



# Level 2 Facilitator Certification

7266 SW 26<sup>th</sup> Avenue • Portland, Oregon 97219

503.452.9451 phone • 503.452.1521 fax

info@teamsynergo.com • www.teamsynergo.com

---

As the challenge course industry continues to develop and change the demands placed on facilitators has increased. Today's challenge course facilitator needs to be prepared to handle a variety of situations in a wide range of settings. Facilitators must possess the technical knowledge to facilitate programs using high and low challenge course elements. In addition, they are expected to have the soft skills necessary to understand the needs of the group as well as the individuals that make up that group.

The Level 2 Certification, provided by Synergo, is designed for facilitators who have some experience in the industry to further their education and obtain the hard and soft skills needed to be a 'lead facilitator' on the challenge course. These certifications align with the ACCT Practitioner Certification Standards. Synergo has been reviewed and accredited to offer these certifications as an ACCT Professional Vendor Member (PVM).

## **Skills Covered:**

Participants need to fully meet the skills and be able to apply them in most circumstances as well as in complex situations. The Level 2 Certification will cover the following areas:

### **Core Competencies**

- Design and develop programs that align with the philosophy, and ethical standards that drive the group they are working with
- Develop an awareness of appropriate knowledge of their personal abilities and shortfalls as they pertain to facilitation in the programs they will be running
- Understand the certification model, use a facilitator's portfolio and receive continuing education in the field
- Have an understanding of how courses are different and how this will affect their facilitation

### **Technical Competencies**

- Set-up and take down challenge course elements
- Basic care and maintenance of challenge course elements and equipment
- What to be aware of during daily challenge course assessments
- Rappelling and belaying
- Spotting assessment instruction and use
- Challenge course rescue procedures (understand, recognize and implement)
- Basic challenge course policies and procedures, industry standards, local operating procedures

### **Facilitation Competencies**

- Communicate effectively with other staff and groups
- Conduct needs assessment of group
- Design and deliver a program that meets the needs of the group
- Assess individual and groups readiness to use elements
- Briefing and frontloading skills (taking into account the group demographics, needs, desires, and dynamics)
- Debriefing and processing skills (taking into account the group demographics, needs, desires, and dynamics)
- Respond appropriately to changes in group or individual dynamics

The major difference between the Level 1 and Level 2 Certification is the depth of understanding that is needed for certification. In Level 1 participants are expected to 'minimally meet' or have a basic understanding of the topics covered, while Level 2 participants will need to be able to apply the topics in most situations and a few complex areas as well.

**Hours:**

This is a 40 hour training. That is spread out over 4 days along with one day of testing. Attendance is required at all 4 days

**Testing:**

Testing will take place on a specific testing day. A testing date is always scheduled on the day following your 4 day training, but if that testing date does not work, participants can choose to test from a list of dates. There will be a comprehensive written and practical test. Participants need to pass both with a minimum of 80% correct to become certified (certain aspects of the test participants will need to pass at 100% to be certified).

**Other Details:**

- This is a 3 year certificate
- Valid First Aid and CPR certifications need to accompany this certificate and be kept up to date
- Minimum age for this certification is 18 years old on the date of certification completion
- Level 1 Certification (or equivalent) is required to take the Level 2 Certification
- Two hundred diverse documented hours (in the facilitator's portfolio) are required before Level 2 Certification
- Every effort will be taken by the trainers to make sure your training is successful. If you need any special assistance during the testing or training, please talk with the Lead Trainer on the first day of training.

**Training Cost:** \$675

The cost of the training includes all training materials, meals and lodging.

**Testing Cost:** \$100

Testing cost does not include meals or lodging.

**For information on times, dates and to register:**

Please contact Lindsay James at [Lindsay@teamsynergo.com](mailto:Lindsay@teamsynergo.com) or 503-452-9451