

# Recognition of Prior Learning (RPL)

## BSB30110 Certificate III Business

### What is RPL?

RPL recognises that you may already have the skills and knowledge needed to meet national competency standards. Instead of undertaking training and assessment for a course you can provide evidence to show that you already meet the required standard.

### What evidence do I need?

Evidence will differ from person to person, depending upon their work and life experiences. There is no specific type of evidence that is essential, rather it is up to you to provide whatever evidence you think demonstrates that you meet the skills and knowledge specified in a unit of competency. The requirements for the unit(s) of competency in your course are summarised at the end of this document.

There are many suitable forms of evidence including:

Academic achievements	Customer	Plans
Assessments/assignments	evaluations/feedback	Portfolio
Awards	Demonstration	Position description
Attendance record	Diary	Policies
Brief	Drawings	Presentation notes
Budgets	Emails	Procedure manual
Business case	Financial statements	Project
Care plan	Job description	Proposal
Certificates	Letter of support	Published works
Challenge test	Log book	References
Checklist	Marketing plan	Reports
Committee work	Minutes of meeting	Resume
Conference attendance	Observation	Rosters or timesheets
Course outline	Performance appraisal report	Training plan
	Photos	Work samples

If you do not have enough evidence we can provide you with assessment tasks to complete instead.

When submitting evidence, keep the following in mind:

- To be suitable, your evidence must relate to the criteria specified in the unit(s) of competency.
- You need to submit enough evidence for an assessment to be made.
- Your evidence needs to show that your skills and knowledge are current and up-to-date. If your evidence is more than two years old you should have other, more recent evidence to supplement older evidence.
- Your evidence needs to prove that you have the required skills and knowledge. It can't just suggest that you probably know something.

### **How do I apply?**

Enrol in your chosen course and pay your course fee. Submit the RPL application form on the next page with your enrolment forms. Also include your evidence for RPL. Assessment of your evidence will begin as soon as your enrolment has been processed.

### **How long does it take?**

The initial assessment of your evidence will usually be completed within 3 working days. If your evidence proves that you have the required skills and knowledge then your RPL assessment will conclude at this point and you will receive credit for the relevant unit(s) in your course.

If there are gaps in your evidence, these gaps will be outlined to you and you will be asked to provide more evidence. You can elect to complete an assessment task in lieu of providing more evidence if you wish.

### **When can I apply for RPL?**

At the time of enrolment. The RPL process must be completed before you begin your training.

### **What skills and knowledge do I need to have?**

To be granted RPL for a unit you need to show that you meet the requirements of the unit(s) of competency. The unit requirements are summarised from page 4.

### **I have more questions about RPL?**

We are happy to answer your questions. Email your question(s) to [enquiry@trison.com.au](mailto:enquiry@trison.com.au).



**APPLICATION FOR RECOGNITION OF PRIOR LEARNING**

**Applicant Details**

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

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Unit Code(s) for RPL	Evidence to Support RPL					Office Use
	Work History	Work Sample	Certificates/ Courses	Referee Reports	Other	C/NC

**Office Use Only**

Assessor Name: \_\_\_\_\_

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

Comments:

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

## **BSBCUS301B Deliver and monitor a service to customers**

This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers. Operators may exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.

RPL evidence needs to show your ability to:

- Identify customer needs
- Deliver a service to customers
- Monitor and report on service delivery

RPL evidence must also demonstrate the ability to:

- identifying needs and priorities of customers
- distinguishing between different levels of customer satisfaction
- treating customers with courtesy and respect
- responding to and reporting on, customer feedback
- knowledge of organisational policy and procedures for customer service

## **BSBDIV301A Work effectively with diversity**

This unit describes the performance outcomes, 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.

RPL evidence needs to show your ability to:

- Recognise individual differences and respond appropriately
- Work effectively with individual differences

RPL evidence must also demonstrate the ability to:

- Adjust language and behaviour as required by interactions with diversity
- Apply an awareness of diversity issues
- Apply knowledge of relevant legislation

## **BSBFIA301A Maintain financial records**

This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtor's and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.

RPL evidence needs to show your ability to:

- Maintain daily financial records
- Maintain general ledger
- Monitor cash control

RPL evidence must also demonstrate the ability to:

- Identify and responding to discrepancies and errors
- Transfer and recording financial data accurately
- Reconcile expenditures and revenue
- Apply knowledge of organisational policies and procedures relating to maintaining financial records.

## **BSBITU304A Produce spreadsheets**

This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.

RPL evidence needs to show your ability to:

- Select and prepare resources
- Plan spreadsheet design
- Create spreadsheet
- Produce simple charts
- Finalise spreadsheets

RPL evidence must also demonstrate the ability to:

- designing spreadsheets that address a range of data and organisational requirements
- using software functions, graphics and support materials to create spreadsheets
- knowledge of formatting requirements of workplace documents

## **BSBITU306A Design and produce business documents**

This unit describes the performance outcomes, 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.

RPL evidence needs to show your ability to:

- Select and prepare resources
- Design document
- Produce document
- Finalise document

RPL evidence must also demonstrate the ability to:

- Design and producing a minimum of 3 completed business documents, using at least 2 software applications in the production of each document
- Use appropriate data storage options
- Apply knowledge of the functions and features of contemporary computer applications

## **BSBITU303A Design and produce text documents**

This unit describes the performance outcomes, skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software.

RPL evidence needs to show your ability to:

- Prepare to produce word processed documents
- Design word processed documents
- Add tables and other data
- Produce text documents

RPL evidence must also demonstrate the ability to:

- applying document design principles
- knowledge of organisation's style guide
- production of a minimum of three text documents using advanced software functions

## **BSBCMM301B Process customer complaints**

This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. Operators may exercise discretion and judgement using appropriate knowledge of products, customer service.

RPL evidence needs to show your ability to:

- Respond to complaints
- Refer complaints
- Exercise judgement to resolve customer service issues

RPL evidence must also demonstrate the ability to:

- applying judgement in the application of industry and/or organisational procedures
- working with customer complaints
- knowledge of organisational procedures and standards for processing complaints

## **BSBPRO301A Recommend products and services**

This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.

RPL evidence needs to show your ability to:

- Develop and maintain knowledge of products and services
- Recommend products and services
- Advise on promotional activities

RPL evidence must also demonstrate the ability to:

- assessing and reporting on customer satisfaction
- identifying commercial characteristics of products and services
- knowledge of product and service standards and best practice models.
- preparing and structuring advice on products and services
- researching market availability of products and services

## **BSBWRT301A Write simple documents**

This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.

RPL evidence needs to show your ability to:

- Plan document
- Draft document
- Review document
- Write final document

RPL evidence must also demonstrate the ability to:

- producing a range of documents that accurately convey required basic information
- using formatting suitable for intended audience
- knowledge of organisational policies and procedures for document production.

## **BSBITU201A Produce simple word processed documents**

This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

RPL evidence needs to show your ability to:

- Prepare to produce documents
- Produce documents
- Finalise documents

RPL evidence must also demonstrate the ability to:

- Apply knowledge of simple word processing functions, standard document layout and design principles
- produce of a minimum of three simple, word processed documents



## **BSBITU309A Produce desktop published documents**

This unit describes the performance outcomes, skills and knowledge required to design and produce desktop published documents.

RPL evidence needs to show your ability to:

- Prepare to produce desktop published documents
- Set up desktop published document
- Create desktop published document
- Finalise desktop published document

RPL evidence must also demonstrate the ability to:

- Apply knowledge of document design and layout principles
- produce desktop published documents

## **BSBITU301A Create and use databases**

This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information.

RPL evidence needs to show your ability to:

- Create a simple database
- Create reports and queries
- Use database

RPL evidence must also demonstrate the ability to:

- creating simple databases and queries
- manipulating data using queries
- formatting data into a final version

## **BSBITU302B Create electronic presentations**

This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.

RPL evidence needs to show your ability to:

- Prepare to create presentation
- Create presentation
- Finalise presentation

RPL evidence must also demonstrate the ability to:

- Create at least two electronic presentations