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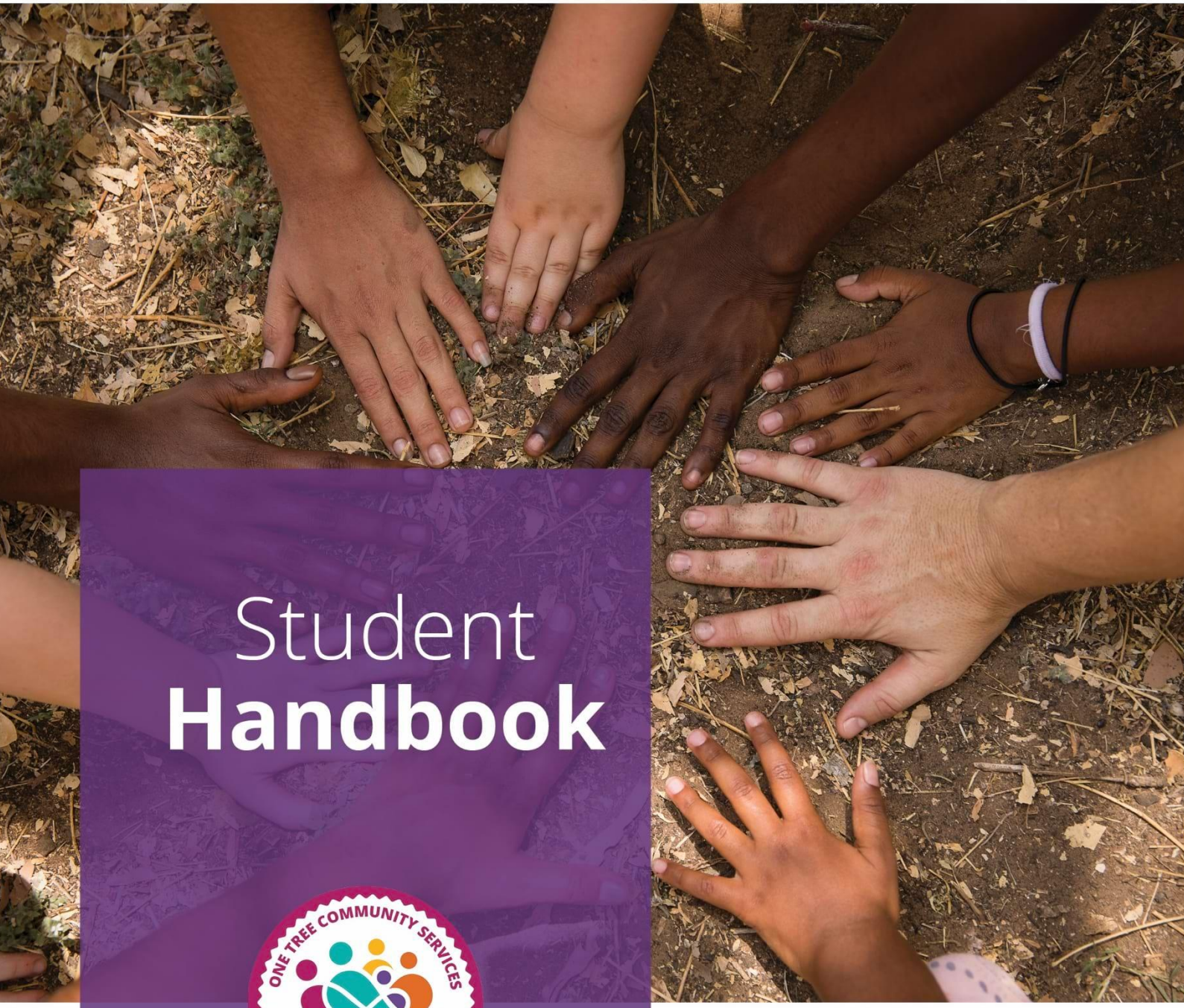

Student Handbook

ONE TREE COMMUNITY SERVICES
REGISTERED TRAINING ORGANISATION
NATIONAL PROVIDER NUMBER 52228

Registered Training Organisation

one tree community services
the place to be

ONE TREE REGISTERED TRAINING ORGANISATION

Perth Office
T: (08) 6557 4400
M: 0438 929 582 – General Manager RTO
E: training@onetree.org.au
Whadjuk Country
277 Great Eastern Highway, Belmont WA 6104
PO BOX 3074, Belmont East WA 6104

Karratha Office
M: 0484 115 601 – Trainer & Assessor
Welcome Lotteries House
Ngarluma Country
Unit 4/7 Morse Court, Karratha WA 6714
PO BOX 169, Karratha WA 6714

Darwin Office
M: 0458 748 298 – Trainer & Assessor
Larrakia Country
Level 1, Office 3, 82 Smith Street, Darwin City NT 0800
PO Box 361, DARWIN NT 0801

One Tree Community Services is committed to developing quality resources that meet the needs of our customers. Every effort has been made to ensure the information in this handbook is accurate.

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Developed and published in Australia by One Tree Community Services.

one tree community services

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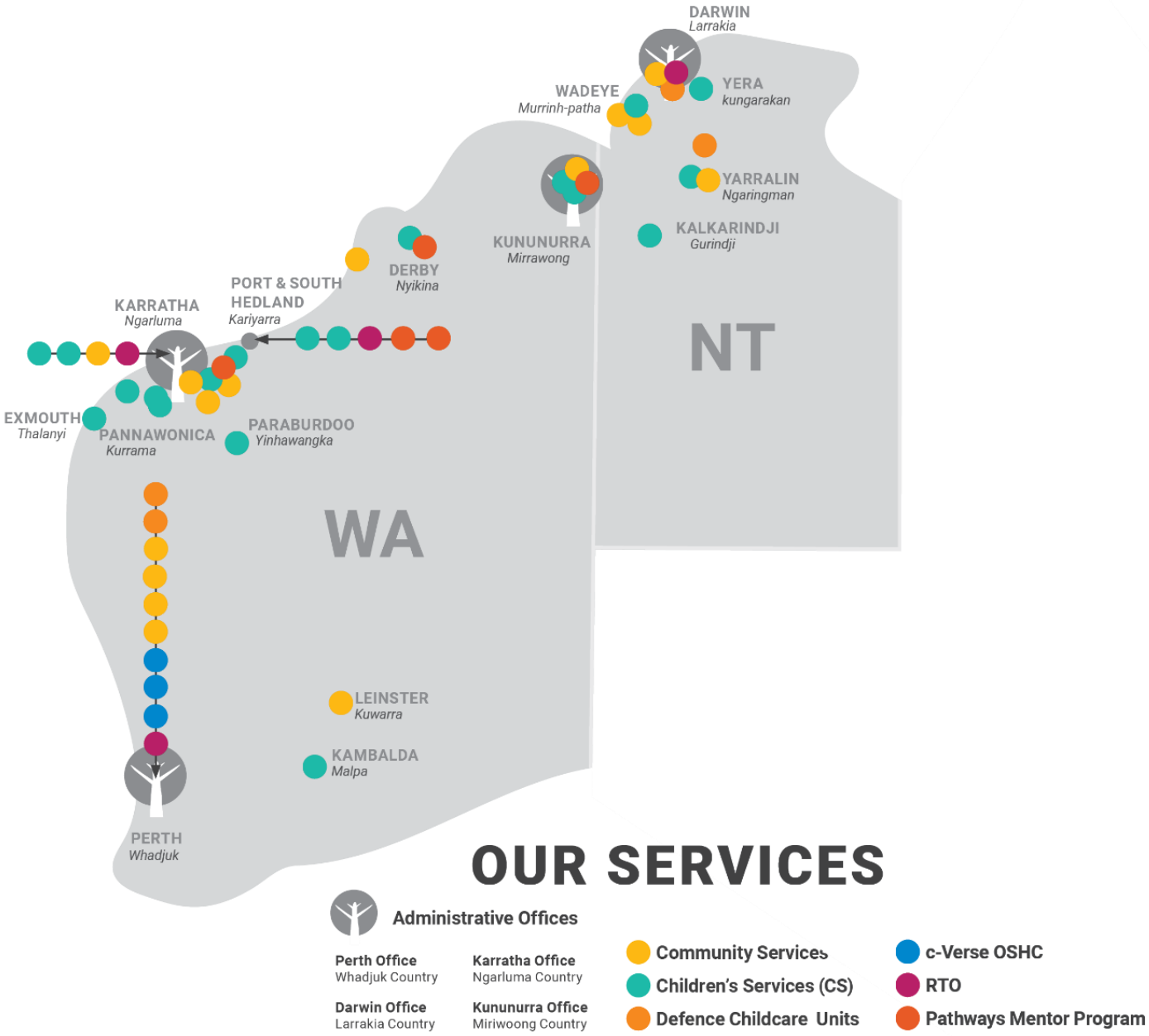
ACKNOWLEDGEMENT OF COUNTRY

One Tree acknowledges the Traditional Custodians of the lands on which we work.
We pay special thanks and respect to the Elders and Leaders who have welcomed us to Country on your lands at each of our services across Australia. We provide this Acknowledgement of Country in the spirit of reconciliation and as part of our commitment to the ongoing work toward reconciliation.
One Tree values and respects the knowledge and heritage of First Nation's people. We acknowledge Aboriginal and Torres Strait Islander people as our first teachers and caretakers. We respect the continued and ancient tradition of orally passing down stories, knowledge, history, and language.
As wisdom flows to the next generation, we recognise the learning, culture, and strengths that Aboriginal children and their families bring to our services.
We are grateful to be able to work alongside and learn from Aboriginal and Torres Strait Islander people as experts.



WELCOME – MEET THE TEAM

Thank you for choosing One Tree Community Services Registered Training Organisation (RTO) to be part of your learning journey. We are committed to assisting you in furthering your career and reaching your goals.

We are proud to deliver high quality, nationally recognised training Australia Wide. An RTO is an organisation formally recognised by the government to provide nationally accredited vocational education and training and/or assessment services. We are required to comply with the Australian Quality Training Framework (AQTF) which is a set of nationally agreed standards that provide a benchmark for Australian RTOs.

One Tree delivers a caring, supportive, inclusive learning environment to ensure you achieve the appropriate academic standard. Our approach is to provide you with a safe, fair and supported setting, with quality training and assessment that caters for individual learning needs.

We strive to attract, recruit and retain talented, knowledgeable and dedicated trainers that recognise the value of industry engagement as the driving force in influencing our training and assessment approaches. As an organisation we conduct ourselves ethically and with integrity.

Please take the time to read through this handbook. It contains our code of practice, an overview of our key policies and procedures and practical information about your course.

We wish to extend a warm welcome and look forward to assisting in any way possible to help you achieve enjoyment and success with your studies.

Warm regards,

Sam Bullen

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ABOUT ONE TREE

Our story began in 1973, when a small group of community-minded parents came together to create a safe place where children could play after school. This small group grew and by March 1975 became registered as the Out of School Childcare Association (OSCCA) delivering “out of school care” across Perth. In these early days, OSCCA was the main out of school care (OSC) provider, operating eight OSC services and six vacation care programs.

In 1989, OSCCA changed its name to the Children’s Services Support Unit Incorporated (CSSU) and finally became known as One Tree Community Services in 2016. One Tree Community Services works with people and communities to transform challenges into possibilities. Our strength is providing services in rural and remote areas, or challenging environments.

We are a not-for-profit organisation providing early childhood education and care, community services and professional support predominantly within Western Australia and Northern Territory. Our spirit of working together, meeting the challenge and being determined to lead inspires everything we do. Creating a sense of belonging—for our staff, and the children, families and communities we work with is important to us.

Our RTO was launched in 2010. It was established initially to provide training for our own staff. After receiving interest from other Education and Care providers, we decided to offer the Certificate III in Early Childhood Education and Care (ECEC) and the Diploma of Early Childhood Education and Care externally.

By 2013 we kicked off our School Based Traineeship program for the Certificate lll in ECEC in Karratha, which was the first in WA. This program has grown over the years and is now delivered in many high schools across WA and NT. We have added Certificate II and III in Community Services to scope and have started delivering these qualifications to communities all over Australia.

We have fully qualified, dedicated trainers that care about providing the necessary ongoing support and industry knowledge to ensure you reach your full learning potential. These staff have a strong commitment to providing high quality training that you can apply to real practice from your learning experience with us.

STUDENT SUPPORT

One of our main functions is to support you so you can achieve your goals. We treat students as individuals and not just a number.

We do this by:

- making sure you are informed of your rights in a fair and clear way;
- answering your academic questions with accuracy and at an appropriate level to support your individual learning skills;
- giving you high quality advice, information and guidance;
- replying to emails and support requests promptly;
- being friendly, approachable and easy to reach;
- providing first class study materials that are relevant;
- handling complaints and feedback with due diligence
- being always ethical and compliant to regulations; and
- continuously improving all our courses, systems, policies, procedures, forms, customer service and resources.

OUR COURSES

We offer courses in both Early Childhood and Community Services. Our RTO offers;

- CHC30125 Certificate III in Early Childhood Education and Care
- CHC50125 Diploma of Early Childhood Education and Care
- CHC22015 Certificate II in Community Services
- CHC32015 Certificate III in Community Services
- CHCSS00147 -Entry to Diploma of Early Childhood Education and care (skills set)

These qualifications are developed specifically in line with industry and regulatory requirements. Our RTO is registered by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011 (the act) as an NVR Registered Training Organisation (RTO).

Entry requirements

You will be required to undertake a Language, Literacy, Numeracy and Digital (LLND) test to identify whether you meet the minimum standards required to enrol and complete a course with us. LLND requirements are identified on enrolment and during the course. Your trainer will discuss appropriate strategies to support these requirements with you.

Our trainers can support and guide you towards fulfilling the language, literacy, numeracy and digital requirements of the coursework. This is done using a range of strategies such as:

- assistance to gain access to required competencies via another course or courses.
- linking to relevant remedial assistance or support services provided by another agency.
- customising assessment tools to meet specific learning needs within the constraints of reliability and allowable adjustments.
- allowing you to invite a support person to attend training with you.

One Tree RTO has the discretion to refuse entry of a student into a course for any reason or to withdraw a student who has not clearly informed us of a circumstance or issue that would mean the student may not have gained entry.

CHC30125- Certificate III in Early Childhood Education and Care

This qualification is suitable for students who want to work with children in a variety of environments including education and care services, family day care centres and out of school hours care settings. Holding or working towards a Certificate III in Early Childhood Education and Care is a minimum requirement for working in Early Childhood Education and Care.

The Certificate III is a nationally recognised qualification that will equip you with the skills, knowledge and experience required to work as an educator in a regulated Education and Care service.

This course has no prerequisites, however, prior to work placement, students will be required to obtain a Working with Children's Check. If you require assistance in applying for this card, please contact your Trainer and Assessor.

Students must complete a total of 17 units to be awarded this qualification. On completion of this qualification students may wish to further their learning and complete their Diploma of Early Child Care Education and Care.

CHC50125 – Diploma of Early Childhood Education and Care

This qualification reflects the role of educators in early childhood education and care who work in regulated Education and Care services in Australia. Educators at this level are responsible for designing and implementing the curriculum that meets the requirements of an approved learning framework and maintain compliance in other areas of service operations. They use specialised knowledge to analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators.

Individuals who would like to study this qualification are required to hold either of the below qualifications as a prerequisite requirement;

- CHC30125 Certificate III in Early Childhood Education and Care or;
- CHC30113 Certificate III in Early Childhood Education and Care.

Alternatively, eligibility is also available for those who hold:
An Australian Diploma in Early Childhood Education and Care, or
An Australian Diploma or Certificate III in Children's Services,
AND
Can demonstrate at least 12 months of cumulative employment (full-time equivalent) within the last 5 years in a regulated education and care service in Australia, supported by verifiable evidence,
OR
Hold the CHCSS00147 Entry into Diploma of Early Childhood Education and Care skill set.

CHC22015- Certificate II in Community Services

This qualification may be used as a pathway for anyone working or wanting to work in community services programs. Community services workers who will provide a first point of contact and assist clients in meeting their immediate needs. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

This course has no prerequisites. Students must complete a total of nine units to be awarded this qualification.

CHC32015- Certificate III in Community Services

This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centered services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs. Work may take place in a range of community services organisations.

This course has no prerequisites. Students must complete a total of 12 units to be awarded this qualification.

CHCSS00147 -Entry to Diploma of Early Childhood Education and care (skills set)

A set of skills that contribute towards satisfying the entry requirements for the Diploma of Early Childhood Education and Care for individuals who hold an Australian diploma in Early Childhood Education and Care or an Australian diploma or certificate III in Children's Services and cannot demonstrate 12 months of cumulative employment to gain entry to the Diploma of Early Childhood Education and Care. The skill set has three units from the CHC30125. For fee costing as per the CHC30125.

- CHCECE037 Support children to connect with he natural environment
- CHCECE038 Observe children to inform practice
- CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures

CODE OF PRACTICE

One Tree's code of practice and responsibility to you is as follows and upon enrolment we will:

- provide you with a safe and healthy learning environment;
- treat you with respect;
- provide you with a training and assessment schedule (Training Plan);
- provide you with the appropriate unit of competency details;
- follow all legislation affecting your learning environment;
- provide opportunities for you to practice the skills and knowledge required;
- deliver and record training and assessment outcomes;

- provide you with access to your file records if requested;
- set-up work tasks to provide the training and coaching to help you achieve the competency standards in your training plan;
- provide you with training materials and recommend other resources for further learning opportunities;
- prepare you for assessment and encourage self-assessment;
- advise you where, when and how assessment will occur and what you need to bring;
- assess your skills and knowledge through observation and questioning, using assessment tools developed for that purpose;
- if required, provide you with further assessment on documents presented in an evidence portfolio;
- provide feedback regarding your progress;
- provide your results and review the assessment process after assessment;
- inform you of the appeals process and options for further assessments if you are unhappy with the results; and
- contact you regularly.

ENROLMENT PROCEDURES

Enrolments for qualifications are open and will be accepted at any time. If you are under the age of 18 years, you will require your parent or guardian's consent and their signature on all enrolment documentation. An enrolment pack is sent out once an enrolment enquiry has been received. The enrolment pack will include:

- One Tree RTO enrolment form.
- Language, Literacy, Numeracy and Digital test; and
- Course outline.

Your enrolment form will be checked once it has been received. The details will then be entered into our records management system. The enrolment will only be processed if the following is completed:

- all sections are completed and signed;
- the enrolment form has been signed and there is an agreement to abide by the privacy notice and student declaration; and
- a Unique Student Identifier (USI) has been supplied or we have been granted permission locate your USI number (for verification purposes). Your enrolment is not complete until you have supplied your USI.

Once your enrolment is confirmed, you will receive a welcome email detailing your assigned trainer, who will contact you directly to organise an induction date.

During the induction, the trainer will provide you with:

- student handbook;
- assessment guidelines.
- training plan.
- Open and train you on your first units
- contact information.
- relevant course materials, i.e. useful documents booklet

Students must notify One Tree of any changes to their personal information that is required by the RTO as soon as possible after the change. This includes such information as:

- change of name (this must be supported by official documentation);
- change of address; and/or
- Change of legal guardian if under 18 years of age.

ENROLMENT COOLING - OFF PERIOD

A cooling-off period is where you have a specified amount of time to reconsider the contract (unsolicited agreement) or cancel the training contract without penalty. This is ten business days. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you receive the contract. If the agreement was not negotiated over the phone, the cooling-off period begins on the first business day after the contract was made (signed by both parties to the contract). During the ten business days cooling-off period, One Tree must not supply any goods and services worth more than $500 or accept any payment.

STUDY OPTIONS

Traineeships

Traineeships are available for eligible students. Traineeships include new worker trainees (employer permanently for no more than three months) and existing worker trainees (employed permanently for over three months). Government employer incentives and wage subsidies may apply to eligible employers.

In WA, please contact the Apprenticeship Office for more information on 11954. In NT, please contact GTNT

Group for more information on: (08) 898 6600.

For Fee students

You can study for your qualification or take individual units and can be undertaken at any time. Resource books and the relevant assessments can be posted or emailed to you, depending on your preference. For Education and Care qualifications, a volunteer work placement in a regulated Education and Care service as per training package is required.

LEARNER MANAGEMENT SYSTEM

One Tree RTO has an online Learner Management System (LMS). This software program provides you with tools and support to enable you to succeed in completion of your qualification. Should you be completing your assessments via our LMS, your trainer will provide you with your login and password details on induction.

Along the way we encourage you to get to know the wonderful people who make up the One Tree Community and reach out for support whenever you need help with the program. Should you require support with using Treehouse, your trainer will be able to assist you.

CREDIT TRANSFER

Students can apply for credit transfer of units completed previously with other training providers. A student must supply a copy of the statement of attainment noting the unit has been previously completed. A trainer will contact the other RTO to check authenticity and then award credit transfer for the unit/s.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process that acknowledges the skills and knowledge that you have acquired through either formal, non-formal or informal learning to determine the extent to which you meet the requirements specified in the courses.

- **Formal learning** refers to learning acquired via a structured program and is related to the achievement of an Australian Qualifications Framework (AQF) statement of attainment (for example, a certificate, diploma or university degree);
- **Non-formal learning** refers to learning acquired via a structured program of instruction, but does not lead to the achievement of an AQF statement of attainment (for example, internal professional development programs conducted by a company);
- **Informal learning** refers to learning that is acquired through experience of work-related, social, family, hobby or leisure activities (for example, the acquirement of skills developed through several years in a customer service role or administrator)

One Tree RTO aims to ensure all forms of your prior learning is recognised, irrespective of where and how that learning has taken place. If you believe you are eligible for RPL please complete the candidate information form available from your trainer and attach a detailed resume that shows the key roles and responsibilities, you previously held.

For example:

- a certified copy of any nationally recognised or non-nationally recognised qualification/s;
- a workshop certificate; or
- a verification written on official letterhead by your current line manager, indicating your skills in similar and relevant areas.

To apply for RPL, please discuss this with your Trainer. RPL will be granted when you have produced evidence that is sufficient, reliable, valid and authentic to show that you have the skills and knowledge for a particular unit and meets all the necessary requirements. The RTO may request a copy of your previous qualifications. We will follow the recommended steps towards RPL assessment listed below;

- Gather candidate information and resume
- Self-evaluation
- Collection of evidence
- Provision of further supporting evidence
- Provision of previous employer reference letter
- Written or verbal questioning
- Assessment outcome

PROGRESS REPORTS

As you progress through your qualification, you or your employer may request a progress report as evidence of actively working towards your qualification.

FEES

The cost of your studies will be discussed on enrolment and during induction. All WA course fees are in line with the Department of Training and Workforce Development VET Fees and Charges Policy. All course fees traineeships NT are fee exempt. One Tree RTO also offer a for fee option.

The payment options available are:

- pay the full amount of fees and charges within 30 days;
- employer or third party pays for course costs (this agreement will require a signed authority enabling us to invoice your employer);
- make an application for the fees and charges to be waivered on the grounds of severe financial hardship to the General Manager RTO (under a for fee situation only); or
- have the fees deducted directly from your salary if you are a One Tree employee.

One Tree reserve the right to terminate your enrolment when the following applies:

- you are not meeting your training plan requirements;
- have an outstanding account over 30 days;
- where your progress lapses and there is no valid explanation for this occurring;
- no completed assignments submitted within the agreed time frame; and/or
- if no contact can be made with you at any stage of the course e.g. your Trainer and Assessor contacts you, and the messages are not returned.

To reactivate your enrolment, you will need to re-enrol in the course at a cost of $150, unless there are extenuating circumstances for your inactivity. This is strictly at the discretion of the General Manager who reserves the right to refuse re-enrolment.

CHC30125 - Certificate III in Early Childhood Education and Care						$0 per nominal hour		$1.62 per nominal hour	$0.48 per nominal hour		$2.89 per nominal hour		$1.45 per nominal hour
	Unit Code	WA Nominal hours	NT Nominal hours	Minimum required practical hours	Unit Name	NT trainees, new worker WA trainee. Fee free plus book cost and GST.		WA existing worker trainees 15-25yrs old $400 cap annually. 25yrs+ $1200 cap annually.	Concession card - WA existing worker trainee $400 cap annually		For fee students (No concession)		For fee students (concession)
						WA	NT	WA	WA	WA	NT	WA	NT
1	HLTWHS001	30	20	0	Participate in workplace health and safety	$0.00	$0.00	$48.60	$14.40	$86.70	$57.80	$43.50	$29.00
2	BSBPEF301	30	30	0	Organise personal work priorities	$0.00	$0.00	$48.60	$14.40	$86.70	$86.70	$43.50	$43.50
3	CHCPRT025	45	40	0	Identify and report children and young people at risk	$0.00	$0.00	$48.60	$14.40	$86.70	$115.60	$43.50	$58.00
4	CHCECE055	55	60	0	Meet legal and ethical obligations in children's education and care	$0.00	$0.00	$89.10	$26.40	$158.95	$173.40	$79.75	$87.00
5	CHCECE033	120	100	160	Develop positive and respectful relationships with children	$0.00	$0.00	$194.40	$57.60	$346.80	$289.00	$174.00	$145.00
6	CHCECE056	70	65	0	Work effectively in children's education and care	$0.00	$0.00	$113.40	$33.60	$202.30	$187.85	$101.50	$94.25
7	CHCECE054	50	55	0	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	$0.00	$0.00	$81.00	$24.00	$144.50	$158.95	$72.50	$79.75
8	CHCECE034	70	80	0	Use an approved learning framework to guide practice	$0.00	$0.00	$113.40	$33.60	$202.30	$231.20	$101.50	$116.00
9	CHCECE031	145	160	0	Support children's health, safety and wellbeing	$0.00	$0.00	$234.90	$69.60	$419.05	$462.40	$210.25	$232.00
10	CHCECE032	95	108	160	Nurture babies and toddlers	$0.00	$0.00	$153.90	$45.60	$274.55	$312.12	$137.75	$156.60
11	CHCECE030	55	63	0	Support inclusion and diversity	$0.00	$0.00	$89.10	$24.60	$158.95	$182.07	$79.75	$91.35
12	CHCECE035	100	100	160	Support the holistic learning and development of children	$0.00	$0.00	259.20	$48.00	$289.00	$289.00	$145.00	$145.00
13	CHCECE036	70	75	160	Provide experiences to support children's play and learning	$0.00	$0.00	$113.40	$33.60	$202.30	$216.75	$101.50	$108.75
14	CHCECE038	35	40	0	Observe children to inform practice	$0.00	$0.00	$56.70	$16.80	$101.15	$115.60	$50.75	$58.00
15	CHCECE037	45	50	0	Support children to connect with the natural environment	$0.00	$0.00	$72.90	$21.60	$130.05	$144.50	$65.25	$72.50
16	CHCPRP003	40	120	0	Reflect on and improve own professional practice	$0.00	$0.00	$64.80	$19.20	$115.60	$346.80	$58.00	$174
17	HLTAID012	22	22	0	Provide First Aid in an education and care setting (External training)	External cost	External cost	External cost	External cost	External cost	External cost	External cost	External cost
					TOTAL	$0.00	$0.00	See cap	See cap	$3,005.60	$3,005.60	$1,508.00	$1,508.00
					Resource Fee's 16 books @ $16.00 per unit (plus GST)	$256.00	$256.00	$256.00	$256.00	$256.00	$265.00	$256.00	$256.00

CHC50125 – Diploma of Early Childhood Education and Care						$0 per nominal hour		$1.62 per nominal hour	$0.48 per nominal hour	$2.89 per nominal hour		$1.45 per nominal hour	
	Unit Code	WA Nominal hours	NT Nominal hours	Minimum required practical hours	Unit Name	NT all trainees, WA new worker trainee. Fee free plus book cost and GST.		WA existing worker trainees 15-25yrs old $400 cap annually. 25yrs+ $1200 cap annually.	Concession card - WA existing worker trainee $400 cap annually	For fee students (No concession)		For fee students (concession)	
						WA	NT	WA	WA	WA	NT	WA	NT
1	CHCPRP003	40	120	0	Reflect on and improve own professional practice	$0.00	$0.00	$64.80	$19.20	$115.60	$346.80	$58.00	$174
2	CHCECE041	50	55	0	Maintain a safe and healthy environment for children	$0.00	$0.00	$81.00	$24.00	$144.50	$158.95	$72.50	$79.75
3	HLTWHS006	35	25	0	Manage personal stressors in the work environment	$0.00	$0.00	$56.70	$16.80	$101.15	$72.25	$50.75	$50.75
4	CHCECE049	65	73	0	Embed environmental responsibility in service operations	$0.00	$0.00	$105.30	$31.20	$187.85	$210.97	$94.25	$94.25
5	CHCECE043	80	80	0	Nurture creativity in children	$0.00	$0.00	$129.60	$38.40	$231.20	$231.20	$116.00	$116.00
6	CHCECE045	70	60	0	Foster positive and respectful interactions and behaviour in children	$0.00	$0.00	$113.40	$33.60	$202.30	$173.40	$101.50	$101.50
7	CHCECE050	65	70	0	Work in partnership with children's families	$0.00	$0.00	$105.30	$31.20	$187.85	$202.30	$94.25	$94.25
8	BSBPEF502	55	60	0	Develop and use emotional intelligence.	$0.00	$0.00	$89.10	$26.40	$158.95	$173.40	$79.75	$79.75
9	CHCECE044	100	110	0	Facilitate compliance in a children's education and care service	$0.00	$0.00	178.20	$48.00	$289.00	$317.90	$145.00	$145.00
10	BSBTWK502	55	60	0	Manage Team effectiveness.	$0.00	$0.00	$89.10	$26.40	$158.95	$173.40	$79.75	$79.75
11	CHCECE046	65	65	0	Implement strategies for the inclusion of all children	$0.00	$0.00	$105.30	$31.20	$187.85	$187.85	$94.25	$94.25
12	CHCECE047	70	75	0	Analyse information to inform children's learning	$0.00	$0.00	$113.40	$33.60	$202.30	$216.75	$101.50	$101.50
13	CHCECE048	160	180	280	Plan and implement children's education and care curriculum	$0.00	$0.00	$259.20	$76.80	$462.40	$520.20	$232.00	$232.00
14	CHCINM002	30	70	0	Meet community needs	$0.00	$0.00	$48.60	$14.40	$86.70	$202.30	$101.50	$101.50
15	CHCECE042	220	200	280	Foster holistic early childhood learning, development and wellbeing	$0.00	$0.00	$356.40	$105.60	$635.80	$578.00	$319.00	$290.00
					TOTAL	$0.00	$0.00	See cap	See cap	$3,352.40	$3,352.40	$1,682.00	$1,682.00
					Resource Fee's 15 books @ $16.00 per unit (plus GST)	$240.00	$240.00	$240.00	$240.00	$240.00	$240.00	$240.00	$240.00

CHC22015 Certificate II in Community Services						$0 per nominal hour	$1.62 per nominal hour	$0.48 per nominal hour	$4.00 per nominal hour		$2.00 per nominal hour	
	Unit Code	WA Nominal hours	NT Nominal hours	Minimum required practical hours	Unit Name	NT trainees	WA new worker youth, WA existing worker 15-25yrs old $400 cap annually. 25yrs+ $1200 cap annually.	WA Existing worker trainee concession card holder $400 per calendar year fee cap	For fee students (No concession)		For fee students (concession)	
						NT	WA	WA	WA	NT	WA	NT
1	CHCCOM001	30	35	0	Provide first point of contact	$0.00	$48.60	$14.40	$120.00	$140.00	$60.00	$70.00
2	CHCCOM005	50	30	0	Communicate and work in health or community services	$0.00	$81.00	$24.00	$200.00	$120.00	$100.00	$60.00
3	CHCDIV001	30	40	0	Work with diverse people	$0.00	$48.60	$14.40	$120.00	$160.00	$60.00	$80.00
4	HLTWHS001	30	20	0	Participate in workplace health and safety	$0.00	$48.60	$14.40	$120.00	$80.00	$60.00	$40.00
5	BSBWOR202	15	20	0	Organise and complete daily work activities	$0.00	24.30	$7.20	$60.00	$80.00	$30.00	$40.00
6	CHCDIV002	30	25	0	Promote aboriginal and/or Torres Strait Islander Cultural Safety	$0.00	$48.60	$14.40	$120.00	$100.00	$60.00	$50.00
7	CHCPRT025	45	40	0	Identify and report children and young people at risk	$0.00	$48.60	$14.40	$120.00	$160.00	$60.00	$80.00
8	HLTINF001	30	35	0	Comply with infection prevention and control policies and procedures	$0.00	$48.60	$14.40	$120.00	$140.00	$60.00	$70.00
9	CHCVOL001	20	25	20	Be an effective volunteer	$0.00	$32.40	$9.60	$80.00	$100.00	$40.00	$50.00
					TOTAL	$0.00	$29.30	$127.20	$1,060.00	$1,060.00	$530.00	$530.00
					Resource Fee's 9 books @ $16.00 per unit (plus GST)	$0.00	$144.00	$144.00	$144.00	$144.00	$144.00	$144.00

CHC32015 Certificate III in Community Services						$0 per nominal hour	$1.62 per nominal hour	$0.48 per nominal hour	$4.00 per nominal hour		$1.45 per nominal hour	
	Unit Code	WA Nominal hours	NT Nominal hours	Minimum required practical hours	Unit Name	NT trainees	WA new worker youth, WA existing worker 15-25yrs old $400 cap annually. 25yrs+ $1200 cap annually.	WA Existing worker trainee concession card holder $400 per calendar year fee cap	For fee students (No concession)		For fee students (concession)	
						NT	WA	WA	WA	NT	WA	NT
1	CHCCCS016	55	60	0	Respond to clients' needs	$0.00	$89.10	$26.40	$220.00	$240.00	$110.00	$120.00
2	CHCCOM005	50	30	0	Communicate and work in health or community services	$0.00	$81.00	$24.00	$220.00	$120.00	$110.00	$60.00
3	CHCDIV001	30	40	0	Work with diverse people	$0.00	$48.60	$14.40	$120.00	$160.00	$60.00	$80.00
4	HLTWHS002	25	25	0	Follow safe work practices for direct client care	$0.00	$40.50	$12.00	$100.00	$100.00	$50.00	$50.00
5	HLTWHS006	35	25	0	Manage personal stressors in the work environment	$0.00	$56.70	$16.80	$140.00	$100.00	$70.00	$50.00
6	CHCCCS031	75	30	0	Provide individual support	$0.00	$121.50	$36.00	$300.00	$120.00	$150.00	$60.00
7	CHCPRT025	45	40	0	Identify and report children and young people at risk	$0.00	$64.80	$19.20	$160.00	$120.00	$80.00	$60.00
8	CHCMHS001	50	80	0	Work with people with mental health issues	$0.00	$81.00	$24.00	$200.00	$320.00	$100.00	$160.00
9	CHCCCS019	40	45	0	Recognise and respond to a crisis situation	$0.00	$64.80	$19.20	$160.00	$180.00	$80.00	$90.00
10	CHCDFV001	40	50	0	Recognise and respond appropriately to domestic and family violence	$0.00	$64.80	$19.20	$160.00	$200.00	$80.00	$100.00
11	CHCDIV002	30	25	0	Promote Aboriginal and/or Torres Strait Islander cultural safety	$0.00	$48.60	$14.40	$120.00	$100.00	$60.00	$50.00
12	CHCVOL001	20	25	20	Be an effective volunteer	$0.00	$32.40	$9.60	$80.00	$100.00	$40.00	$50.00
					TOTAL	$0.00	$874.80	$293.48	$2,004.60	$2,004.60	$1,003.00	$1,003.00
					Resource Fee's 9 books @ $16.00 per unit (plus GST)	$0.00	$192.00	$192.00	$192.00	$192.00	$192.00	$192.00

EXTRA INFORMATION REGARDING FEES FOR QUALIFICATIONS BELOW.

- **CHC30125 - Certificate III in Early Childhood Education and Care additional fee information**
- **CHC50125 – Diploma of Early Childhood Education and Care additional fee information**
- **CHC22015 Certificate II in Community Services additional fee information**
- **CHC32015 Certificate III in Community Services additional fee information**

For Western Australia

- Traineeship fees are charged in line with the Department of Training and Workforce Development VET Fees and Charges Policy. The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees at $18 per resource book plus GST.
- All new worker trainees will be fee free. School Based Trainees are fee exempt. RPL will be charged at the student's regular rate.
- The student or employer/third party will be responsible for paying for resource books and GST. There are no resource fees for RPL.
- The maximum course fee for existing worker trainees aged 15-25 is $400.
- The maximum course fee for existing worker trainees aged over 25 is $1,200.
- The maximum course fee for existing worker concession card holder trainees of all ages is $400.
- The maximum course fee (fee capping) is the total fee for all units the student is enrolled in per calendar year. Fee capping does not include resource fees and GST.
- For fee students will be charged at $4.00 per nominal hour. For fee concession students will be charged at $2.00 per nominal hour.

For Northern Territory

- All traineeships are fee free excluding resource books
- For fee students will be charged at $4.00 per nominal hour. For fee concession students will be charged at $2.00 per nominal hour.

CONCESSION

It may be possible to reduce your fees if you hold an eligible concession card. You will need to provide a copy of your concession card to your trainer who will record the details of your concession card. If you have or fall under the category of any of the following, you may be entitled to a concession rate on course fees:

- Pensioner Concession Card
- Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
- Health Care Card
- Persons and dependents of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependents of persons in receipt of the Youth Allowance
- Persons who are inmates of a custodial institution
- Secondary school aged persons

Proof of eligibility for concession must be demonstrated prior to the commencement of the unit. If the concession is valid for the full enrolment period, then all eligible units commenced within that period will attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced prior to the expiry of the concession attract the concession rate.

CENSUS DATES

Our invoice/s will show the census date for each unit you enrol in. If you notify us in writing that you wish to withdraw from a unit before census date, a refund will be issued.

WITHDRAWALS AND FEE REFUNDS

If you wish to withdraw from a course prior to completion, notice must be given in writing by completing a Student Exit form or emailing your trainer directly. A statement of attainment will be issued to the student for all units that have been deemed competent once your account has been paid in full.

To apply for a refund, you must complete a Fee Refund Application Form and send it to you trainer for consideration.

COURSE DELIVERY

One Tree's training approach is primarily on-the-job with a qualified trainer/assessor. School- based trainees will be required to attend regular classroom training sessions or over the phone study sessions with their trainer. Scheduled training sessions will be determined with the trainer, student and the employer.

Where required, you may be responsible for the cost of the first aid qualification within your course. You will need to complete this with an external Registered Training Organisation.

If you're a trainee where possible, time will be allocated to you during work hours for study purposes to undertake your qualification. It is important that you are aware that you will be required to undertake some study and written work in your own time.

We use the following methodology to deliver our high-quality training:

1. Training and support via a one-on-one phone session with your trainer once every 4-6 weeks. This will include an open and supportive discussion, which includes:

    - a review of your training plan and progress
    - a discussion of your assessment feedback and any other issues and concerns;
    - an explanation of terminology used; and
    - a setting of your future study goals.

2. Depending on your location face-to-face sessions with your trainer as required.

This will include:

- observations of your practice
- on-the-floor mentoring with your supervisor and room leaders (as appropriate)
- training on current units of competency
- discussion regarding any of your concerns or issues
- feedback on your previously submitted work

3. Constant on-going support with your trainer via phone, email or our private Facebook group.

The course delivery will use materials that have been developed to meet the requirements of the Community Services Training Package in consultation with the relevant Early Childhood Education and Care industry.

All trainers must:

- hold a Current Working with Children Check relevant to the state or territory;
- have the necessary training and assessment competencies as determined by the National Quality Council or its successors;
- have the relevant vocational competencies at least to the level being delivered or assessed;
- demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continue to develop their vocational educational and training (VET) knowledge and skills as well as their industry currency and trainers/assessor competence.

One Tree will ensure that training facilities, equipment and resources are appropriate to accommodate student numbers, special needs (including wheelchair access), delivery methods and assessment requirements (for classroom-based training).

You should discuss any difficulties that you experience in the delivery of the training with your trainer.

CONTEXTUALISED PERFORMANCE REPORTS

These will be completed by the student, trainer and workplace supervisor. The Workplace Supervisor is responsible to mentor students and train them in the correct policies and procedures to ensure practices meet industry standards and regulations. Your trainer will work with you and use direct observation to complete these reports with you and your workplace supervisor.

One Tree RTO complies with the relevant State and Commonwealth laws and relevant Workplace Health & Safety standards.

COMPLETION OF ASSESSMENTS

Assessments can be submitted at any time within the completion time allotted. All assessments are open and will be accepted at any time. All students are responsible for following their training plan requirements and due dates to ensure there are actively working towards their qualification.

You can submit your written paper-based assessments by email, or you can give them directly to your trainer. On occasion, you may post assessment documents if they are unable to be submitted to the trainer by the first two options. It is recommended that copies are provided to the trainer, and you keep the original.

The trainer will mark your assessments within a reasonable timeframe and give you feedback on their assessment. If you are deemed not yet competent in a unit or require an extension, a timeframe will need to be discussed in consultation with your trainer.

It is your responsibility to keep a copy of all submitted assessment materials.

COMPLAINTS, GRIEVANCES AND APPEALS

One Tree RTO has policies and procedures in place that enable participants to access a fair and equitable process for appeals and grievances on any issues concerning training and assessment.

If at any stage, you feel you have a genuine cause to complain or feel that you have not been treated fairly or disagree with an assessment decision then we encourage you to discuss the matter of concern with your trainer or the General Manager RTO to see if they can resolve the problem. The matter of concern will be responded to in writing, and you will be informed should the matter take longer than 60 days to resolve. If we are unable to resolve the problem, you may lodge a formal complaint with the Chief Executive Officer of One Tree.

ASQA accepts complaints about RTO providers meeting compliance requirements. If you feel we have not met these requirements, please feel free to contact ASQA.

Complaint or assessment appeal forms can be found on the One Tree RTO server or by contacting the RTO manager.

APPEALING ASSESSMENTS

If you are not satisfied that the results of an assessment are fair and valid you may have ground to appeal.

Grounds for appeal include:

- belief that the judgment has been made incorrectly; and/or
- belief that the judgment was not made in accordance with the assessment plan.

If you wish to appeal the assessment, you should complete an RTO Assessment Appeals form and forward it to the General Manager. The matter will be investigated fully and the outcome/decision on appeal will be conveyed to all parties in a timely manner and in writing.

RESPONSIBILITIES OF STUDENTS

As a student you will be required to:

- meet training plan deadlines for unit of competency assessments;
- read all relevant course and training information;
- advise your trainer if you have previous skills and knowledge and to seek recognition of this prior learning;
- monitor your progress by self-assessing your skills and knowledge against the competency standards in your qualification;
- attend all training sessions as required;
- meet with your trainer to review progress;
- indicate whether you are ready for assessment at the scheduled times or seek alternative assessment dates;
- submit all assessment tasks as per requirements unless otherwise discussed with your trainer;
- ensure all work is your own;
- retain evidence of your working notes and assessments
- discuss any concerns regarding the training course, session activities and your ability to learn with your trainer;
- advise your trainer if you require any special adaptive equipment or support for the training course;
- participate in course evaluation and provide feedback;
- advise and reschedule your contact with your trainer if you cannot make an appointment;
- regularly prompt and follow up with your workplace supervisor to train and mentor workplace tasks as well as complete all performance tasks; and
- become familiar with all induction material and sign the enrolment form.
- **WHITE OUT WILL NOT BE ACCEPTED**

PLAGIARISM

Plagiarism is defined as presenting another person's work as the student's own without acknowledging the source. One Tree's RTO retains the right to terminate the training contract and/or assessment of any student found guilty of academic misconduct, such as plagiarism, cheating or collusion.

One Tree also reserves the right to ask you to leave a face-to-face training session if dysfunctional or disruptive behaviour is displayed.

PROTECTION FROM HARASSMENT

Harassment is a form of discrimination that can occur in the workplace, at a training facility or even in social settings. Harassment in any form is unwelcome attention that is, or that is deemed as offensive, humiliating or intimidating and can occur anywhere. Harassment can be written, verbal or physical.

We do not tolerate harassment. Such behaviour is considered serious. Offenders whose behaviour is deemed as harassment could result in being withdrawn from their studies. You have the right to be protected from harassment.

RESOLVING ISSUES REGARDING HARASSMENT

- You might be able to resolve the situation quickly yourself by explaining to the person who is harassing you that their behaviour is unwanted. They may not be aware that their behaviour is not appropriate. They should cease immediately.
- Keep a diary documenting everything that happens, including what you've done to try stopping the unwanted behaviour. This can help if you make a complaint.
- Tell someone. The person to talk to is your trainer, the General Manager RTO or the CEO. The situation may be able to be resolved to your satisfaction informally. If an informal process does not resolve the matter, then the complaint must become official.
- If the situation continues or is deemed as serious, you might need to make a formal (written) complaint in line with the Grievance and Appeals Policy. One Tree is likely to offer you mediation but if the situation is not suitable or either party does not wish to undertake mediation, a full investigation is likely to result.

Any form of harassment, victimisation or bullying of students will not be accepted by One Tree RTO and will be dealt with through the grievances and appeals process.

You can access further information at the following links;

- https://www.fairwork.gov.au/employment-conditions/bullying-sexual-harassment-and-discrimination-at-work
- https://humanrights.gov.au/our-work/employers/workplace-discrimination-harassment-and-bullying

FOR MORE INFORMATION CONTACT:

Western Australian Equal Opportunity Commission
469 Wellington Street, Perth WA 6000.
Phone: (08) 9216 3900
Toll Free: 1800 198 149
Website: https://www.wa.gov.au/organisation/equal-opportunity-commission

Northern Territory Anti-Discrimination Commission
Level 9 NT
House
22 Mitchell Street
Darwin NT 0800
Phone: (08) 8999 1444
Free call: 1800 813 846 Website: https://adc.nt.gov.au/

OUR COMMITMENT TO CHILD SAFETY AND WELLBEING

At One Tree we want all students, especially those under 18, to feel safe, supported, and respected. Your safety and wellbeing are our priority.

We promise to:

- Create a safe and welcoming learning environment
- Listen to students and take all concerns seriously
- Act quickly if we believe someone is at risk of harm
- Make sure our staff understand their responsibilities to protect children and young people

If you ever feel unsafe, or are concerned about another young person, please speak up. You can let a trusted staff member know, or email: childsafe@onetree.org.au

All reports are confidential and will be handled with care and respect.

WORKPLACE HEALTH AND SAFETY

One Tree is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for all employees, students, contractors and visitors. One Tree accepts its responsibility to be aware of all relevant Acts, Regulations and under its 'Duty of Care' will provide as far as practicable:

- Safe systems of work.
- Safe tools and equipment.
- Ongoing training on safe work practices.
- Encouragement to staff and students to implement sound health and safety practices in all their workplace tasks.

STUDENT WELFARE AND GUIDANCE SERVICES

One Tree trainers are there to provide support to students in meeting their learning needs and in achieving the required competencies.

You are encouraged to discuss any aspect of your work placement, enrolment, learning and assessment with your trainer, during business hours.

ACCESS AND EQUITY

One Tree is committed to the principles of equal opportunity in relation to access the RTO's services. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status. One Tree will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Trainers are required to provide feedback to the General Manager regarding any access or equity issues in relation to the provision of training. Every effort will be made to meet the individual environmental and training needs of students with disabilities.

CONFIDENTIALITY AND PRIVACY ISSUES

One Tree protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who require the information to fulfil One Tree's responsibility to the student. One Tree RTO will not disclose to any third party not covered by legislation any information without the written consent of the person concerned.

ARCHIVAL OF STUDENT RECORDS

Archived records are stored electronically and/or in a separate secure storage facility. Student data will be submitted and stored via the Client Qualification Register (CQR). Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting will also be completed by the end of February each year

Students can have access to their own personal information by applying in writing to One Tree. There may be a cost involved with reprinting statements of attainment or qualifications.

Under National VET regulations, One Tree must retain client records of attainment for units of competency and qualifications for a period of 30 years.

ACCURACY AND INTEGRITY OF MARKETING

All marketing and advertising to prospective students [or organisations] must be in line with One Tree's code of practices and within One Tree's scope of registration. Logos must only be employed in accordance with its conditions of use. All marketing and advertising will be approved by the CEO or their delegate.

FEEDBACK AND SURVEYS

One Tree is continuously striving to improve the quality of our training and assessment. It is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training, and it will be a requirement to participate in surveys and regular feedback from time to time to ensure the quality of training is appropriate. Learner and employer questionnaires will be provided to you on completion of your course.

CONTINUOUS IMPROVEMENT

One Tree aims to provide a high-quality service to all students and stakeholders. Continuous improvement is built into every level of our operations to support new ideas, innovation and improved ways of working. Our continuous improvement systems and processes are designed to meet the Standards for RTOs 2025.

One Tree RTO's Quality Improvement Plan is based on the following principles:

- staff commitment to continuously improving processes, products, training, learning material and services.
- consultative forums
- stakeholder input in identifying and implementing quality improvements.
- systematic analysis of qualitative and quantitative feedback to identify and prioritise improvement opportunities.

CERTIFICATION

When you have completed your course, you will receive from One Tree your record of results along with your national recognised qualification. This will transpire within 30 days. This will show that you have satisfactorily met the RTO standards and competencies within the scope of One Tree's registration. Where a qualification has only been partially completed a statement of attainment will be issued showing the unit of competencies completed. Qualifications, records of results and statements of attainment will only be issued when all course fees have been paid in full.

One Tree has mechanisms in place to reduce fraudulent reproduction of certificates issued by our RTO. These include:

- 'Copy protected' text that makes otherwise hidden text visible when the document is copied or scanned.
- A unique document number, linking the certificate to the student and the course they completed (e.g. Q54-201).
- A certificate printed on specialised paper, embossed with the One Tree logo.

If you have any doubts about the authenticity of a certificate/qualification issued by One Tree RTO, please contact training@onetree.org.au

LOSS OF CERTIFICATE OR STATEMENT OF ATTAINMENT

If you lose your Qualification or Statement of Attainment, please contact One Tree RTO. Your Qualification or Statement of Attainment can be reissued at a $50 cost to the student.