

**Guidelines for Applicants seeking to
apply for
RECOGNITION OF PRIOR LEARNING
(RPL)**

**This document will also requires the
Unit Matrix (Matrices) for all unit(s)
for which RPL is being sought.**

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Introduction

This document is designed to provide guidance of applicants considering making an application for recognition of prior learning (RPL).

An RPL application seeks to prove that the applicant already has acquired skills and knowledge equivalent to the skills and knowledge being assessed in a recognised course or unit of competency.

The outcome of a successful RPL application is a recognition that the applicant has already achieved the required skills and knowledge and thus does not have to demonstrate these skills or knowledge again.

The most practical application of this is a reduction in a training program.

RPL application will consider, formal education such as other training courses, work experience and general life skills, an example a hobby in personal computers will provide credit in many computing or computing related courses.

These Guidelines need to be accompanied by the relevant Unit Matrices required for each unit that RPL is being sought for.

1. What is Recognition of Prior Learning (RPL)?

In short, RPL is recognition of all your current skills and abilities.

- If you can provide sufficient documentary evidence to demonstrate equivalent knowledge and skills to that required to be achieved in the Unit of Competency you will be recognised as having equivalent experience and knowledge and thus be found competent in that unit of competency and be awarded the unit of competency by RPL.
- Individuals who demonstrate equivalent competency in a complete qualification will be awarded the qualification.
- Individuals who demonstrate competency in less than the complete qualification will be awarded "Statements of Attainment" for those units of competency in which they were found to be competent.

2. Possible types of Evidence that may be suitable

There are a very wide variety of evidence types that can suitable for inclusion in a RPL application.

- **Formal Qualifications:** These would include any recognised qualification such as a trade certificate, a TAFE course or another course from a RTO or any other formal course.

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The formal qualification will need to directly relate to an element or elements of the course that you are seeking RPL for. Your formal qualification may in its entirety be equivalent, or a subject or module may directly relate to the Unit of Competency. As with all evidence offered in a RPL claim you will need to clearly show why the evidence is relevant to the qualification RPL is being sought for.

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- **Resumes and CV's:** These are an excellent way of describing your experience and personal history, however they will need to provide clear and objective evidence of your skills and competencies. Resumes will need to be supported by work examples, valid third party reports and potentially other forms of evidence.
- **Copies of Relevant Policies and Procedures:** You may of setup various processes within your organisation and in fact may of researched and written many documents, policies and procedures that relate to the business.

These can be forms of evidence in some units of competency, these will need to be supported by evidence of your authorship, this may be a letter from your supervisor confirming that you wrote these.

- **Third Party Reports:** As with all evidence offered with your RPL application the evidence offered must relate directly to the unit of competence RPL is being sought for. Thus all third party reports will need to follow the rules of evidence and relate directly to the unit of competency and to the applicant. The author of the document will need to clearly establish their working relationship with the applicant and cite examples of what has been observed, signed and presenting in an identifiable document.
- **Work Documents:** Examples of your work such as reports, correspondence, meeting documents, files, conference proceedings, clients notes, training reports, assessments tools etc must be identifiable. All documentation should clearly relate to the candidate and the relevant aspect of the unit of competency RPL is being sought for. All documentation should be signed, dated and where appropriate verified.
- **Historical Evidence:** Any evidence that is over say 3 years old should be supported by more up to date evidence. The combined evidence should indicate the applicants continued currency in the area of competence RPL is being sought for. If the applicant can demonstrate a continuous standard of competency then the historical evidence can be submitted. If the evidence does not lead to a continuous level of competency, then the competency must be demonstrated in an alternative manner.

3. How should I start collecting my evidence?

1. Discuss with your AlertForce Trainer/Assessor which units you feel you may be suitable for a RPL application.
2. Your AlertForce Trainer will provide you with the relevant Units of Competency; these describe the requirements of the Unit and what you need to be able to demonstrate to be deemed competent.
3. Read the WHOLE unit of competency, including the elements, the performance criteria, the range statement and the evidence guide as

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contained in the Training Package. Training Packages are available from www.ntis.gov.au

4. Review your own education and experience; think about what knowledge and skills that you may have that address the requirements of this Unit of Competency.
5. Think of examples of you demonstrating these skills and using this knowledge over the last 2-3 years. You should refer to "specific evidence requirements" in the unit of competency Evidence Guide.
6. For every example, you will need to determine how you could demonstrate that you have met the requirements of the Elements and the Performance Criteria.
7. You will need to review the Range statement to ensure that your experience is consistent with the context and definitions provided in the range statements.
8. You should then review your experience and documented evidence to ensure that you have met every aspect of the Unit of Competency. Your evidence should be valid, ie show what it claims to show.
9. Your evidence should be authentic, ie you should be able to accumulate evidence that is identifiable, ie: on letterheads, that is signed by relevant people, contains file or reference numbers and is creditable to your RPL assessor.
10. Your evidence should have times and dates, as this will be required to determine that your evidence is recent and that these skills and knowledge are current.
11. Your evidence should reference the element or item that you feel it is addressing. An accumulation of a number of unrelated facts, and experiences does not allow the assessor to evaluate your competency.
12. Your evidence should be sufficient, ie there should be sufficient forms of evidence to indicate your competency. You will also need to ensure that you have demonstrated that your competency has been demonstrated to exist over time, thus consider evidence of competency that has been collected over a significant period of time.
13. Appendix A of this RPL guide includes an example on the review of the Unit of Competency contents and impacts upon evidence gathering for TLII207D Apply customer service skills. You should review this example.

4. How should I evaluate my evidence and how will my RPL Assessor evaluate my evidence. (Rules of Evidence)

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Your RPL assessor must be able to rely upon your evidence, this evidence must withstand close scrutiny and examination. The evidence must clearly demonstrate your competence over time.

Your RPL assessor will evaluate your evidence by asking if it is:

Valid:

- Does it relate directly to the unit of competency?
- Does it demonstrate the relevant underpinning skills and knowledge?
- Does it reflect the four dimensions of competency and the key competencies?
- Is appropriate to the relevant AQF descriptor?

Sufficient:

- Does the evidence address all the critical aspects of evidence presented in the unit of competency?
- Does the evidence address all the requirements of the Evidence Guide, including the specific evidence requirements listed?
- Does the evidence cover the full range of performance identified in the unit?
- Does the evidence show competency over a period of time and in different contexts?
- Does the evidence include different forms of evidence?

Current:

- Does the evidence demonstrate that the candidate can apply the competency in their current work?
- Does the evidence reflect work carried out by the candidate over a period of time? The assessor must be confident the applicant can still perform to the standard demonstrated by the evidence.

Authentic:

- Is each piece of evidence clearly identifiable as the candidate's own work?
- Are the Qualifications, references, licences etc presented by the applicant signed off as a full and correct copy of the original by a credible third party?
- Are the Applicant's verbal or written accounts of what they can do supported by actual evidence, such as work examples, or products, etc?

5. How should I present my Evidence?

While there are no firm instructions for the presentation of your RPL material there are some very clear guidelines.

Follow the suggestions in the preceding sections and structure your application in a logical and thoughtful manner.

Choose your Evidence wisely:

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- Provide different forms of quality evidence clearly linked to the units of competency that you are seeking RPL for.
- Ensure that all evidence is authenticated.
- Ensure that all resumes and job descriptions are supported by actual evidence.
- Ensuring that all Organisational documents are controlled, and clearly show ownership, authorship and the date of last review.

You will have spent a significant amount of time and effort assembling your RPL application, the good efforts that you have spent does not need to be spoilt by a poorly constructed application.

6. Structure of the RPL Application:

1. Complete the Application Form in Appendix B detailing your contact details and the Units of Competency that you are seeking RPL for.
2. Complete the Declaration Form contained in Appendix C
3. Assemble your Evidence by Unit of Competency. With each item clearly labeled.

If the same evidence applies to a number of units of competency, please duplicate the evidence, have it certified or verified and include it with each individual unit RPL is being sought for. There is a sample of a completed Evidence Kit in Appendix D

4. Templates for assembling evidence can be provided by your assessor
4. Insure all relevant information is in a well thought out and structured manner, if the evidence is volumous, reevaluate its relevance, if it is still consistent with this guide ensure that it is itself well laid out.

7. Assembly of Evidence

When assembling evidence of competency, applicants are reminded that they need to review the whole unit of competency, including the Evidence Guide, as a complete document and then address the requirements for evidence.

We have included an example of a completed RPL application in Appendix D for **TLII207D Apply customer service skills.**

8. Questions

If you have any questions at any time regarding the assembly of your RPL application, the progress of the RPL application or the results of you RPL application, please contact our office at:

AlertForce Pty Limited
 G05/1a Tusculum Street,
 POTTS POINT NSW 2011
Ph: 1300 627 246

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Fax: (02) 9012 0684
Web: www.AlertForce.com.au

9. Appealing our Decisions

We as an AQTF compliant RTO we have an established process for RPL applicants to appeal any decisions made by us.

In the first instance we would suggest that you contact us to discuss the decision to thus ensure that you understand why the decision was made.

If you feel that you wish to appeal our decision please contact the CEO who will arrange for an Appeal application form to be immediately despatched to you.

10. Application Results and Feedback

Appendix E contains the results form that will be completed and despatch back to you upon the evaluation of your RPL Application.

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Appendix A:

Sample of RPL evidence gathering process for TLII207D Apply customer service skills

Introduction

There are a lot of words written about assessment evidence: rules, forms, what is evidence, what is not evidence and so on. In the end, however, most candidates will probably find that a couple of good examples, related to specific units of competency, will answer commonly asked questions and clarify what is required.

Step 1:

Read the **WHOLE** units of competency, making sure you include the **Range Statement** and **Evidence Guide**.

Step 2:

Think about what you have done in relation to applying customer service skills. In particular, think of **at least two** examples of an application of customer service skills with different customers in the past 2-3 years.

Read the Performance Criteria, Range Statement and the Evidence guide. Note the specific requirements of each.

For Example the Performance Criteria requires:

- | |
|---|
| 1. Customer inquiries are dealt with courteously and efficiently both by phone and face to face |
|---|

So your evidence will need to show that you deal with people both face to face and via the telephone.

The Range Statement advises

Customers may be: • internal or external

So you do not need to be working with people outside the company to be eligible for this qualification.

The Evidence Guide requires

Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
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Thus you will need to demonstrate a consistent skill set over a period of time.

In an RPL situation, you need to provide documented evidence of all of the above. Such evidence would be **valid**, since it would be based on the elements and performance criteria and on the requirements of the Evidence Guide.

Examples of documented evidence

A Position Description detailing your job role dealing with customers, this would need to show that you had the job for a while and would need to be verified by your supervisor as having performed in the role.

Performance Review, An acceptable document may be your performance review. If it provided sufficient detail on your skills in dealing with customers and was signed by your supervisors. This of course could be a formal document or alternatively your supervisor could give you a specially written letter for the purpose of this RPL application.

Training Courses, any training courses that you have been on, these may not necessarily need be formal training but provided they are supported by evidence they can assist in the RPL application.

Examples, sometime you can demonstrate competency in doing something by showing an example, something you have done, built or written.

Awards or Prizes, many companies recognize their customer service staff with awards, or other forms of recognition. This will further enhance the RPL application by demonstrating your consistent application of your skills.

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2. Documented evidence of your skills, learning and competencies related to each selected Unit.

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Appendix C

Application Declaration (to be attached to your application)

Name:
Postal Address:
Postal Address:
Postal Address:
Date of Posting:
Declaration
I declare that: <ul style="list-style-type: none">• No part of this application has been copied from another person's work, except where documents or work is listed/referenced• No part of this application has been prepared or developed for me by another person
Signature:
Date:

Please contact me at the following **email address** to confirm my assessment has been received:

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Please deliver application to:

AlertForce Pty Limited
G05/1a Tusculum Street,

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POTTS POINT NSW 2011

Ph: 1300 627 246

Fax: (02) 9012 0684

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Appendix D

Sample of mapping of assessment RPL evidence for TLII207D Apply customer service skills

This mapping enables the candidate to think about the evidence they already have and use this evidence as their 'starting point' in the mapping exercise. It then allows the candidate to identify how much of the evidence they really need to produce.

Elements & Performance Criteria	List Evidence that demonstrates co
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<p>1 Deal with customer inquiries</p>	<ol style="list-style-type: none"> 1. Customer inquiries are dealt with courteously and efficiently both by phone and face to face 2. Questions are used to clarify the customer's needs or concerns 3. Assistance from other staff is sought when a customer's inquiry cannot be fully answered 4. Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs 5. Customer inquiries and associated action are recorded and reported in accordance with workplace procedures 	<p>My position description requires me to deal with people walking up to the counter. This is significant. Letter from the store manager confirms that I do this.</p> <p>Customer service training course run by AIM. I asked questions to learn what the customer's needs are. For similar products we need to understand exactly what they want. Copy of course certificate attached. Letter of appreciation to confirm that I do this.</p> <p>Copies of emails to head office and other employees regarding a customer question. Copy of customer log showing a reply to his questions. (Copy of thank you letter attached)</p> <p>Performance review 2007, 2008, & 2009, page four. My expertise in answering client questions, copying down their response both by internal staff and external staff, and through an exchange of approximately five emails.</p> <p>Performance review 2007, 2008, & 2009, sheet with regard to client enquires, page four. Letter of support for Award for meeting KPI's on enquires for July 2011. I correctly processed orders. Thank you letter effected all staff.</p>
<p>2 Monitor customer satisfaction</p>	<ol style="list-style-type: none"> 1. Customer is greeted cordially in accordance with workplace procedures 2. Customer requirements are dealt with according to workplace procedures 3. Special needs are addressed within workplace policies 4. Appropriate feedback is provided to managers and internal and/or external customers 	<p>Performance review 2007, 2008, & 2009, sheet with regard to greeting clients, page four. Letter of support for am known in the office as Mr Happy. Letter of appreciation confirms that I greet them cordially.</p> <p>Performance review 2007, 2008, & 2009, sheet with regard to client enquires, page four. Letter of support for Award for meeting KPI's on enquires for July 2011. I correctly processed orders.</p> <p>Performance review 2007, 2008, & 2009, sheet with regard to client enquires, page four. Letter of support paragraph three highlights addressing clients' special needs. Emails detailing correspondence for special needs clients.</p>
		<p>See copies of emails regarding stock shortages and projected higher purchase levels for particular products.</p>

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REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

1. • Relevant duty of care responsibilities
2. • Relevant OH&S and environmental procedures and regulations
3. • Workplace procedures relevant to work activities
4. • Customer service policies and procedures
5. • Products and/or services provided by the workplace concerned

6. • Types of operations carried out in the workplace concerned
7. • Sources of information and documentation needed for workplace operations

Required skills:

1. Communicate effectively with others when providing customer service, including the use of telephone techniques
2. Effectively use interpersonal skills
3. Effectively handle customer queries and complaints
4. Read and interpret instructions, procedures, information and labels relevant to the provision of customer service
5. Interpret and follow operational instructions and prioritise work
6. Complete documentation related to the provision of customer service
7. Write simple reports and records of inquiries
8. Operate electronic communication equipment to required protocol
9. Work collaboratively with others when providing customer service
10. Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
11. Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures
12. Monitor work activities in terms of planned schedule
13. Modify activities depending on differing operational contingencies and environments
14. Work systematically with required attention to detail
15. Apply precautions and required action to minimise,

forecast, and suggested amended credit terms forwarded to supervisor. See thank you note and understanding during our power outage, processing)

Items 1 to 7, see position description signed 17, 2007. See performance review 2007, 2008 personal goals and routine. See letter of support

Items 8 to 22, see position description signed 17, 2007. See performance review 2007, 2008 personal goals and routine. See letter of support

Item 14, See example of stock level reports,

Item 15, See support letter for use of electronic mobile telephone, printers, PA, Walkie Talkie

Item 17, See support letter from Islamic college supporting my appropriate interactions with the Catholic customer and from Gay customer service with them.

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<p>control or eliminate hazards that may exist during work activities</p> <p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p> <ul style="list-style-type: none"> • The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement <p>Context of and specific resources for assessment</p> <ul style="list-style-type: none"> • Performance is demonstrated consistently over a period of time and in a suitable range of contexts • Resources for assessment include: <ul style="list-style-type: none"> ◦ a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or ◦ access to an appropriate range of relevant operational situations in the workplace • In both real and simulated environments, access is required to: <ul style="list-style-type: none"> ◦ relevant and appropriate materials and/or equipment, and/or ◦ applicable documentation including workplace procedures, regulations, codes of practice and operation manuals <p>Method of assessment</p> <ul style="list-style-type: none"> • Assessment of this unit must be undertaken by a registered training organisation • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests • Practical assessment must occur: <ul style="list-style-type: none"> ◦ through appropriately simulated activities at the registered training organisation, and/or ◦ in an appropriate range of situations in the workplace 	<p>Item 22 see letter of Commendation relating</p> <p>See above support evidence offered</p> <p>Position description, performance reviews and position as exceeding three years.</p> <p>All evidence based upon real situations and</p> <p>Office, warehouse and storerooms are fully e</p>
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	<p>RPL is completed by AlertForce, a RTO.</p> <p>Written application has been submitted after Assessor</p> <p>All done in the workplace</p>
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Appendix E

AlertForce

Notification of the Result of RPL Application

Applicants Name: _____ Date / /

RPL Assessors Name:

AlertForce wishes to advise you that your application for Recognition of Prior Learning has been assessed. Stated below are the results of this assessment.

Units of Competency granted as a result of the RPL assessment

Units of Competency Code	Units of Competency Name

Units of Competency NOT granted as a result of the RPL assessment

Units of Competency Code	Units of Competency Name, include details of why application for each unit of competency was declined.

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A process of appeal is available to you to address any unfairness you may feel was used to assess your RPL. Application. If you consider an appeal please contact our office on the details below and ask for an Appeals Form.:

AlertForce Pty Limited
G05/1a Tusculum Street,
POTTS POINT NSW 2011
Ph: 1300 627 246
Fax: (02) 9012 0684
Web: www.AlertForce.com.au

Assessor Signature:

Date:

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