on the conservation of resources and the reduction of waste.

Cynergex Group will continually review ways in which to effectively integrate environmental and social considerations into everyday practices and will strive to support employees in appropriate environmental practices.

Vilification, Harassment, Discrimination and Bullying

Cynergex Group is committed to providing a safe, inclusive, and supportive environment for all students, staff, and stakeholders. We recognise the importance of fostering an organisational culture where diversity is celebrated, cultural safety is prioritised, and everyone is protected from vilification, harassment and discrimination.

Vilification is a public act that could incite hatred, serious contempt or severe ridicule towards a person or group. Vilification because of certain characteristics is against the law.

Harassment is unwelcome conduct directed towards a person based on a ground of discrimination, that a reasonable person would expect to offend, humiliate, or intimidate.

- Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated, or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate, or intimidate the other person.
- Harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other workplace participants can also be unlawful.

Discrimination occurs when a person is treated less favourably than another in their employment because of a reason or ground which is prohibited by law. The prohibited grounds of discrimination include:

- Race (including colour, nationality, descent, ethnic, ethno-religious or national origin).
- Religious belief, affiliation, conviction, or activity.
- Sex.
- Marital status, domestic status, or relationship status.
- Pregnancy (including potential pregnancy).
- Homosexuality, transsexuality, sexuality, sexual preference/orientation, lawful sexual activity, or gender identity.
- Carers' responsibilities, family responsibilities, carer or parental status, or being childless.
- Disability/impairment, including physical, mental and intellectual disability.
- Breastfeeding.
- Age (including compulsory retirement).
- Industrial/trade union membership, non-membership, or activity.
- Political belief, opinion, affiliation, conviction, or activity.
- Employer association membership, non-membership, or activity.

- HIV/AIDS.
- Defence service.
- Association (i.e., association with a person who has one or more of the attributes for which discrimination is prohibited).

Bullying is repeated, unreasonable behaviour by an individual or group of individuals, directed towards a person or a group of people that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

- ‘Repeated behaviour’ refers to the persistent nature of behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities – i.e., a pattern is being established from a series of events).
- ‘Unreasonable behaviour’ means behaviour that a reasonable person, having regard to all the circumstances, would view as unreasonable in the circumstances and may result in that employee feeling victimised, humiliated, undermined, or threatened by that behaviour.

Direct bullying includes:

- Abusive, insulting, or offensive language or comments.
- Spreading misinformation or malicious rumours.
- Behaviour or language that frightens, humiliates, belittles, or degrades, including over-criticising, or criticism that is delivered with yelling or screaming.
- Displaying offensive material.
- Inappropriate comments about a person’s appearance, lifestyle, family, sexual preferences or any personal or private matter.
- Teasing or regularly making someone the focus of pranks or practical jokes.
- Interfering with a person’s personal property or study equipment.
- Harmful or offensive initiation practices.
-

Indirect bullying includes:

- Unreasonably overloading a person with work or not providing enough work.
- Setting timeframes that are difficult to achieve or constantly changing them.
- Setting tasks that are unreasonably below, or above, a person’s skill level.
- Deliberately excluding or isolating a person from normal activities.
- Withholding information that is necessary for effective performance of the person’s requirements.
- Deliberately denying access to resources, benefit and entitlements.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say “no” before any behaviour or action can be considered harassment.

Cynergex Group is fully committed to creating and maintaining a safe, inclusive, and supportive learning and working environment. We recognise the inherent value of diversity and are dedicated to promoting an organisational culture where every individual is treated with respect and dignity. Vilification, harassment and discrimination of any kind will not be tolerated.

Rights and Responsibilities

Student Rights

All enrolled students will:

Be treated fairly and with respect by trainers, other staff and other students.

Learn in a safe training environment free from vilification, harassment and discrimination.

Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).

Have their personal information stored, maintained and protected in accordance with the National Privacy Principles.

Are provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment.

Are informed about the implications of government training entitlements and subsidy arrangements (if applicable).

Have access to our consumer protection system and our complaints and appeals process.

Be made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.

Are consulted in the development of their plan and receive an updated copy as they progress through their education.

Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.

Receive information relating to deferring or discontinuing studies.

Receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course.

Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

Student Responsibilities

All students must ensure that they:

Treat all staff, students and the public with respect, fairness and courtesy.

Provide true and accurate information throughout the course of their enrolment.

Provide a valid USI on enrolment.

Pay the necessary fees by the due date.

Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.

Always behave in ethically and responsibly.

Are punctual and attend all scheduled training and assessment sessions.

Complete assessments as scheduled and meet assessment deadlines.

Do not plagiarise, collude or cheat in any assessment event.

Do not cause damage to equipment or facilities.

Do not Illegally copy software, install software, or introduce viruses onto local computers.

Are not under the influence of alcohol or illegal drugs in the learning environment.

Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.

Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.

Do not behave in any way that might intimidate, threaten, harass or embarrass other persons.

Do not use offensive language, smoke in non-smoking areas and be free from drugs and alcohol.

If a student does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Smoking, Drugs and Alcohol

Cynergex Group aims to provide and maintain a work and learning environment that not only protects the health and safety of all staff and students but also facilitates a productive environment. A safe and productive work and learning environment includes the respectful treatment of others.

Maintaining a safe, healthy, and inclusive learning and working environment is critical to Cynergex Group. The misuse of alcohol, drugs, and tobacco poses significant risks to the well-being, safety, and productivity of our community.

- Cynergex Group is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations.
- Any student under the influence of drugs and/or alcohol is not permitted on our premises, in our courses, to use our facilities or equipment, or to engage in any Cynergex Group activity.
- People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Cynergex Group is committed to providing quality training and assessment services that adhere to the principles of access and equity to maximise student outcomes. To ensure student needs are met, we systematically collect and analyse feedback from all stakeholders, using the results to inform continuous improvement initiatives.

Feedback will be used to:

- Improve the quality of programs and courses through the development of continuous improvement plans.
- Inform professional development programs.
- Enhance program and course design and the connection between courses in a program, and
- Improve the provision of learning resources, facilities, equipment, and services.

Cynergex Group:

- Systematically monitors and evaluates training and assessment strategies and practices and use the outcomes of evaluations for continuous improvement initiatives.
- Collects and analyses feedback and satisfaction data from all stakeholders regarding all

training and assessment services provided, including services provided by third parties.

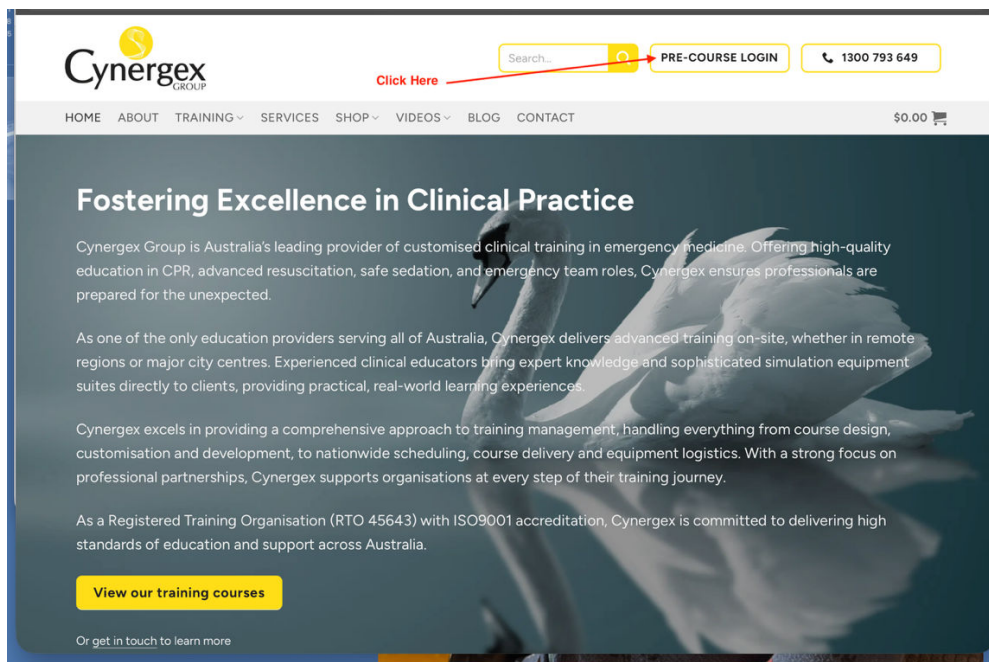
- Evaluates information which includes data collected from quality/performance indicators, validation outcomes, feedback from clients, trainers, assessors and industry, complaints and appeals, and
- Systematically monitors any training and assessment services delivered, including by third party providers.

Students may be required to participate in student surveys carried out by VET Regulators. These opportunities seek to gain your feedback regarding student engagement, provision of information and support, conduct, processes and delivery of training and assessment.

Online Learning Portal – Moodle

Upon successful enrolment, you will be given access to Cynergex Group's Moodle Portal where you will be able to access your pre-course online work. You will not be able to access this website unless you have registered on Vettrak first.

Log in to the Cynergex Moodle Portal at Cynergex Group website: <https://cynergexgroup.com.au>



Then log in to the Moodle website



Fostering Excellence in Clinical Practice

Cynergex Group is Australia's leading provider of customised clinical training in emergency medicine. Offering high-quality education in CPR, advanced resuscitation, safe sedation, and emergency team roles, Cynergex ensures professionals are prepared for the unexpected.

[Enrol With Us NOW](#)

Courses

Learning Support

Cynergex Group is committed to providing a supportive and inclusive educational environment that responds to the individual needs of each student and ensures that all students have equal access to education and are able to achieve their vocational and educational goals.

At the same time, Cynergex Group recognise that, for many reasons, students may not reach their full potential without accessing additional learning and support services.

Cynergex Group is dedicated to ensuring the welfare and wellbeing of all students by providing inclusive and flexible learning and assessment options. We recognise the importance of offering additional support services tailored to the diverse needs and circumstances of students. This approach ensures that every student can meet the program requirements and achieve their learning objectives.

Educational and support services include:

- **Pre-enrolment Support**
 - Provision of clear, accessible information and guidance to help students make informed decisions about their courses.
 - Access to pre-enrolment materials that outline course details, expectations, and requirements.
- **Learning and Study Support**
 - Additional learning resources
 - Flexible delivery options, including one-on-one time with trainers and assessors, to cater to individual learning needs.

- Access to Information and Communications Technology (ICT) support, specialised technical assistance, and resources.
- Use of assistive technology, equipment, and other resources to support students with disabilities or special learning requirements.
- Availability of learning materials in alternative formats (e.g., large print) to enhance accessibility.
- Contextualised learning and assessment programs tailored to specific workplace environments.
- **Wellbeing and Counselling Services**
 - Referral to appropriate external counselling, mental health services, and support networks for vocational, emotional, and psychological assistance.
 - Age-appropriate, culturally sensitive resources can be available to young learners.
- **Flexible Delivery and Assessment**
 - Adjustments to training and assessment schedules to accommodate individual student needs, ensuring fairness and equity.
 - Customisation of delivery methods and assessment processes to suit diverse learning styles and circumstances.
- **Equipment and Resources**
 - Ensuring that learning environments and resources are accessible and inclusive for all students

Students are encouraged to disclose and discuss any medical or special needs and/or reasonable adjustments that may be required or that may assist in the performance of their studies. Support services are available to students at all stages of their learning journey. Cynergex Group ensure that all training and assessment staff will identify students in need and facilitate support services that will assist their progress to succeed in their education.

Cynergex Group staff may identify undisclosed student support needs through:

- Monitoring evidence of poor attendance, behaviour, and assessment outcomes.
- Student self-identifying and requesting support.
- Observations during learning activities.
- Outcomes of student satisfaction surveys.
- During an interview with a student.

If a student is experiencing difficulties and/or requires counselling or personal support, or if Cynergex Group is not able to provide appropriate support to meet the student's individual needs, Cynergex Group will refer the students to an external support network.

Referral services include:

Support and Wellbeing Service	Contact Details
Alcohol and Drug Foundation	P: 1300 858 584

	W: www.adf.org.au
Beyond Blue	P: 1300 224 636 W: www.beyondblue.org.au
Centrelink Student Support	P: 1800 132 317 W: www.servicesaustralia.gov.au
Elder Abuse Help Line	P: 1300 651 192 W: www.eapu.com.au
Financial Counselling Australia	P: 1800 007 007 W: www.financialcounsellingaustralia.org.au
Kids Helpline	P: 1800 551 800 W: www.kidshelpline.com.au
Lifeline	P: 13 11 14 W: www.lifeline.org.au
Reading and Writing Hotline	P: 1300 655 506 W: www.readingwritinghotline.edu.au
1800RESPECT	P: 1800737 732 W: www.1800respect.org.au
Men's Referral Services	P: 1300 766 491 W: www.ntv.org.au/get-help
MensLine Australia	P: 1300 789 978 W: www.mensline.org.au
13 Yarn	P: 13 92 76 W: www.13yarn.org.au

Workplace Health and Safety

Cynergex Group and its related entities provide a safe and healthy environment for all staff and students in accordance with the Work Health and Safety Act 2011, associated regulatory requirements, and the Standards for Registered Training Organisations (RTOs).

All staff, students and visitors are responsible for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Cynergex Group is committed to:

- On-going assessment of the risks and hazards of the environments, and to remedy any deficiencies within its control in a timely manner.
- Complying with all relevant legislative requirements, to reflect our commitment to on-going health and safety.
- Seeking continuous improvement in WHS performance through rigorous examination of

all activities, practices, and incidents.

- Providing appropriate WHS information to all stakeholders
- Providing safe systems of work, facilities, and environment in consultation with Work Health and Safety Committees, where relevant, to protect the welfare of all stakeholders.

All courses include a verbal WHS briefing, on all courses students are required to immediately report any hazards, safety concerns or WHS issues to the trainer so they can be addressed before training continues.

Part 3 – Policies and Procedures

Access and Equity

Cynergex Group values, promotes, encourages, and integrates access and equity principles into our programs by treating all students and individuals equally and fairly. Cynergex Group is committed to providing and maintaining an inclusive and diverse workforce and a positive learning environment that fosters equal benefits and opportunities for people to pursue their vocational and educational goals through participation in Cynergex Group programs.

Cynergex Group is committed to providing inclusive and flexible learning and assessment options, allowing students and staff alternatives that recognise the diversity of their individual needs and circumstances. We are dedicated to fostering a culturally safe environment and ensuring that all students are free from vilification, harassment and discrimination.

Access and Equity Principles

Cynergex Group abides by access and equity principles and respects a student's right to privacy and confidentiality, and is sensitive to student needs

Cynergex Group will provide:

- Access to appropriate quality training and assessment services.
- Increased opportunity to participate in training.
- Equity for all people through the fair and appropriate allocation of resources.
- Equal opportunity without discrimination.
- A culturally safe environment for First Nations students
- A vilification-free, harassment-free and discrimination-free environment.

Cynergex Group provide equal opportunity for all students and are responsive to their individual needs where possible.

Cynergex Group will ensure:

- The principles of access and equity are incorporated in all training and assessment processes that impact students and potential students;
- All nominations and enrolments into training courses and programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation, and
- All students have access to the training resources, facilities, equipment, support services, information, training and assessment staff, materials, assessment opportunities and training opportunities that meet their individual needs.

Cultural Safety for First Nations Students

Cynergex Group commits to creating an environment where First Nations students feel respected, included, and supported.

Support for Students with Disabilities

All Australian RTOs have an obligation under the following laws to support students with disabilities:

- Disability Discrimination Act 1992.
- Disability Standards for Education 2005.

Cynergex Group's obligations to support students with disabilities include:

- Reasonable adjustments that allow students to participate and learn on the same basis as students without disability.
- Preventing harassment and victimisation of students with disability.
- Consultation with students with disability, their parents and caregivers, as required to develop reasonable adjustments and address concerns as they arise.

Prevention of Vilification, Harassment and Discrimination

Cynergex Group is committed to preventing vilification, harassment and discrimination in all forms. We have established clear processes for reporting, investigating, and addressing complaints related to these issues. We ensure that these processes are accessible, confidential, and supportive for all students and staff.

Assessment Appeals

Cynergex Group is committed to providing a transparent, fair, and timely process for managing assessment appeals in alignment with the Standards for Registered Training Organisations (RTOs). We ensure that all students have access to an effective appeal process when they believe an assessment decision has adversely impacted them. Our approach is guided by the principles of natural justice and procedural fairness, and we strive to resolve appeals efficiently while keeping students informed throughout the process.

When managing and processing assessment appeals, Cynergex Group will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the process.
- Make our policies publicly available.
- Set out the procedure for requesting an appeal.
- Ensure requests are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an independent party at the request of the appellant if the processes fail to be resolved.

All appeals will be taken seriously, resolved fairly, and treated with confidentiality by all staff members involved in the appeal process. Appellants will not be disadvantaged by making an assessment appeal.

Cynergex Group will:

- Promote a culture that views an appeal as an opportunity to improve our organisation.
- Address each appeal in an objective, equitable and impartial manner.
- Manage appeals in accordance with the principles of procedural fairness, ensure that appeals are resolved promptly, sensitively and in complete confidentiality.
- Ensure that the views of each appellant are respected and that any party to an appeal is not adversely affected.
- Ensure that there is a consistent response to appeals.

Cynergex Group is committed to:

- Providing a safe environment for each person to make an appeal.
- Ensuring that there are no negative consequences or retribution for any person who makes an appeal.
- Supporting participation in the assessment appeal process of any person wanting to make an appeal.
- Treating each person making an appeal in a manner that protects their privacy and respects confidentiality.
- Providing fair and timely resolution of appeals.
- Keeping each person informed at all stages of the decision-making process concerning

their appeal and the reasons for those decisions.

- Informing each person of their right to complain to an external body.
- Ensuring appeals are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Defining the responsibilities and rights of all parties.
- Responding to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or appeal process.

Students may express their appeals:

- In writing via email or letter
- Verbally, either in person or over the telephone.
- Through comments and feedback on surveys, evaluation forms and appraisal forms.
- Via a Freedom of Information request.

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

Complaints

Cynergex Group recognises our obligation to protect the rights of students and ensure that all aspects of our operations, including marketing, administration, and training and assessment processes, are conducted with integrity. We are committed to managing and responding promptly to allegations involving the conduct of our trainers, assessors, staff, students, and any third parties who deliver, market, or recruit on our behalf.

We employ a systematic approach to managing complaints, ensuring that all complainants are fully informed of the steps available to have their concerns addressed appropriately. Our process is designed to resolve complaints in a fair, efficient, and confidential manner, with a strong focus on procedural fairness and transparency.

We view all complaints as valuable feedback, providing critical insights that inform our Quality Assurance and Continuous Improvement Strategies. This commitment ensures that both individual issues and any systemic problems identified through the complaints process are addressed effectively, contributing to the ongoing enhancement of our services and compliance with the Standards for Registered Training Organisations (RTOs).

Students may express their complaints:

- In writing via email or letter
- Verbally, either in person or over the telephone.
- Through comments and feedback on surveys, evaluation forms and appraisal forms.
- Via a Freedom of Information request.

A complaint can be provided verbally to Cynergex Group staff; however, all complaints are encouraged to be made in writing via email. This allows for an objective and fair investigation to be conducted. All written complaints are to be emailed to sally.green@cynergexgroup.com.au where they will be acknowledged and actioned.

Additional Options

If in the instance of an appeal or complaint not being resolved, there are other avenues of making a complaint. These include:

- The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - www.asqa.gov.au.
- The WorkSafe Authority in your state is the point of contact for any Work Health and Safety issue.
- The relevant State Training Authority.

Consumer Protection

Cynergex Group is committed to providing accurate, ethical, and transparent information to all current and prospective students. In compliance with the Standards for Registered Training Organisations (RTOs), we ensure that all marketing, enrolment, and training processes, including those conducted through third parties, protect the rights of consumers and adhere to the highest standards of integrity.

We collect and retain only the information necessary for a student's enrolment, training, and assessment. Cynergex Group takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes implementing restricted access to electronic files, secure storage of paper files, and regular data backups.

The information provided by our consumers will be used solely for administration, communication, provision of course information, state and national reporting requirements, program monitoring, and evaluation. In accordance with the Standards for RTOs, Cynergex Group is required to provide certain student information to government agencies and/or organisations as stipulated.

Consumer Protection Complaints

If an individual believes that Cynergex Group or one of our third-party representatives has breached our obligations in the conduct of marketing, sales, or other service activities, they are encouraged to raise a complaint in writing to sally.green@cynergexgroup.com.au

We recommend that individuals first discuss their concerns with their trainer or assessor to seek an informal resolution. If the issue is not resolved at this level, or if the individual prefers to escalate the matter directly, they may submit a formal complaint to the email above.

Course Information

Courses will be advertised on Cynergex Group's website and course information will be made available to students prior to their enrolment.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with your training and assessment documentation which must be used to monitor and record your progress.

Fees and Charges

Course Fees

As Cynergex Group's business model is Business to Business, your employer is usually covering the cost of your course. The applicable fee for each course offered by Cynergex Group is provided to the employer in writing at the time of the initial course booking.

If you are an individual student booking a course with Cynergex Group then the information below may apply to you.

Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration.
- Study load and mode (full time, part time, face-to-face, online etc.).
- Any credits that may be applied through direct credit transfer, recognition of prior learning.
- Any previous qualifications held.
- Student eligibility for subsidies or concessions.

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of Cynergex Group that where enrolment fees, administrative charges or other charges are applicable, these must be paid upfront before or at the time of enrolment.

Fees and charges are reviewed on a yearly basis and are subject to change.

Fee Protection

Cynergex Group is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect, it has the following fee protection policy in place:

Cynergex Group is required to protect fees paid in advance for nationally recognised training. To meet this regulation Cynergex Group may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.

Following course commencement Cynergex Group 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 tuition or other services yet to be delivered to the student does not exceed \$1,500.

Payment Options

Payment of course fees can be made to Cynergex Group via invoice, direct bank deposit or credit card.

Failure to Make Payment

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

- a) Suspension from attending or participating in the course.
- b) Exclusion from assessment activities.
- c) Withholding of qualification and academic record.
- d) Termination of the enrolment.
- e) Exclusion from any future enrolments at Cynergex Group

Other Fees

Replacement of Training Materials

Cynergex Group will charge a fee to replace any lost training and/or assessment materials that have been previously issued.

Fees for Recognition of Prior Learning (RPL) or Credit Transfer (CT)

Student Fees will be adjusted if when granted RPL or Credit Transfer for any units in the Training Program.

Re-issue of Transcripts

An administration fee of \$40.00 applies if students require a re-issue of a document that has already been provided. Document re-issue fees apply to:



- Statement(s) of Attainment.
- Testamur.
- Record of Results.

Cancellation Fee

If students withdraw their enrolment prior to the commencement of their course they may be entitled to receive a refund of monies paid, however, Cynergex Group will retain the non-refundable administration fee of 20% of the total course fees. This fee covers the costs that Cynergex Group has already incurred in processing the application, enrolment, resources and payments.

If students withdraw from the course after the scheduled start date, no refund is applicable, and they may be required to pay any outstanding balance.

To apply to withdraw, students must submit their request in writing via email. It is advisable that the student first contact Cynergex Group prior to submitting the email.

Refunds

Cynergex Group maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a student withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.

1. If a student withdraws prior to the scheduled start of the training program to which they are enrolled, a refund will be granted less a non-refundable Administration fee of 20% of the total course fees.
2. If a student withdraws after the course commences, no refund will be granted, and the student may be required to pay any outstanding balance.
3. If Cynergex Group cancels a training program before it commences, a full refund of fees paid will be made.

Privacy

Cynergex Group respects the privacy and confidentiality of our students. We collect, use, store and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and the Student Identifiers Act 2020 (Cth).

We collect only the information we need to enrol you, deliver and assess your training, issue your qualification, and meet our legal and reporting obligations as a registered training organisation. Some of this information is required by government and we cannot enrol you without it.

How your information is used and disclosed

We report your training activity data, including personal details required under AVETMISS, to the National Centre for Vocational Education Research (NCVER) under the National VET Provider Collection Data Requirements Policy. NCVER may disclose this to the Department of Employment and Workplace Relations, other Commonwealth, state and territory authorities dealing with VET matters, and VET regulators. NCVER may also contact you to take part in student surveys.

- Where your training is government funded, we report to the relevant state or territory training department.
- The Australian Skills Quality Authority (ASQA), our regulator, may access your student file when monitoring our registration.
- We verify and report your Unique Student Identifier (USI) to the Student Identifiers Registrar.

Apart from the above, we will not disclose your personal information to any other person or organisation unless:

- a) you have given us permission; or
- b) it is required or authorised by law; or
- c) it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual.

We will not release your contact details or your results to a third party (including an employer or family member) without your written consent, unless one of the grounds above applies.

Your rights

You may ask to see the personal information we hold about you and ask us to correct it if it is inaccurate. If you are not satisfied with how we have handled your personal information you may raise it under our Complaints Policy, and you may also complain to the Office of the Australian Information Commissioner at oaic.gov.au.

A full privacy notice is provided at the back of this handbook.

Records and Information Management

Cynergex Group is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of all records and responding in a timely manner to requests for information or access to records by past or current students.

All hard copy records including personnel files and student records are stored in a locked secure office area. Electronic records are saved on a password protected computer system and training records are stored in the Student Management System. We protect records by maintaining up to date virus, firewall and spyware protection software.

Third-Party Arrangements

At this time, Cynergex Group does not engage the services of third parties. However, in line with the Standards for Registered Training Organisations (RTOs), Cynergex Group is accountable for the quality of training and assessment services provided by third parties, if we choose to use them.

If your course includes delivery by a Third-Party Provider, Cynergex Group will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf, and
- Your rights, including if Cynergex Group, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in.
- Any changes to Third-Party Arrangements.

Part 4 – Nationally Accredited Training

Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO) Cynergex Group is required to comply with the VET Quality Framework and meet a number of standards that overseen by the National VET Regulator, the Australian Skills Quality Authority (ASQA).

Each year, we conduct an internal audit of our compliance and every few years, ASQA will audit our organisation. We may ask you to participate in these audits and we appreciate your cooperation.

Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website and information pack.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a student must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education.
- Specific levels of language, literacy, numeracy and Digital (LLND) skills.
- Access to a relevant workplace where required competencies can be practiced.
- Access to a computer, software and the capacity to access online materials.
- Access to an internet connection with enough capacity to download course materials.
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade.

Course delivered by Cynergex Group may expose participants to both physical and psychological challenges and activities. It is the responsibility of the student to advise the trainer of any known physical, medical or psychological conditions.

Disclosure of these conditions will not prejudice the student's opportunity to achieve the course outcome but will allow the trainer to cater for any special needs where required.

Pre-requisites

Some units of competencies and/or qualifications may have specific pre-requisite requirements

that must be met prior to a student's enrolment in the training product.

These pre-requisites usually involve the requirement for students to hold specific qualifications or units of competency. Evidence that participants meet all course pre-requisites are required before acceptance to a course.

Enrolment

Cynergex Group implements a fair, transparent and non-discriminatory student selection process for all nationally recognised and non-accredited training programs. All potential students must complete an enrolment application and meet any required eligibility criteria for subsidised training, prior to being accepted into any of Cynergex Group programs. The application must be completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, you will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

From 1 January 2015, we Cynergex Group can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). Create your USI now at www.usi.gov.au/create-your-USI/.

If you would like us to create a USI on your behalf you must authorise us to do so and declare that you have read the relevant privacy information.

Skills Recognition and Credit Transfer

Recognition of Prior Learning (RPL)

Cynergex Group does not currently offer Recognition of Prior Learning (RPL) for its short course programs. Due to the brief duration and practical nature of these courses, the time required for a student to collect, submit and be assessed against RPL evidence would generally be equivalent to the time required to complete the scheduled training and assessment activities.

For this reason, students are required to complete the full course and participate in all required assessment tasks to ensure current competency can be demonstrated in accordance with the relevant unit requirements.

Credit Transfer (CT)

Cynergex Group recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent Units of Competency and related qualifications that you have already been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and you will be advised to seek recognition.

To ensure that we assess RPL and CT applications in a consistent and fair manner evidence must be provided.

Training Plan

Once your enrolment has been accepted and your course commences, you will be provided with the relevant training materials to support your learning. You will need to supply your own stationery materials.

You will be emailed information on your log-in details so you can access the online work. Where your course requires workplace visits or practical placement, your trainer will advise you of the details.

Duration

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e., full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Competency-Based Assessment

All the nationally recognised training delivered by Cynergex Group is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on your ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

Competency-based assessment is conducted to determine if you can demonstrate the essential outcomes related to the performance criteria within each Unit of Competency. Assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace. A unit of competency consists of:

- **Elements** – Describe the essential outcomes of the unit by breaking down the unit into actions or outcomes.
- **Performance Criteria** - Break down the element into tasks, roles and skills, and applied knowledge that reflect the required standard of performance in the workplace.
- **Foundation Skills** - Describes language, literacy, numeracy and employment skills that are essential to performance in the workplace.
- **Performance Evidence** - Specifies process and evidence, as well as the frequency or volume of evidence, that the assessor needs to collect to determine a student's competency.
- **Knowledge Evidence** - Specifies the knowledge a student must have to perform the work tasks described in the unit of competency.
- **Assessment Conditions** - Mandatory conditions, methods, contexts and resources required for assessment.

This means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace.

As a student, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will result in you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities.
- Responses to verbal questioning.
- Written responses to theory questions.

- Responding to a role play or case study.
- Conducting a project.
- Submitting a written report.
- Compiling a portfolio of work samples.
- A combination of the above.

All Cynergex Group trainers/assessors meet the requirements detailed by the Standards for RTOs, in that, training and assessment is delivered by persons who have:

- a) Vocational competencies at least to the level being delivered and assessed.
- b) Current industry skills directly relevant to the training and assessment being provided.
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and assessor to conduct the assessment.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Plagiarism

Plagiarism is taking someone else's work and using it as your own. Cynergex Group consider it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source.
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own.
- Using information (pictures, text, designs, ideas etc.) without citing original author(s).
- Unintentionally failing to cite where information has come from.

Referencing

You must provide references in your work that identifies where your information has come from (i.e., who wrote it, when it was written and the name of the text or a link to the website).

Resubmissions

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again.

If, after two (2) resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will need to meet with your trainer and discuss further options. These options may include, but are not limited to:

- Reasonable adjustment if required.
- Re-enrolling in and re-do the entire unit. Fees will also apply.

Assessment Feedback

You will receive valuable feedback regarding the outcome of each of your assessment items, from your assessor. Your assessor will provide this feedback to you verbally.

Your feedback will provide you with:

- Clear and constructive feedback on the assessment decision.
- Information on ways of overcoming any identified gaps in competency revealed by the assessment.
- The opportunity to discuss the assessment process and outcome, and
- Information on reassessment and the appeals process if applicable.

If you have any additional questions about your submission, you can speak with your assessor.

Feedback is provided to you within two (2) weeks of their submission and/or final submission date. Practical feedback may be provided immediately after the completion of assessment.

Reasonable Adjustment

Not all students are able to demonstrate skill competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. Reasonable adjustment is the process of adjusting or changing the assessment to meet the needs, characteristics and any equity requirements of the candidate being assessed. This must be applied within the framework of the unit and the impact on the organisation.

Reasonable adjustment to learning methodologies and assessment may need to be applied when a student has any of the following issues:

- Physical disabilities.
- Limited language, literacy and/or numeracy skills.

- Limited communication skills.
- Limited learning strategies.

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each student.
- Appropriate learning materials for the individual needs of each student.
- Flexible learning activities with appropriate study materials.
- Adaptable assessment procedures that enable individual students to demonstrate the knowledge, skills or competencies.

Students who believe they may require reasonable adjustment during their learning are encouraged to speak with the Cynergex Group enrolment team during the enrolment process so that we can pass this information onto your trainer/assessor and include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written.
- Allowing extra time for assessment.
- Using a support person.
- Enlarging reading material.
- Braille translations.
- Use of technology such as voice activated software screen reading, voice synthesisers.
- Use of ramps, height adjustment desks.

Withdrawing or Deferring Enrolment

Withdrawing from Training

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or other staff.
- Advise us prior to course commencement via email

You may be entitled to receive a refund of monies paid; however, Cynergex Group will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance. Contact us for more information.

Deferring Studies

You can request a deferral at any time. If you decide to defer, you can do so for a maximum of 12 months. If, after this time, you are not ready to recommence your studies, you will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise us in writing. You will not incur additional fees, and you will remain responsible for all debts and other charges related with the course.

Cancelled Courses

If Cynergex Group cancels a course for any reason, all students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Issuing Certificates

Upon your successful completion of all coursework and assessment tasks, and provided all fees are paid, Cynergex Group will issue a Testamur and Transcript, or a Statement of Attainment to you within thirty (30) calendar days.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. You can give us permission to issue referring agencies or third parties with copies of your competency report. If you have attended our training through your employer, certificates will also be issued to your employer for their records.

Replacement credentials can be re-issued. Fees may apply.

Continuous Improvement and Course Feedback

Cynergex Group is committed to providing high quality training and assessment services that are relevant to students, employers and industry and demonstrates this through systematically monitoring, evaluating and improving our practices through a quality improvement plan and continuous improvement actions.

We are dedicated to fostering a culture of continuous improvement across all areas of our operations and we achieve this through regular evaluation and enhancement of our training and assessment services, governance structures, and organisational practices.

Governance and Leadership

- Our governing body is committed to delivering high-quality training and assessment, ensuring compliance with all applicable standards, and fostering continuous improvement across the organisation.
- We have established systems to ensure all third parties involved in training and assessment are aware of and meet the requirements of the Standards.

Continuous Improvement Processes

- Feedback from students, staff, employers, and industry stakeholders is systematically collected, analysed, and utilised to enhance training and assessment services.
- We employ a variety of feedback mechanisms, including surveys, focus groups, and regular consultations, to identify opportunities for improvement.

Quality Assurance and Compliance

- Regular internal audits and reviews are conducted to ensure compliance with the VET Quality Framework and other regulatory requirements.
- We maintain a **QA Schedule & Continuous Improvements Register** to document and monitor improvement initiatives, ensuring timely implementation and review.

Professional Development

- Our commitment to staff development supports our goals of quality training delivery and organisational excellence

For more information on any of our policies, please feel free to contact us.

We wish you all the best and look forward to supporting your learning journey!

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), Cynergex Group collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with your personal information, you will not be enrolled as a Cynergex Group student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We may be required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act), the NVETR Act and the Student Identifiers Regulation 2014. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil its functions and activities, including:

- administration of VET, such as program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates for policy, workforce planning and consumer information.

DEWR may be authorised by law to share 'public sector data' with third parties, including under the Data Availability and Transparency Act 2022 (Cth) (DAT Act). 'Public sector data' is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body..." and therefore includes any data collected by the department as part of performing VET related functions. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

State training authorities may use your personal information for statistical, regulatory and research purposes. For more information about how the State training authorities will handle your personal information, please refer to the relevant State's training authority website or request information from Cynergex Group using the details below.

Surveys

You may receive a student survey from a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Cynergex Group to:

- Request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.