

Recognition of Prior Learning (RPL)

BSB30115 Certificate III in 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.



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: ____/____/____

BSBWHS302 Apply knowledge of WHS legislation in the workplace

This unit describes the, skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace.

This unit applies to individuals who contribute to actions to achieve compliance with WHS legislation as part of their WHS responsibilities, which are in addition to their main duties.

RPL evidence needs to show your ability to:

- determine the legal framework for WHS in the workplace
- contribute to activity that reflects WHS legislative requirements
- keep up-to-date with legislation and relevant publications

RPL evidence must demonstrate the ability to:

- identify and apply work health and safety (WHS) legislative requirements applicable to the workplace, occupation and industry, including keeping up to date with legislation and relevant publications
- identify and act on non-compliances with WHS legislation
- identify duty holders
- communicate WHS information to others
- refer issues of non-compliance to responsible persons or authorities and seek advice from appropriate sources

To complete the unit requirements safely and effectively you must be able to:

- explain the WHS legislative duties of self and others including limits on own expertise
- outline the key organisational WHS policies, procedures, processes and systems
- outline the key requirements in relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- identify obligations and duties for consultation and who must be consulted
- identify people who could be accessed for help
- identify the consequences of non-compliance
- explain ways to get information about compliance with legislation

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.

RPL evidence needs to show your ability to:

- respond to complaints
- refer complaints
- exercise judgement to resolve customer service issues

RPL evidence must demonstrate the ability to:

- process and document customer complaints according to organisational and legislative requirements
- use effective communication techniques to discuss options and resolve complaints
- follow correct procedures when referring and following up complaints

To complete the unit requirements safely and effectively you must be able to:

- identify the key provisions of relevant legislation from all forms of government that may affect aspects of business operations
- explain the communication skills required when handling customer complaints
- outline organisational procedures and standards for processing complaints
- list external bodies to which complaints could be referred

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.

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 demonstrate the ability to:

- use communication skills to establish rapport and build relationships with customers in accordance with organisational requirements
- identify customer needs using appropriate questioning and active listening skills
- provide customer service in accordance with organisational requirements

- respond to and record customer feedback and action taken according to organisational standards, policies and procedures
- produce a report which identifies and recommends ways to improve service delivery

To complete the unit requirements safely and effectively you must be able to:

- summarise key provisions of relevant legislation from all levels of government that may affect aspects of business operations
- explain organisational policy and procedures for customer service, including handling customer complaints
- provide examples of verifiable evidence that could be used to review customer satisfaction
- outline the interpersonal skills needed for serving customers, including customers with specific needs

BSBPRO301 Recommend products and services

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

It applies to individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement and who may provide technical advice and support to a team.

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 demonstrate the ability to:

- use appropriate sources to document accurate information about the organisation's products and services
- prepare and provide advice about products and services according to organisational requirements
- evaluate promotional activities including consideration of:
 - whether promotional materials meet organisational requirements
 - actual costs against budget
 - customer feedback

To complete the unit requirements safely and effectively you must be able to:

- list authoritative sources of information about the organisation's products and services
- outline the organisation's products and services

- outline the policies and procedures that apply when providing advice or recommendations about products and services
- list and describe organisational promotional activities
- explain methods used to gather verifiable customer feedback about products and services
- explain how and why customer feedback is analysed

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.

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
- identify and respect individual differences in colleagues, clients and customers
- apply relevant regulations, standards and codes of practice

To complete the unit requirements safely and effectively you must be able to:

- identify major groups in the workplace and community, as defined by cultural, religious and other traditions and practices
- identify reasonable adjustments that facilitate participation by people with a disability
- explain the value of diversity to the economy and society in terms of:
 - workforce development
 - Australia's place in the global economy
 - innovation
 - social justice

BSBFIA301 Maintain financial records

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

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts and may exercise discretion and judgement using appropriate theoretical knowledge of financial records.

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:

- maintain daily transactions and identify and respond to discrepancies and errors
- transfer and record financial data accurately
- reconcile expenditures and revenue in a timely manner

To complete the unit requirements safely and effectively you must be able to:

- identify the key provisions of relevant legislation, codes of practice and national standards that may affect financial record keeping
- discuss organisational policies and procedures relating to maintaining financial records
- define credits/creditors and debits/debtors
- describe principles of double entry bookkeeping and accrual accounting
- identify methods of presenting financial data

BSBINM301 Organise workplace information

This unit describes the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.

It applies to individuals who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.

RPL evidence needs to show your ability to:

- collect and assess information
- organise information
- review information needs

RPL evidence must also demonstrate the ability to:

- efficiently and effectively gather, assess, organise and use workplace information as part of own job role
- provide accurate information for defined purposes
- maintain and handle data and documents systematically
- use business technology to manage information
- communicate with colleagues and clients using effective interpersonal skills to obtain and check workplace information
- apply relevant legislation and regulations to workplace information
- monitor, review and modify information processes

To complete the unit requirements safely and effectively you must be able to:

- explain how legislation and regulations may affect the gathering organising and distribution of workplace information
- describe methods for checking validity of information and its sources
- describe organisational recordkeeping and filing systems, security procedures and safe recording practices
- identify workplace policies and procedures relating to workplace information

BSBINN301 Promote innovation in a team environment

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

RPL evidence needs to show your ability to:

- create opportunities to maximise innovation within the team
- organise and agree effective ways of working
- support and guide colleagues
- reflect on how the team is working

RPL evidence must also demonstrate the ability to:

- apply practices that promote innovation within a team including:
 - modelling open and respectful communications
 - contributing to the make-up and rules of the team
 - planning and scheduling of activities
 - reflecting on activities, feedback and challenges to identify improvement options
- encourage others to contribute to innovation in the team
- implement improvements and communicate about them

To complete the unit requirements safely and effectively you must be able to:

- explain what innovation is, the different types of innovation and the benefits of innovation
- describe the internal and external factors that contribute to a team becoming and remaining innovative including:
 - team characteristics
 - the role of group dynamics and diversity
 - broader environmental factors
- explain how activities can encourage or hinder innovation in a team including:
 - allocation of time and activities
 - modelling behaviour
 - rewards and recognition
 - communications
 - feedback

BSBITU301 Create and use databases

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

It applies to individuals that may provide administrative support within an enterprise, or may be independently responsible for storage and retrieval of data relating to their own work roles.

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:

- adhere to organisational requirements when inputting, amending and storing data including:
 - correct naming conventions
- adhere closely to task requirements including:
 - following designated timelines
 - achieving speed and accuracy
- create simple databases including:
 - reports and queries
- follow designated timelines
- correctly name and store data
- distribute reports to appropriate personnel

To complete the unit requirements safely and effectively you must be able to:

- outline key provisions of relevant legislation, standards and codes that may affect aspects of business operations
- describe organisational requirements relating to data entry, storage and presentation

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.

RPL evidence needs to show your ability to:

- prepare to create presentation
- create presentation
- finalise presentation

RPL evidence must also demonstrate the ability to:

- adhere to organisational requirements and strategies when creating electronic presentations including:
 - ergonomic requirements
 - energy and resource requirements
- adhere closely to task requirements
 - following designated timelines
 - achieving consistency of design and layout
 - ensuring correct editing and style requirements
- use advanced software features
- communicate effectively with personnel
- print and store presentation

To complete the unit requirements safely and effectively you must be able to:

- outline key provisions of relevant legislation, standards and codes that affect aspects of business operations
- explain effect of design features on readability and appearance of electronic presentations

BSBITU201 Produce simple word processed documents

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

It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.

RPL evidence needs to show your ability to:

- prepare to produce documents
- produce documents
- finalise documents

RPL evidence must demonstrate the ability to:

- produce documents following correct ergonomic, conservation requirements and organisational policies and procedures
- adhere to organisational style manual when formatting documents
- refer to help function and user documentation to rectify document problems
- use system features
- follow designated timelines when preparing documents

To complete the unit requirements safely and effectively you must be able to:

- identify basic formatting styles and their affect on formatting, readability and appearance of documents
- describe purpose, use and function of word processing software
- outline organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- describe what is contained in an organisational style guide

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.

RPL evidence needs to show your ability to:

- select and prepare resources
- design document
- produce document
- finalise document

RPL evidence must demonstrate the ability to:

- select appropriate technology and software for design and production of business documents
- adhere to organisational requirements when:
 - selecting layout and style
 - opening and generating files
 - producing documents within designated timelines
 - naming and storing documents
 - printing and presenting documents
- adhere to task requirements when producing documents including:
 - applying basic design principles
 - applying consistent formatting
 - using appropriate styles
 - using correct layouts
 - proofreading as required
- use appropriate data storage options
- apply knowledge of functions and features of contemporary computer applications
- print and present completed documents

To complete the unit requirements safely and effectively you must be able to:

- identify appropriate technology for production requirements
- describe functions and features of contemporary computer applications
- outline organisational policies, plans and procedures
- list organisational requirements for document design e.g. style guide

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.

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 demonstrate the ability to:

- adhere to organisational requirements and strategies when creating text documents including:
 - ergonomic requirements
 - energy and resource requirements
- adhere closely to task requirements and required specifications by:
 - following designated timelines
 - achieving consistency of style and image
 - ensuring correct editing and style requirements
 - adhering to designated timelines
- use advanced software features
- communicate effectively with personnel
- overcome problems by referring to user documentation, manuals and online help

To complete the unit requirements safely and effectively you must be able to:

- outline various formatting styles and their impact on formatting, readability and appearance of documents
- explain organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- describe purpose and contents of an organisational style guide
- identify purpose, uses and functions of word processing software

BSBITU304 Produce spreadsheets

This unit describes the performance outcomes, 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.

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:

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

To complete the unit requirements safely and effectively you must be able to:

- describe formatting requirements of workplace documents
- identify organisational guidelines on spreadsheet design and use
- explain organisational requirements for ergonomic standards, work periods and breaks, and conservation techniques

BSBITU309 Produce desktop published documents

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

It applies to individuals who work in a range of environments, which may include providing administrative support within an enterprise, or who may be technical or knowledge experts responsible for production of their own 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:

- follow organisational and safe work practices including:
 - ergonomic requirements
 - energy and resource conservation techniques
- adhere to organisational requirements by:
 - ensuring consistency of style and image
 - logically sequencing data
 - producing documents within designated timelines
 - naming and storing documents
- adhere to task requirements when producing documents including:
 - applying consistent formatting
 - using appropriate templates and master pages
 - using correct layouts
- resolve any issues including:
 - formatting issues

- errors and omissions
- problems with design or production
- use appropriate data storage options
- apply knowledge of functions and features of contemporary computer applications
- communicate with relevant personal

To complete the unit requirements safely and effectively you must be able to:

- identify energy and resource conservation techniques
- outline organisational requirements for ergonomics, work periods and breaks
- describe contents and purpose of organisational style guides
- explain purposes, uses and functions of desktop publishing software
- outline various formatting styles and their effect on formatting, readability and appearance of documents

BSBWOR301 Organise personal work priorities and development

This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.

RPL evidence needs to show your ability to:

- organise and complete own work schedule
- monitor own work performance
- co-ordinate personal skill development and learning

RPL evidence must also demonstrate the ability to:

- prepare a work plan according to organisational requirements and work objectives
- use business technology to schedule, prioritise and monitor completion of tasks in a work plan
- assess and prioritise own work load and deal with contingencies
- monitor and assess personal performance against job role requirements by seeking feedback from colleagues and clients
- identify personal development needs and access, complete and record skill development and learning

To complete the unit requirements safely and effectively you must be able to:

- outline key provisions of legislation that relate to own work role
- describe goals, objectives or key performance indicators of own work role
- explain ways to elicit, analyse and interpret feedback when communicating with other people in the workplace

- explain the principles and techniques of goal setting, measuring performance, time management and personal assessment of learning and development needs
- explain signs and sources of stress and strategies to deal with stress in the workplace
- identify methods to identify and prioritise personal learning needs

BSBFLM303 Contribute to effective workplace relationships

This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.

This unit applies to individuals who use leadership skills including motivation, mentoring and coaching to develop efficient, effective and unified teams and facilitate communication between team members and management of the organisation.

RPL evidence needs to show your ability to:

- seek, receive and communicate information and ideas
- encourage trust and confidence
- identify and use networks and relationships
- contribute to positive outcomes

RPL evidence must also demonstrate the ability to:

- access and analyse information to achieve planned outcomes
- apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements
- review and improve workplace outcomes in consultation with relevant personnel
- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
 - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
 - forge effective relationships with internal and/or external people and help to maintain these networks
 - encourage participation and foster contribution of and respect for ideas and feedback
 - provide support to colleagues to resolve difficulties.
- communicate ideas and information to diverse audiences
- develop networks and build team relationships

To complete the unit requirements safely and effectively you must be able to:

- give examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes
- explain techniques for developing positive work relationships and building trust and confidence in a team
- identify relevant legislation from all levels of government that affects business operation

- describe a range of methods and techniques for communicating information and ideas to a range of stakeholders
- outline problems solving methods
- explain methods to resolve workplace conflict
- explain methods to manage poor work performance
- explain how to monitor, analyse and introduce ways to improve work relationships

BSBFLM312 Contribute to team effectiveness

This unit describes the skills and knowledge required to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

It applies to individuals who play a prominent part in motivating, mentoring, coaching and developing team cohesion through team leadership and forming the link between the management of the organisation and the team members. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

RPL evidence needs to show your ability to:

- contribute to team outcomes
- support team cohesion
- participate in work team
- communicate with management

RPL evidence must also demonstrate the ability to:

- discuss and clarify goals and responsibilities with a team of people
- apply management and communication skills with a range of people that:
 - provides direction and leadership
 - assists individuals to achieve goals
 - motivates and builds team cohesion
 - fosters contribution of and respect for ideas
- apply techniques for resolving problems within organisational and legislative requirements
- communicate effectively with management including escalating problems outside own area of responsibility
- manage communication of information to, and between, the team

To complete the unit requirements safely and effectively you must be able to:

- list organisational goals, objectives and plans that relate to the team
- identify legislation, regulations, standards or codes of practice that may impact team performance and outcomes

- describe the organisational structure with reference to the organisational chart
- describe options for addressing performance issues in the organisation
- explain the principles and techniques of:
 - group dynamics and processes
 - motivation
 - negotiation
- explain why considering individual behaviour and differences is important to a manager

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.

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:

- plan, draft and finalise three different simple documents that accurately convey the required basic information in a format suitable for the intended audience and in accordance with organisational policies and procedures for document production

To complete the unit requirements safely and effectively you must be able to:

- identify the process for checking basic grammar, spelling and punctuation
- describe different communication methods
- describe how audience, purpose and method of communication influence the tone of a document

BSBADM311 Maintain business resources

This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical

knowledge of business resources and their basic maintenance to provide technical advice and support to a team.

RPL evidence needs to show your ability to:

- advise on resource requirements
- monitor resource usage and maintenance
- acquire resources

RPL evidence must also demonstrate the ability to:

- collect and record data on resource use
- observe resource use over defined and operational timeframes
- perform routine resource maintenance

To complete the unit requirements safely and effectively you must be able to:

- list the key provisions of relevant legislation
- identify the organisational resource acquisition policies, plans and procedures
- identify the organisational procedures for record keeping/filing systems, security and safe recording practices

BSBFLM305 Support operational plan

This unit describes the skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

It applies to individuals who use planning and analytical skills to achieve the measurable, stated objectives of the team and the organisation. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

RPL evidence needs to show your ability to:

- contribute to implementation of operational plan
- assist in recruiting employees and acquiring resources
- support operations

RPL evidence must also demonstrate the ability to:

- assist in planning resource acquisition and usage including human resources, risk management and contingency planning
- share information and support members of the work team to achieve plans and targets
- monitor, analyse and report individual and team performance against identified targets

To complete the unit requirements safely and effectively you must be able to:

- explain the processes used to plan and acquire resources
- summarise organisational recruitment and induction processes
- explain the relationship between key performance indicators and achievement of the operational plan
- explain the role of contingency planning in supporting the operational plan
- identify systems and processes for monitoring and reporting performance
- identify alternative approaches to improving resource usage and eliminating resource inefficiencies and waste
- identify relevant legislation, regulations, standards or codes of practice that may affect the operational plan
- identify the organisational policies, practices and procedures relevant to implementation of the operational plan

BSBFLM309 Support continuous improvement systems and processes

This unit describes the skills and knowledge required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

It applies to individuals with roles of responsibility who use initiative, organisational and communication skills to influence the ongoing development of the organisation.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

RPL evidence needs to show your ability to:

- contribute to continuous improvement systems and processes
- monitor and report specified outcomes
- support opportunities for further improvement

RPL evidence must also demonstrate the ability to:

- perform actions to support continuous improvement including:
 - using work performance to identify improvement
 - adjusting plans to reflect changes
 - communicating effectively with all stakeholders
 - using technology to monitor operational progress
 - applying suitable recordkeeping processes

To complete the unit requirements safely and effectively you must be able to:

- explain principles and techniques relating to:
 - continuous improvement systems and processes
 - benchmarking
 - best practice
- describe the benefits of continuous improvement
- list quality approaches which the organisation may implement
- explain methods that can be used in continuous improvement
- outline barriers to continuous improvement
- explain recording, reporting and recommendation processes to facilitate continuous improvement applied within the organisation

BSBFLM311 Support a workplace learning environment

This unit describes the skills and knowledge required to effectively encourage and support a learning environment. Particular emphasis is on participation in processes to facilitate and promote learning and to monitor and improve learning performance.

It applies to individuals who use initiative and well-developed planning and communication skills in their role. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

RPL evidence needs to show your ability to:

- encourage a learning environment
- encourage and promote learning for team and individuals
- identify opportunities for improvement

RPL evidence must also demonstrate the ability to:

- liaise with workplace personnel to develop, implement and support learning in the workplace
- identify learning needs, develop learning plans and arrange learning opportunities
- compile and interpret data about learning arrangements and outcomes in accordance with organisational requirements

To complete the unit requirements safely and effectively you must be able to:

- summarise important considerations in an adult learning environment
- explain the differences and similarities between coaching and mentoring
- outline workplace learning principles and the organisational policies and procedures for applying learning systems.

- describe different types of learning opportunities that could be provided the workplace

BSBINM302 Utilise a knowledge management system

This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system.

This includes a whole range of strategies, methods, activities and techniques used formally and informally by individuals and the organisation (as formalised in a knowledge management system) to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.

It applies to individuals who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of knowledge management to assist in increasing productivity, to improve quality or to recognise the benefits to the organisation through the improved use of knowledge.

RPL evidence needs to show your ability to:

- access and use knowledge management system
- input to knowledge management system
- review and improve work practices

RPL evidence must also demonstrate the ability to:

- access, use and review a knowledge management system in accordance with organisational policies and procedures
- provide feedback to the organisation about improvements to the knowledge management system
- produce records of outcomes resulting from the use of the system

To complete the unit requirements safely and effectively you must be able to:

- identify key provisions of relevant legislation, regulations, standards and codes of practice that may affect knowledge management
- describe organisational policies and procedures for knowledge management

BSBPUR301 Purchase goods and services

This unit describes the skills and knowledge required to determine purchasing requirements and make and receive purchases.

It applies to individuals who work under a level of supervision and who conduct low risk, low expenditure purchasing for an organisation using established and documented purchasing strategies. Individuals may be working in a small organisation with general responsibility for conducting purchasing within an organisation, or they may be a purchasing specialist working in a large organisation. Some judgement may be required to make decisions about purchasing strategies.

RPL evidence needs to show your ability to:

- understand purchasing and own requirements
- make purchases
- receive purchases

RPL evidence must demonstrate the ability to:

- obtain quotes from prospective suppliers
- select appropriate purchasing methods
- receive, check and document purchases

To complete the unit requirements safely and effectively you must be able to:

- outline organisation policy and procedures relating to:
 - purchasing strategies
 - recordkeeping systems related to purchasing and assets
 - standard contracting arrangements
- explain purchasing and procurement principles for:
 - accountability
 - probity and transparency
 - risk management
 - value for money

BSBSUS301 Implement and monitor environmentally sustainable work practices

This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.

RPL evidence needs to show your ability to:

- investigate current practices in relation to resource usage
- set targets for improvements
- implement performance improvement strategies
- monitor performance

RPL evidence must also demonstrate the ability to:

- analyse information from a range of sources to identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability
- consult and communicate with relevant stakeholders to seek input and encourage engagement with developing and implementing sustainability improvements, encourage feedback and suggestions and report on outcomes
- plan and organise work group activities to:
 - measure current resource usage
 - solve problems and generate ideas for improvements
 - evaluate and implement strategies to improve resource usage
 - plan, implement and integrate improvements into operations
 - meet environmental requirements
- apply continuous improvement approach to sustainability performance
- apply change management techniques to support sustainability performance

To complete the unit requirements safely and effectively you must be able to:

- analyse information from a range of sources to identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability
- consult and communicate with relevant stakeholders to seek input and encourage engagement with developing and implementing sustainability improvements, encourage feedback and suggestions and report on outcomes
- plan and organise work group activities to:
 - measure current resource usage

- solve problems and generate ideas for improvements
- evaluate and implement strategies to improve resource usage
- plan, implement and integrate improvements into operations
- meet environmental requirements
- apply continuous improvement approach to sustainability performance
 - apply change management techniques to support sustainability performance