

SYNERGY TRAINING CENTRE

Union House | 111 New Union Street | Coventry | CV1 2NT

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Candidate Learning Agreement

Produced By:
Harshad Patel – Assessment Centre Manager

On behalf of Synergy Training Centre

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Issued Date: 27/02/2022
Issue Revision: v1.0

Candidate Learning Agreement

This agreement describes a partnership between

Candidate Name

.....

&

Training Provider

.....

The learning programme provided will include the following qualification(s):

Qualification	Level

1.0 Purpose

This Learning Agreement reflects the commitment of the candidate to work in collaboration with Synergy Training Centre to raise the attainment and the opportunities for progression for as an Energy Professional. In particular, this Agreement is intended to clarify the responsibilities of the candidate a training provider.

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2.0 Candidate

Do you have any learning difficulties that Synergy Training Centre need to be aware of and take into consideration during the training and assessment process? **Yes / No**

If Yes, please provide details:

1. I understand that the course fee is payable in full to reserve my place.
2. I understand that I can only amend the date of the course or cancel my place on the course if I give Synergy Training Centre at least 14 days' notice.
3. I understand that if I give less than 14 days' notice, the course fee is not refundable.
4. I understand that if I wish to cancel my place on the course, I will also incur an admin charge of £80
5. I understand that I must cover my own travel and expenses of attending the course.
6. I will attend and be punctual for all elements of my learning programme and any absences will be explained.
7. I will follow all reasonable instructions given by learning provider staff.
8. I will submit all required documents provided by Synergy Training Centre.
9. I will complete work assignments at the appropriate time to the best of my ability.
10. I will behave appropriately at all times and will care for and return all property.
11. I will comply with Health and Safety requirements laid down by Synergy Training Centre.
12. I am aware of the Synergy Training Centre equal opportunities policy and will abide by this.
13. I will inform my assessor and/or trainer if I have any concerns about my learning progress or my portfolio.
14. I will take responsibility for following any examination procedures and ensure attendance at the correct time and place.
15. I understand that I may be required to be observed as part of this course.
16. I will ensure the work submitted in my portfolio is my own work and understand my portfolio will be compared to others for acts of plagiarism. If this is identified I understand I will be asked to explain the reasons for this, please refer to Synergy Training Centres Plagiarism Policy.
17. Synergy Training Centre will support all learners' towards portfolio completion. Support refers to the assessment of the learner's portfolio and access to the technical support team.
18. Portfolio progress is at the discretion of the assessor who has to ensure your portfolio is of the required standard. You can appeal against your assessment outcome (refer

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to appeals procedure). Your Internal Verifier has the final decision on whether or not your portfolio is suitable to be signed off as complete.

- a. Portfolios are submitted and completed on a task by task basis through the OneFile system. Once a task has been submitted, the assessor will attempt to respond within 7 working days.
 - b. If the assessment process involves assessing a full portfolio (not task by task) then the portfolio will be assessed up to 4 weeks from date of receipt. Re-assessments can take up to 3 weeks.
19. I understand that failure to comply with any of the above responsibilities may result in my portfolio being returned.
20. Portfolio support will initially be given for 3 months. After the third month, the learner's activity and progress made on their OneFile account will be reviewed and following an additional charge of £250, further support will continue.
21. I understand that Synergy Training Centre will only register me with the Qualification Awarding body once I have made sufficient progress with my portfolio. If I fail to make sufficient progress, I understand that Synergy Training Centre have the right to retain all fees paid, including the registration fee.
22. I understand that if I do not put sufficient effort into completing the qualification, that I have commenced, Synergy Training Centre may invoke the following:
- a. The right to charge an additional reasonable fee should the learner wish to continue the portfolio assessment after support has been withdrawn.
 - b. The right to archive any learner account on OneFile where the learner fails to complete their qualification within 3 months of attending a course.
 - i. Once an account has been archived, the learner may have to attend a further course, in order to retrain due to the likelihood of changes to industry standards or methodology.

I agree to the obligations above and have received copies of the Synergy Training Centres Plagiarism Policy and Appeals Procedure. I have also received an induction concerning fire and other associated housekeeping matters.

Signature	
Print Name	
Date Completed	

3.0 Learning Provider

1. We will provide suitably qualified staff to deliver the programme. Staff will attend courses on time and all assignments will be marked and returned within a reasonable period.
2. We will provide an induction programme including rules and regulations, health and safety requirements and an introduction to the learning programme

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3. Technical, assessor and verifier support in production of the portfolio is available by calling 0116 221 9481.
4. We will make available suitable resources
5. We will make use of a candidate survey to seek candidate feedback on the delivery of the learning programme and on the facilities provided
6. We will monitor the progress and achievement of the candidate
7. We will provide feedback regarding any candidate whose progress or behaviour warrants concern to the awarding body. For example, constant plagiarism of the work being produced.
8. If any learning difficulties have been identified in the candidate section of this agreement they will be treated with sensitivity and the candidate assisted wherever required. The awarding body will also be notified of any special dispensation that is given to the candidate.

I agree to the obligations stated above:

On behalf of the provider of learning, Synergy Training Centre:

Date of Issue: 1st February 2023	Signed: <i>H S Patel</i>
Date of Next Review: 30th January 2024	Print Name: Harshad Patel Centre Manager