

## Section 2: Individual Evidence Extension RPL Pack

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**Western Sydney University The College (90319)**

### **CHC24015 - Certificate II in Active Volunteering**

Applicant Name: \_\_\_\_\_

Student ID (if known): \_\_\_\_\_

Submission Date: \_\_\_\_\_

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### **About this pack**

This pack is for **Section 2: Individual Evidence Extension**. It includes all the evidence templates for units of competency that **cannot be fully recognised through verified teaching practice alone**.

These units require you to provide **additional, tangible evidence** (e.g., records of volunteering, client-facing interactions, training certificates, or reflections) to demonstrate that you meet the required skills and knowledge.

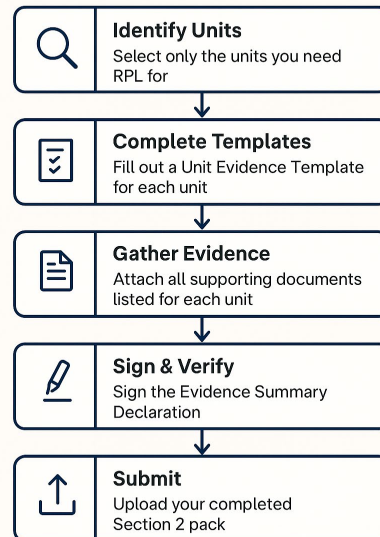
#### **If you do not currently have the required evidence**

- You may need to **complete additional activities**, such as a **simulated assessment, a workshop, or a structured volunteer project**, to meet the competency requirements.
- Your program coordinator or the RTO Assessment Team will advise you of any **gap training or workshops** available to help you complete these units.

### How to use this pack

1. **Select only the units you are applying RPL for.**
2. **Complete all prompts** – they are designed to help you provide evidence that meets the **ASQA principles of assessment** (fair, flexible, valid, reliable) and **rules of evidence** (valid, sufficient, authentic, current).
3. **Attach all required supporting documents** listed in each template (e.g., logs, certificates, redacted communications).
4. **Sign the declaration** at the end to confirm that all evidence provided is true and your own work.

### SECTION 2: INDIVIDUAL EVIDENCE EXTENSION PROCESS AT A GLANCE



Please **tick the units of competency** you are applying for Recognition of Prior Learning (RPL):

- ☐ [CHCCOM001 – Provide First Point of Contact](#)
- ☐ [CHCVOL001 – Be an Effective Volunteer](#)
- ☐ [HLTAID010 – Provide Basic Emergency Life Support](#)
- ☐ [CHCDIV002 – Promote Aboriginal and/or Torres Strait Islander Cultural Safety](#)

### ***Evidence at a Glance***

Unit Code	Unit Title	Evidence Required
CHCCOM001	Provide First Point of Contact	Client-facing experience or completion of simulated workshop activities
CHCVOL001	Be an Effective Volunteer	Log of 20+ hours of structured volunteer service + short reflection
HLTAID010	Provide Basic Emergency Life Support	Valid First Aid Certificate (HLTAID010/011/012) issued within last 3 years
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander Cultural Safety	Reflection on cultural competence + evidence of inclusive practice

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## CHCCOM001 - Provide First Point of Contact

### Evidence Submission Template

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#### How to Apply for RPL

To show you can **provide a first point of contact service**, please complete the following:

1. **Record 10 real interactions with parents, carers, or community members**
  - Spread across **at least 3 different days or events**.
  - At least **3 interactions** must involve people with **more than one need** (for example: needing help with enrolment and raising a complaint).

Date	Event/Context	Client Need(s)	Service Provided	Outcome
Example				
12/02/25	Parent-teacher interviews	Concern about child's behaviour <b>and</b> request for referral to counsellor <i>(multi-faceted)</i>	Listened, explained school behaviour policy, provided referral process to counsellor	Parent reassured, referred to school counsellor

2. **Give examples of how you managed different types of people:**

- **One aggressive person** (e.g., an upset parent).
- **One distressed person** (e.g., a parent upset about their child's progress).
- **One person with cognitive difficulties** (e.g., someone who needed extra help understanding information).

**Write a short paragraph (3–5 sentences) for each situation, explaining:**

- **What happened:** Who was the person, and why were they aggressive/distressed/struggling?
- **What you did:** What strategies did you use (e.g., active listening, calming techniques, providing extra time, seeking help from another staff member)?
- **The outcome:** How was the situation resolved?

**Example:**

*"An upset parent became aggressive during a parent-teacher interview when discussing their child's grades. I stayed calm, acknowledged their feelings, and clearly explained the school's assessment policy. I offered to arrange a follow-up meeting with the Head Teacher. The parent agreed to the meeting, and the situation was de-escalated."*

3. **Provide 1 or 2 examples of information you provided:**

- This could include **fact sheets, emails, letters, or printed handouts** you gave them.

4. **Give 1 or 2 examples of how you collected and recorded their details:**

- For example, a **redacted log entry**, a **sign-in sheet**, or notes you made in the school's system (remove names for privacy).

## Reflection (200–300 words)

In your own words, describe:

1. **How you greet and help people** when they first come to you.
2. **How you work out what they need most urgently** and decide what to do first.
3. **How you keep private information safe** and only share it when allowed.
4. **How you stay professional** (e.g., keeping good boundaries).
5. **How you make sure everyone feels included and respected** (e.g., people from different cultures or with additional needs).

5. Tick (✓) each performance criterion listed below if you can confirm that you have personally achieved this requirement in your work or voluntary practice.

Element	Performance criteria
1. Greet and observe people	<input type="checkbox"/> Listen to and greet people accessing service in a pleasant, respectful and accepting way <input type="checkbox"/> Respond to distressed people in a relaxed and calm manner and seek assistance as required <input type="checkbox"/> Respond appropriately to diverse people and behaviour in line with organisation requirements <input type="checkbox"/> 1.4 Discuss any concerns or problems with supervisor

2. Follow organisational procedures to collect routine client information	<input type="checkbox"/> 2.1 Collect and document identifying information in accordance with organisation and confidentiality requirements <input type="checkbox"/> 2.2 Discuss reasons for contact with the service <input type="checkbox"/> 2.3 Explain and uphold rights and responsibilities of the client and confirm understanding
3. Identify priority of need	<input type="checkbox"/> 3.1 Identify urgency and nature of need and refer in accordance with organisation guidelines <input type="checkbox"/> 3.2 Identify and respond to issues of personal safety for self, clients and others in accordance with organisation procedures and scope of own role <input type="checkbox"/> 3.3 Recognise situations beyond the scope of role and seek assistance
4. Provide service information	<input type="checkbox"/> 4.1 Provide client with current, relevant and culturally appropriate service information <input type="checkbox"/> 4.2 Assist clients to contact other agencies or services as appropriate to obtain further information <input type="checkbox"/> 4.3 Ask the client if information needs have been met and provide further assistance if required

### Applicant Declaration

I declare that all information provided is true, current, and verifiable. I consent to my supervisor being contacted for verification and understand that additional evidence may be requested.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Supervisor Testimonial

Please confirm this person has competently provided first point of contact services, managed challenging interactions, maintained confidentiality, and followed organisational procedures.

Supervisor Name: \_\_\_\_\_ Position: \_\_\_\_\_

Organisation: \_\_\_\_\_ Contact: \_\_\_\_\_



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## CHCVOL001 - Be an Effective Volunteer

### Evidence Submission Template

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#### How to Apply for RPL

##### 1: Volunteer Service Log

**Instructions:** Document minimum 20 hours of structured volunteer service (unpaid work only) *You can include more than one organisation if needed.*

**Organisation Name:** \_\_\_\_\_

**Type:**

☐ Community

☐ Charity

☐ Religious

☐ Environmental

☐ Sporting

☐ Cultural

☐ Other: \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Contact Details:** \_\_\_\_\_

**Your Role/Position:** \_\_\_\_\_

Date	Hours	Activity Description	Supervisor/Witness
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**Subtotal Hours:** \_\_\_\_\_

**Total Volunteer Hours (all organisations):** \_\_\_\_\_ (Must be at least 20 hours)

## 2. Volunteer Rights & Responsibilities

In 300–500 words, describe how your **volunteer experience** taught you the following rights and responsibilities. Mention the type of organisation, your role, and how you applied these in practice.

### My Rights as a Volunteer:

- ☐ I worked in a safe environment
- ☐ I was respected and treated fairly
- ☐ I received clear instructions about my role
- ☐ I accessed training or orientation for my role
- ☐ My personal information was kept confidential
- ☐ Other: \_\_\_\_\_

### My Responsibilities as a Volunteer (from my prior experience):

- ☐ I followed organisation rules and policies
- ☐ I was reliable and punctual
- ☐ I respected confidentiality
- ☐ I worked cooperatively with staff and other volunteers
- ☐ I followed health and safety procedures
- ☐ Other: \_\_\_\_\_

3. Tick (✓) each performance criterion listed below if you can confirm that you have personally achieved this requirement in your work or voluntary practice.

Element	Performance criteria
1. Prepare for volunteer work	<ul style="list-style-type: none"><li><input type="checkbox"/> Identify the rights and responsibilities of the organisation and apply to work</li><li><input type="checkbox"/> Identify the rights and responsibilities of the volunteer and apply to work</li><li><input type="checkbox"/> Identify relevant policies and procedures and apply to work</li></ul>

	<input type="checkbox"/> Identify the organisation's structure, lines of communication and authority and boundaries of work roles that apply to own work <input type="checkbox"/> 1.5 Participate in required background checks in accordance with organisation and legislative requirements
2. Work as a volunteer	<input type="checkbox"/> 2.1 Manage and organise own time and work tasks <input type="checkbox"/> 2.2 Work as part of a team to meet organisation needs <input type="checkbox"/> 2.3 Maintain appropriate communication networks, processes and relationships between paid and unpaid staff in relation to volunteer work <input type="checkbox"/> 2.4 Identify and access available support structures as required <input type="checkbox"/> 2.5 Respond to problems and contingencies related to the workplace in accordance with role
3. Check and complete work in consultation with supervisor	<input type="checkbox"/> 3.1 Seek and receive feedback on own performance <input type="checkbox"/> 3.2 Request advice, assistance, clarification and further information as required <input type="checkbox"/> 3.3 Report any issues and/or unresolved problems to supervisor <input type="checkbox"/> 3.4 Complete relevant reports or workplace documentation as required

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## HLTAID010 - Provide Basic Emergency Life Support

### Evidence Submission Template

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#### How to Apply for RPL

This unit can be recognised through your **current or prior First Aid certification**.  
Please follow the pathway that applies to you:

- ☐ **Pathway 1 – Current Certificate (Preferred)**
  - Your **HLTAID010/011/012 certificate is less than 3 years old**.
  - **Action:** Attach a copy of your certificate. **No further evidence required.**
- ☐ **Pathway 2 – Recently Expired Certificate**
  - Your certificate expired **within the last 2 years** (between 3–5 years since issue).
  - **Action:** Attach a copy of your expired certificate **AND** provide evidence of how you have kept your skills current (e.g., workplace logs showing use of first aid, supervisor statement, or refresher training records).
- ☐ **Pathway 3 – Certificate Older Than 5 Years**
  - Your certificate expired **more than 5 years ago**.
  - **Action:** You must **complete a new HLTAID010 course**. RPL is **not available** for this unit.

## 1. Certificate Details

<b>Certificate Type:</b> <input type="checkbox"/> HLTAID010 <input type="checkbox"/> HLTAID011 <input type="checkbox"/> HLTAID012 <input type="checkbox"/> Other: _____
Training Provider/RTO: _____
RTO Number: _____
Certificate Number: _____
Issue Date: _____
Expiry Date: _____

**Attach a copy of your certificate here.**

## 2. (Only for Pathway 2) Evidence of Maintaining Skills

*If your certificate expired within the last 2 years, provide at least one of the following:*

- ☐ Statement from a supervisor confirming recent use of first aid skills in your role
- ☐ Workplace records/logs of first aid incidents you have managed
- ☐ Evidence of attending refresher training or in-service updates

☐ **Tick (✓) each performance criterion listed below if you can confirm that you have personally achieved this requirement in your work or voluntary practice.**

Elements	Performance criteria
1. Respond to an emergency situation.	<input type="checkbox"/> Recognise and assess an emergency situation. <input type="checkbox"/> Ensure safety for self, bystanders and casualty. <input type="checkbox"/> Assess the casualty and recognise the need for first aid response.

	<input type="checkbox"/> 1.4. Seek assistance from emergency services.
2. Apply appropriate first aid procedures.	<input type="checkbox"/> 2.1. Perform cardiopulmonary resuscitation (CPR) in accordance with the ARC guidelines. <input type="checkbox"/> 2.2. Provide first aid in accordance with established first aid principles. <input type="checkbox"/> 2.3. Display respectful behaviour towards casualty. <input type="checkbox"/> 2.4. Obtain consent from casualty where possible. <input type="checkbox"/> 2.5. Use available resources and equipment to make the casualty as comfortable as possible. <input type="checkbox"/> 2.6. Operate first aid equipment according to manufacturers' instructions. <input type="checkbox"/> 2.7. Monitor the casualty's condition and respond in accordance with first aid principles.
3. Communicate details of the incident.	<input type="checkbox"/> 3.1. Accurately convey incident details to emergency services. <input type="checkbox"/> 3.2. Report details of incident in line with appropriate workplace or site procedures. <input type="checkbox"/> 3.3. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
4. Review the incident.	<input type="checkbox"/> 4.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required. <input type="checkbox"/> 4.2. Contribute to a review of the first aid response as required.

## **Applicant Declaration**

I declare that:

- The information provided is true and correct.
- I have attached the appropriate evidence based on my certificate status.
- I understand that false or misleading claims may result in my application being rejected.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



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## CHCDIV002 – Promote Aboriginal and/or Torres Strait Islander Cultural Safety

### Evidence Submission Template

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#### How to Apply for RPL

This unit recognises your **prior learning and experience** in promoting Aboriginal and Torres Strait Islander cultural safety.

Choose the pathway that applies to you:

- **Pathway 1 – Current Training & Practice**
  - You have **completed formal cultural safety training in the last 3 years AND** actively applied this in your workplace (e.g., through inclusive practice, community engagement).
  - **Action:** Attach your training certificate **plus** a short reflection (see Section 2).
- **Pathway 2 – Past Training + Ongoing Experience**
  - You completed cultural safety training **over 3 years ago AND** can show evidence of ongoing engagement (e.g., NAIDOC participation, curriculum integration, community partnerships).
  - **Action:** Attach your certificate **plus** evidence of how you continue to apply and develop your skills (see Section 3).
- **Pathway 3 – No Formal Training but Significant Experience**
  - You have **no formal certificate** but can provide strong evidence of workplace practice, community engagement, and professional development in cultural safety.
  - **Action:** Complete all sections (2–4) and attach supporting documentation.

## 1. Training Evidence

*Attach at least one of the following:*

- ☐ Certificate of completion for cultural safety/awareness training (e.g., Reconciliation Australia, AECG, in-service PD)
- ☐ Record of participation in cultural competency workshops or webinars

**Training Program Name:** \_\_\_\_\_

**Provider:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

## 2. Reflection (300–400 words)

In your own words, describe:

- How your understanding of Aboriginal and Torres Strait Islander cultural safety has developed.
- Specific actions you take to promote cultural safety in your work (e.g., inclusive curriculum, respectful acknowledgment of Country, engaging with Aboriginal Education Officers).
- How you address your own cultural biases and assumptions.
- Challenges you've faced in promoting cultural safety and how you've overcome them.
- Your ongoing commitment and future goals in this space.

### 3. Evidence of Practice

*Attach or describe at least 3 **examples** that demonstrate how you promote cultural safety:*

Examples may include:

- ☐ Participation in NAIDOC Week, Reconciliation Week, or other cultural events (attach program, photo, or supervisor statement)
- ☐ Collaboration with Aboriginal Education Officers, Elders, or community members (attach email, meeting notes, or testimonial)
- ☐ Curriculum resources that include Aboriginal and Torres Strait Islander perspectives (attach samples or lesson outlines)
- ☐ Involvement in your school or workplace's Reconciliation Action Plan (attach evidence of your contributions)
- ☐ Initiatives to address racism or discrimination in your environment (describe actions and outcomes)

**Describe your 3 strongest examples:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### 4. Colleague Testimonial

*A colleague or supervisor who has observed your practice must complete this section.*

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Contact Details:** \_\_\_\_\_

I confirm that \_\_\_\_\_ (applicant) actively promotes Aboriginal and Torres Strait Islander cultural safety in their role by:

- ☐ Respectfully engaging with Aboriginal and Torres Strait Islander students
- ☐ Participating in cultural safety initiatives
- ☐ Collaborating with Aboriginal Education Officers or community members
- ☐ Addressing racism or discriminatory behaviours when observed

**Comments:**

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**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Applicant Declaration

I declare that:

- All evidence submitted is authentic and represents my own work/experience.
- I understand the assessment requirements for each unit of competency.
- I have completed the evidence template for each unit of competency I wish to apply for Recognition of Prior Learning (RPL).
- I confirm that the evidence provided is accurate, current, and aligns with the elements, performance criteria, performance evidence, and knowledge evidence of the units as guided by the templates.
- I consent to verification of evidence through third parties if required.
- I acknowledge that false or misleading information may result in cancellation of this application.

Applicant Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Next Steps:

1. Ensure all required sections are completed and evidence is attached.
2. Submit this pack to your Principal/Head Teacher for verification.
3. Verified packs will be forwarded to the RTO for assessment and confirmation of RPL outcomes.

### For clarification or assistance with this RPL pack:

**Contact:** Gavin Webber, RTO Assessment Team

**Email:** [rto@westernsydney.edu.au](mailto:rto@westernsydney.edu.au)

**Phone:** 1800 222 423

**Hours:** Monday–Friday, 9:00 AM – 5:00 PM