

**RPL**

# **CANDIDATE APPLICATION KIT**

**BSB30415**  
**Certificate III in Business Administration**

Candidate name: \_\_\_\_\_



This kit is an RPL Candidate Kit was modelled on those developed by Eduworks Resources. It is based on a flexible, streamlined model of RPL that aims to guide and support the candidate and the assessor throughout the process.

Eduworks Resources, a division of RTO Advice Group Pty Ltd owns copyright to the material contained within this kit.

RTOs that have purchased the license for this kit are given the permission to use and adapt this RPL kit to suit the needs of their organisation. Please give reference to Eduworks Resources in tools and documents derived from this kit.

If you have any enquiries please contact us at [info@eduworks.com.au](mailto:info@eduworks.com.au) or on 1300 676 870.

Visit [www.eduworks.com.au](http://www.eduworks.com.au) to view our product range.



## Contents

---

Introduction .....	5
What is RPL? .....	5
What happens during the RPL process? .....	5
The RPL Process – an overview .....	8
Required evidence .....	9
Using this Candidate Application Kit .....	9
Self-Assessment Checklists .....	10
Rating yourself in the Checklists .....	10
Developing your evidence plan .....	11
Deciding which units to apply for.....	11
Completing the Qualification Summary .....	12
What is a skills gap? .....	12
Evidence Register .....	12
Third Party Kit .....	12
Submitting your RPL Application .....	12
Qualification Summary.....	14
RPL Application Form .....	15
BSBWHS201 Contribute to health and safety of self and others .....	18
BSBITU307 Develop keyboarding speed and accuracy .....	20
BSBADM307 Organise schedules .....	22
BSBITU302 Create electronic presentations .....	24
BSBITU303 Design and produce text documents .....	26
BSBITU304 Produce spreadsheets .....	28
BSBITU306 Design and produce business documents .....	30
BSBITU309 Produce desktop published documents .....	32
BSBWRT301 Write simple documents .....	34
BSBCMM301 Process customer complaints .....	36
BSBCUS301 Deliver and monitor a service to customers .....	38
BSBDIV301 Work effectively with diversity .....	40

BSBWOR204 Use business technology .....	42
Evidence Register .....	44

## Introduction

---

The purpose of this kit is to assist you to determine whether RPL is an appropriate pathway for the units within BSB30415 Certificate III in Business Administration.

Provided in this kit is:

1. A Qualification Summary – this gives an outline of the structure of the course including the core and elective units. Use this summary to go through the list to see which units you may be able to gain RPL for. Once you have completed the self-assessment checklists, summarise whether RPL is suitable for each unit in this table.
2. Self-Assessment Checklists – this is the tool that will help you determine whether RPL is suitable for you for each unit of competency. It includes, for each unit, unit names, codes and descriptors and a series of questions to answer and rate yourself on. It also includes an opportunity to think about the evidence that you might be able to use to demonstrate your competence in the unit.

This kit should be used in conjunction with the Third Party Kit, which is to be used by a supervisor or third party to provide feedback to TLC Training Solutions about your workplace performance, skills and knowledge.

## What is RPL?

---

RPL is a process that recognises the knowledge and skills you already have. It ‘involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit’ (*Australian Qualifications Framework Handbook*, 2nd Edition, 2013).

It is further defined by the AQTF and the VET Quality Framework as ‘an assessment process that assesses an individual’s formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Therefore your RPL application should be based on your ability to demonstrate that you possess the level of skill and knowledge as outlined in each unit of competency you wish to apply for, and that you are able to apply them practically. The types of evidence that may be used to demonstrate your competence are discussed further on the next page.

The RPL model used by TLC Training Solutions is a guided and supported process that relies on your ability to *demonstrate* your competence by answering verbal questions from an assessor, providing referees and, where possible, assessing your practical skills in the workplace. Unlike other RPL models, written evidence is used to back up and support your RPL assessment, rather than being based entirely on it. The process will include an number of meetings in which you will have the opportunity to demonstrate and explain your level of skill and knowledge.

## What happens during the RPL process?

---

### 1. Apply for RPL

- You identify yourself as a potential RPL candidate during the enquiry or enrolment process.
- An assessor will have a preliminary discussion with you about your suitability. This is where the assessor can ask you questions about your current and previous employment and experience and any other general questions to gain a picture of your suitability for RPL.
- If you and the assessor decide that RPL is an appropriate option for you, you will be provided with an RPL Candidate Application Kit. The assessor will discuss the RPL process and how to complete the kit.

**Note:** At this stage the assessor may advise that you are not able to complete any units via the RPL process. You will be given some information about training opportunities for this qualification.

### 2. Complete the Candidate Application Kit

- Follow the instructions in the kit to identify units suitable for RPL. Complete the Self-Assessment Checklists for each of these units, rating your ability to perform tasks relevant to the unit.

- If you have any difficulties completing the kit, contact TLC Training Solutions for assistance. A meeting can be arranged either over the phone, in person or via an online meeting.
- If you have confirmed that you think RPL is suitable (Self-Assessment ratings with an average of 3–5) for any or all of the units within a course, you can proceed with the application process as detailed below. At this stage you should also start thinking about the types of evidence you can gather to demonstrate competency for each unit and write down your ideas in the space provided at the end of each unit.
- If RPL is suitable for you, complete the Qualification Summary in the Candidate Application Kit to indicate the units you want to apply for, and indicate any elective choices (if relevant).
- If you identify that RPL is not suitable for all units, but you would still like to achieve the full qualification, you can indicate on the Qualification Summary whether you would like to enrol in training for the remaining units. If you are only applying for RPL for partial completion of the qualification, a statement of attainment for those units will be issued to you at the end of the process.
- If you are unsure after completing the Self-Assessment Checklists whether to proceed with RPL, contact us to discuss.

### 3. Submit your application

- You must fill in the application form provided in the Candidate Kit and then submit your completed RPL Candidate Application Kit with your RPL Application evidence. The evidence must include:
  - your detailed, current and up-to-date Curriculum Vitae (CV)
  - certified copies of *relevant* qualifications and transcripts you have completed
  - evidence that you have been working in an early childhood education and care role during the past two years – this might include your position description, performance reviews and so on.

### 4. Is RPL suitable?

- An assessor will review your application to determine whether it demonstrates suitability for proceeding with the RPL process for the units applied for.
- If suitable, we will provide you with a quote for completing the RPL process (and training where relevant).
- Your assessor will contact you and make arrangements to meet. Your assessor may request that you bring further information to this meeting if necessary.

### 5. Assessment of RPL

- At the first meeting, your assessor will review the information you have supplied, ask you questions and discuss your responses in the Candidate Application Kit.
- Your assessor will use the meeting as a time to make a preliminary judgment about your skills and knowledge against the units.
- During the meeting, you will work with your assessor to make a decision about what units will be suitable for RPL and discuss the evidence you will need to provide.
- Your assessor will work with you to further develop the evidence plan to determine which documents you need to gather as evidence for the next meetings. This will be recorded in the Candidate's Application Kit underneath each unit's Self-Assessment Checklist.
- Arrangements will be made for assessment of practical skills as required – visits to your workplace, when these will occur and so on.
- Your assessor will also make arrangements with you for the Third Party Kit to be completed for the relevant units.
- For the next meeting, you will need to prepare by:
  - collecting evidence outlined for each unit, as discussed with your assessor
  - recording all documentary evidence collected on the Evidence Register in the Candidate Application Kit
  - organising for a Third Party Person to fill in the Third Party Kit for relevant units.

You will meet with your assessor again to continue the RPL assessment process. You may need 2–4 meetings to finalise the process.

During these meetings, your assessor will:

- Ask you verbal questions for each unit.
- Assist you with identifying any evidence that may be appropriate to collect.
- Review your evidence, which will be used to form part of the competency decision. Your assessor may ask any questions that arise from the evidence.
- Review the comments and feedback provided in the Third Party Kit.
- Observe your practical skills in a workplace environment (if required).

#### **6. Finalising assessment**

- Your assessor will contact your referees and/or the person who completed your Third Party Kit to confirm the information provided.
- Your assessor will then make a decision about whether RPL will be granted for each unit and will advise you candidate of the outcome.

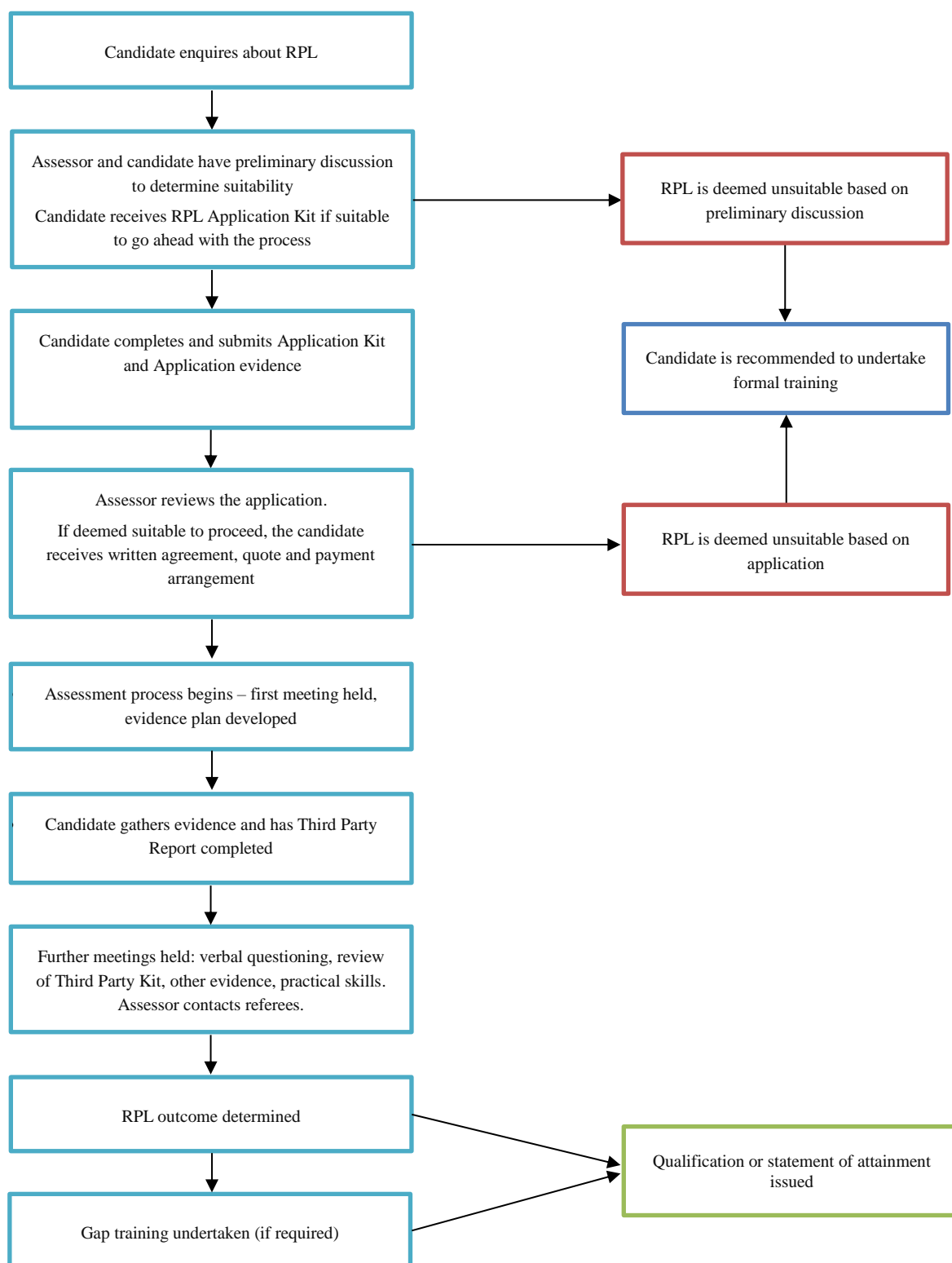
#### **7. Gap Training**

- If training is required to achieve a full qualification and you wish to gain the full qualification, your assessor will document a plan for meeting the training needs and make appropriate arrangements.

#### **8. Qualification or Statement of Attainment issued**

- You will be issued with a qualification or statement of attainment.

## The RPL Process – an overview



## Required evidence

---

As part of the application process, you must submit the RPL Candidate Application Kit, which asks you to undertake a self-assessment of your skills and knowledge against each unit you wish to apply for. The completed Candidate Application Kit must be returned with:

- a detailed and up-to-date Curriculum Vitae (CV), showing details of your recent roles (the CV must be dated and signed)
- certified copies of any relevant qualifications and transcripts you have completed
- evidence that you have been working in an early childhood education and care role during the past two years – this might include your position description, performance reviews and so on.

During the RPL process, you will be required to submit evidence in the form of:

- the completed Third Party Kit for the units you are applying for – this must be completed by an appropriate third party person
- your answers to verbal questions during the meetings between yourself and your assessor
- supporting documentary evidence as determined between yourself and your assessor
- direct observation of practical skills (where relevant)
- any evidence listed as ‘required’ within each unit.

Other evidence will vary greatly between candidates, but may include:

- photos or videos from the workplace
- testimonials from others, usually those in a senior position who can confirm experience, level of skill and their observations of performance along with a third party report from at least one person
- samples of workplace documents, which may include workplace policies and procedures, workplace correspondence, photos, feedback documentation and so on
- reflective papers, journals or portfolios that relate past learning to the competency requirements of the unit
- participation in exactly the same or modified versions of assessments from the non-RPL course
- other evidence as deemed appropriate.

## Using this Candidate Application Kit

---

This kit has been developed to provide a starting point in the RPL application process. The kit will help you determine whether RPL is suitable for each unit and will help you start to think about the evidence that can be used to demonstrate your competency.

The Self-Assessment Checklists provide a series of questions for each unit on which you must rate your level of skill. This allows you to find out about the requirements of the units, rate your own skill level and confirm whether RPL is appropriate.

In order to determine whether RPL is suitable, go through the questions provided for each unit within the Self-Assessment Checklists. Tick either the Yes or No column and use the rating scale in the final column (refer to details outlined on the next page) to give yourself a score on your ability to demonstrate competent performance in relation to the question.

The score for each unit will enable you to see whether or not you should consider applying for RPL – see below for more information.

In the table after the Self-Assessment Checklist for each unit, you can record items that you can use as supporting evidence to demonstrate competency for each unit. Make sure you tick the appropriate boxes above this table for evidence that must be submitted for this qualification. Record in the table any other ideas you have about your evidence. This begins to form the evidence plan for the evidence to be used in the RPL process. During your initial meeting with your assessor, they will help you develop or refine this list for each unit.

## Self-Assessment Checklists

The Self-Assessment Checklists provide a series of questions for each unit for you to rate your level of skill. This allows you to find out about the requirements of the units, rate your own skill level and confirm whether RPL is appropriate.

In order to determine whether RPL is suitable for you, go through the questions provided for each unit within the Self-Assessment Checklists. Tick either the Yes or No column and use the rating scale in the final column (details outlined on the next page) to give yourself a score on your ability to demonstrate competent performance in relation to the question.

The score for each unit will enable you to see whether or not you should consider applying for RPL – see below for more information.

## Rating yourself in the Checklists

As mentioned above, the Self-Assessment Checklists help you work out whether or not RPL is suitable for each unit. Go through the questions and rate your level of skill based on the scale below.

Skill Rating Scale	
0 = Not applicable	You do not believe this is relevant to the position or requirements of industry.
1 = Not skilled	You are not competent in this area. You require c support in normal day to day routines and you do not have the required skills and knowledge.
2 = Not competent – Limited skills	You have low depth of skill in this area, perhaps with ability in some areas but not all. This indicates that you require intermittent support to complete these tasks including in routine and predictable situations. You may have some skills and knowledge in this area but it is not in-depth.
3 = Mostly competent – Assistance required sometimes	You are able to perform most tasks and have some depth of skill. You can perform competently during routine situations with occasional assistance required for complex application and non-routine situations. You have good skills and knowledge in this area but sometimes need to refer to others for support.
4 = Competent without assistance	You have sound and in-depth level of skill & competency. This indicates you are able to complete tasks independently, are able to respond appropriately to contingencies and are capable in a range of contexts both routine and non-routine. You have in-depth skills and knowledge in the area.
5 = Able to support others	You have detailed and advanced skills and are able to support and mentor others. This indicates that you are able to provide leadership and support to others and have comprehensive skills and knowledge which may be more in-depth than required by this unit.

When making your self-assessment, consider:

- Are you able to perform the described criteria competently, consistently and in a range of situations and contexts? Would you be able to perform the task in a different workplace or away from your normal working conditions? Are you able to perform competently even when you are busy and when things go wrong? If yes, then you are likely **Competent without assistance** in this area and you may be **able to support others**.
- Do you perform competently most of the time but you sometimes need support from others to provide re-assurance or guidance? If so, this may suggest you are **Competent without assistance**.

- Are you able to perform competently but you would be unsure in other environments or if something didn't go according to the usual plan? If so, this suggests that you may be ***Mostly competent –assistance required sometimes.***
- Are you able to complete some tasks described but not all of them? If so, this indicates that you are ***Not Competent – Limited Skills***

## Developing your evidence plan

At the end of each Self-Assessment Checklist there is a spot that lists any compulsory evidence for that unit as well as a space for you to record any evidence that you could use to demonstrate your skills and knowledge. Record here any ideas you have about the evidence you could collect. This begins to form the evidence plan for the evidence to be used in the RPL process. During your meetings with the assessor, they will help you to further develop and refine this list for each unit.

**Note:** you do not need to collect this evidence at this stage.

When thinking about the evidence you can provide to demonstrate competency, try to think of written documentation that may be able to be used to demonstrate competency across a number of units. This may not always be possible but where it is, this will streamline the evidence collecting process.

## Deciding which units to apply for

Once you've given yourself a rating in the Self-Assessment Checklists, the ratings will give you an idea about whether RPL is appropriate.

If you have rated yourself at an average of 4 or 5 for all questions in a unit, then it is worth pursuing RPL for that unit.

If your rating is an average of 3, you may or may not be able to complete the unit through RPL. It is worth thinking about the evidence available and/or discussing the unit's suitability for RPL with your assessor.

Remember you can apply for RPL for only one unit, a number of units or the whole course. Where a qualification is partly received through RPL, a statement of attainment will be issued for the units achieved, or a training program can be developed for the remaining units to make up the qualification.

If you are unsure whether you have the required skills and knowledge for a unit, jot down the evidence that could relate to the unit and this can be discussed further with the assessor at the initial interview.

## Completing the Qualification Summary

Once you know which units you want to complete as your electives, record these on the Qualification Summary. If you feel there are some units that you would like to complete, however you don't think they can be achieved through RPL due to the outcomes of your Self-Assessment Checklists, you may like to complete these units through a training and assessment pathway. We call these units your 'Skills gaps'.

## What is a skills gap?

A skills gap is an area in which you require training – that is, you do not have all the skills and knowledge required to meet the unit of competency requirements. This is an area where RPL would not be suitable, and we can work with you to determine a suitable training plan in order for you to achieve the relevant unit. A skills gap is usually a number of units that a student needs to complete in order to gain a full qualification, after completing some units through RPL.

Filling a skills gap will enable us to issue you with a full qualification.

## Evidence Register

The Evidence Register is provided in this kit and your assessor will help you develop this in the first meeting. This summarises all the written evidence that will be required to demonstrate RPL. Make sure you add the required evidence for each unit to your register and any supporting evidence.

## Third Party Kit

The Third Party Kit is similar to the Self-Assessment Checklists and asks a third party person to confirm your workplace skills and knowledge. The third party person may be called upon by the assessor to answer further questions about the information they put in the third party kit. You don't need to submit this with your initial application; it will be used as evidence to assess your RPL by your assessor.

Once your RPL application is underway, you will need to ask a third party person to complete the relevant units' checklists provided in the Third Party Kit. The Third Party Kit is to be filled in by someone who has worked or is working in a supervisory capacity to you and can confirm your skills and knowledge.

## Submitting your RPL Application

To make an application for RPL, you need to:

1. Complete the RPL Application Form.
2. Complete this RPL Candidate Application Kit – including the relevant Self-Assessment Checklists for each of the units you want to apply for RPL for, the Qualification Summary and the RPL Application Form. The form must include two professional referees who have acted in a senior capacity to you in the workplace and who can verify your competency.

**Note:** if you have any difficulties or concerns with your RPL Application, please contact us. We will organise to discuss your application using one of the following:

- over the phone
- online meeting
- face to face at our office.

3. Compile your RPL Application Evidence.

4. Submit your RPL application, which will include:
  - Completed RPL Candidate Kit including RPL Application Form, Qualification Summary and Self-Assessment Checklists
  - RPL Application Evidence

## Qualification Summary

### Qualification rules for electives

The Certificate III in Business Administration requires the completion of 13 units – 2 core units and 11 electives. The electives chosen must be relevant to your intended or current work outcome.

The following list outlines the available units. Come back to this page at the end of completing the Self-Assessment Checklists to indicate your decision about whether or not to apply for RPL for each unit or complete training.

Units	Complete through RPL		Training required	
	✓	✗	✓	✗
BSBWHS201 Contribute to health and safety of self and others				
BSBITU307 Develop keyboarding speed and accuracy				
BSBADM307 Organise schedules				
BSBITU302 Create electronic presentations				
BSBITU303 Design and produce text documents				
BSBITU304 Produce spreadsheets				
BSBITU306 Design and produce business documents				
BSBITU309 Produce desktop published documents				
BSBWRT301 Write simple documents				
BSBCMM301 Process customer complaints				
BSBCUS301 Deliver and monitor a service to customers				
BSBDIV301 Work effectively with diversity				
BSBWOR204 Use business technology				
<b>Summary:</b>				
Total number of units to be completed through RPL:				
Number of units to be completed through Training				

## RPL Application Form

### 1 Enrolment Details

Are you enrolling in a full qualification or part qualification (i.e. individual units)?

☐ Full Qualification

☐ Individual units

Which qualification/units do you wish to enrol in? Certificate III in Business Administration

### 2 Personal Details

Surname:

Title: Mr/Mrs/Miss/Ms/Dr

First Name:

Middle Name/s:

Gender:

☐ Male

☐ Female

Date of Birth:

/ /

Home Address:

Post Code:

Postal Address:

(if different from above)

Post Code:

Home Phone: ( )

Work: ( )

Mobile:

Email:

### 3 Current Employment

Are you currently employed?

☐ Yes

☐ No

If Yes, is your occupation related to the qualification in which you are seeking RPL for?

☐ Yes

☐ No

What is the name of your employer?

Do you have a workplace where you are able to be assessed on-the-job for the qualification you are seeking RPL for?

☐ Yes

☐ No

Please provide details of the workplace:

Name:

Address:

Type of workplace (profession):

### 5 Further training

Have you completed any nationally recognised training related to the industry you are seeking RPL for?

☐ Yes

☐ No

Completion date (month, year):

Country:

Name of course and institution (if applicable):

**6 Professional referees – provide at least 2 (who have acted in senior capacity to you and can verify your skills)**

**Person 1**

Name:

Position:

Organisation:

Relationship to you:

Phone Number:

Mobile Number:

Email Address:

**Person 2**

Name:

Position:

Organisation:

Relationship to you:

Phone Number:

Mobile Number:

Email Address:

**Person 3**

Name:

Position:

Organisation:

Relationship to you:

Phone Number:

Mobile Number:

Email Address:

RPL Application Evidence	
You are required to include evidence to support your RPL application as outlined below.	
Document Description	Included?
Completed Candidate Application Kit including completed: <ul style="list-style-type: none"> <li>▪ Qualification Summary</li> <li>▪ Relevant Self-assessment Checklists</li> <li>▪ Application Form. This must include the contact details of at least two professional referees who have acted in a senior capacity to you in the workplace and who can verify your competency</li> </ul>	<input type="checkbox"/>
Your detailed and up-to-date Curriculum Vitae (CV)	<input type="checkbox"/>
Certified copies of any relevant qualifications and transcripts you have completed	<input type="checkbox"/>
Evidence of your employment during the past two years – this might include your position description, performance reviews or other.	<input type="checkbox"/>
Declaration	
I declare that the information contained in this application is true and correct and that all documents are genuine.	
Candidate Signature:	Date:
Printed Name:	

**Please return your RPL application and supporting documents to  
TLC Training Solutions**

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBWHS201 Contribute to health and safety of self and others**

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes. It applies to individuals who require a basic knowledge of WHS to carry out work in a defined context under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

This is a CORE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I can work safely at all times.			
2. I can recognise and report existing and potential hazards.			
3. I can document hazards by following workplace procedure.			
4. I know what to do in an emergency.			
5. I follow WHS instructions and procedures.			
6. I can report accidents, incidents and injuries as per procedure.			
7. I can undertake housekeeping activities to ensure the workplace is safe.			
8. I can contribute to WHS activities, including raising issues with relevant people, attending safety meetings and taking part in inspections and other safety-related activities.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

***BSBITU307 Develop keyboarding speed and accuracy***

This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques. It applies to individuals operating in a range of environments who are required to enter text and data with speed and accuracy. Individuals may provide administrative support within an organisation, or may be technical/knowledge experts responsible for production of their own word processed documents.

This is a CORE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I set up my work space so that is ergonomically sound and meets WHS requirements			
2. I can identify and use keyboard functions for both alpha and numeric keyboard functions			
3. I can touch type and have a 98% accuracy result over five minutes			
4. I proofread documents and make amendments to ensure errors are corrected and complete a final accuracy check			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

**BSBADM307 Organise schedules**

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. It applies to individuals employed in a range of work environments who provide administrative support to teams and individuals.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I follow organisational procedures for planning and scheduling appointments			
2. When scheduling I clarify priorities and personal requirements of personnel			
3. When I manage schedules I take the following into account <ul style="list-style-type: none"> <li>▪ Recurring appointments and deadlines</li> <li>▪ Availability of attendees</li> <li>▪ Communication amongst attendees</li> </ul>			
4. I can negotiate alternative arrangements when necessary			
5. I manage the schedules of various individuals through a process of careful planning and negotiation			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBITU302 Create electronic presentations**

This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access. It applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I organise my personal work environment in accordance with ergonomic requirements			
2. I determine purpose, audience and mode of presentation in consultation with content author or presenter			
3. I identify presentation requirements in terms of supporting documents, transparencies and equipment			
4. I apply work organisation strategies and energy and resource conservation techniques to plan work activities			
5. I design slides, notes and handout masters to incorporate organisational and task requirements in relation to image and preferred style, avoiding distractions			
6. Uses software functions for consistency of design and layout, to meet identified presentation requirements			
7. I use advanced software features			
8. I prepare presentations within designated timelines			
9. I use problem solving to overcome issues with design and productions			
10. I ensure consistency in presentation features and style free from spelling errors			
11. I print presentation materials in accordance with presenter or audience requirements			
12. I store and save presentation according to organisational requirements and exit the application without loss or damage.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL?

☐ Yes

☐ No

☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

**BSBITU303 Design and produce text documents**

This unit describes the skills and knowledge required to design and develop text-based documents using advanced features of word processing software. It applies to individuals who possess fundamental skills in computer operations and keyboarding, and basic skills in operation of word processing software. They may work as individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own word processed documents.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I can prepare and design text documents for a range of target audiences			
2. I follow organisational style guides and produce documents of consistent design and layout			
3. I can add tables, images and other data in my documents			
4. I use advanced software functions, enter or import and edit text and preview documents prior to printing.			
5. When I come across problems with design and productions of documents I use user manuals and online help to overcome them			
6. When I design, and produce documents I adhere to designated timelines, review and edit the document to ensure consistency of style and image and communicate effectively with others.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

**BSBITU304 Produce spreadsheets**

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software. It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I identify spreadsheet task requirements in relation to data entry, storage, output and presentation			
2. I ensure spreadsheet design suits purpose, audience and information requirements of task			
3. I use style sheets and automated functions to ensure consistency of design and layout			
4. I create spreadsheet, ensuring data entered is checked and amended to maintain consistency of design and layout			
5. I format spreadsheet using software functions to adjust page and cell layout to meet information requirements			
6. I ensure formulae are tested and used to confirm output meets task requirements			
7. I produce simple charts			
8. I finalise spreadsheets, name and store according to organisational guidelines			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBITU306 Design and produce business documents**

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. It applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I select and use appropriate technology and software applications to produce business documents			
2. The layout and style of publication/document suits the specified requirements			
3. I clarify format and style with others prior to publication			
4. I adhere to organisational requirements when: <ul style="list-style-type: none"> <li>Selecting layout and style</li> <li>Opening and generating files</li> <li>Producing documents within designated time lines</li> <li>Naming and storing documents</li> <li>Printing and presenting documents</li> </ul>			
5. I store, save and print documents according to organisational requirements			
6. When applicable I use manuals, training booklets and online helpdesks to overcome basic document difficulties			
7. Proofreading of documents occurs for readability, accuracy and consistency of language, style and layout prior to printing.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL?

☐ Yes

☐ No

☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

**BSBITU309 Produce desktop published documents**

This unit describes the skills and knowledge required to plan, draft and finalise a basic document. It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I prepare to produce desktop published documents according to task requirements			
2. I design content structure and layout to ensure information and graphics are arranged according to related topics and in logical sequences			
3. I create the desktop published document according to the design, which includes importing text or graphics from other sources			
4. I review document and make any necessary changes			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBWRT301 Write simple documents**

This unit describes the skills and knowledge required to plan, draft and finalise a basic document.

It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. When I plan documents, I determine audience, purpose, format and structure.			
2. I draft documents and determine communication means and methods.			
3. When I review the draft, I take the following into account:			
▪ Suitability of tone for audience, purpose, format and communication style			
▪ Readability, grammar, spelling and sentence and paragraph construction			
▪ Sequencing and structure			
4. Where applicable I ask supervisor or colleague to proofread document			
5. Once necessary changes are made I finalise document and file copies			
6. I can provide a minimum of three documents that demonstrate the stages of planning, drafting and finalising			
7. I can provide copies of documents that show changes made to draft version before final version is approved.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

**BSBCMM301 Process customer complaints**

This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers. It applies to individuals who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I use effective communication skills to process customer complaints			
2. I document complaints and maintain a register according to organisational policy and procedure			
3. I negotiate resolution of complaints and inform customers of outcomes of investigations			
4. When applicable I refer complaints to external bodies or supervisors			
5. I can provide an example of a complaint I have processed and resolved that demonstrates the following:			
▪ Identify implications of issues for customer and organisation			
▪ Analyse, explain and negotiate appropriate options for resolution with customer			
▪ Propose options that are in accordance with legislative requirements			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL?      ☐ Yes      ☐ No      ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBCUS301 Deliver and monitor a service to customers**

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service. It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I use effective communication skills to establish rapport with customers and to identify their needs.			
2. I seek assistance if I identify limitations in addressing customer needs.			
3. I provide prompt service to customers.			
4. I promote and enhance services and products to customers.			
5. I review customer feedback to identify opportunities for improvement			
6. I can produce a report which identifies and recommends ways to improve service delivery.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBDIV301 Work effectively with diversity**

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work. It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
9. I adjust my language and behaviour to accommodate diversity			
10. I identify and respect individual differences in colleagues, clients and customers			
11. I encourage colleagues to utilise and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes			
12. I ensure relations with customers and clients demonstrate that diversity is valued by the business.			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;  
4 = Competent without assistance; 5 = Able to support others

**BSBWOR204 Use business technology**

This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data. It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

This is an ELECTIVE unit.

Candidate name:			
Questions	Yes	No	Skill rating 0, 1, 2, 3, 4, 5
1. I select and use appropriate technology and software applications			
2. I identify, open, generate or amends files and records according to task			
3. I store data appropriately and exit applications without damage to or loss of data			
4. I carry out and/or arrange routine maintenance to ensure equipment is maintained			
5. I identify equipment faults accurately and take action in accordance with manufacturer's instructions or reports fault to designated person			

**Skill Rating Scale**

0 = Not applicable; 1 = Not skilled; 2 = Not Competent – Limited skills; 3 = Mostly Competent – Assistance required sometimes;

4 = Competent without assistance; 5 = Able to support others

***What evidence can I provide for this unit?***

Please list physical evidence/documentation that could support the RPL process

Examples may include policies, procedures, workplace documentation etc

Should I apply for RPL? ☐ Yes ☐ No ☐ Not sure

If you are unsure, ask your assessor.

Candidate signature:

## Evidence Register

Document number	Name	Stage/unit this evidence is related to
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Document number	Name	Stage/unit this evidence is related to
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		

Document number	Name	Stage/unit this evidence is related to
35.		
36.		
37.		
38.		
39.		
40.		
41.		
42.		
43.		
44.		
45.		