



Government of
South Australia

Program Name: _____

International Students RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process by which a person's existing skills and knowledge is assessed through a formal assessment process towards one or more Units of Competency. Evidence provided by the applicant is used to determine the extent to which that applicant meets the requirement of particular units of competency.

An RPL fee applies for each unit of competency.

PROCEDURE FOR RPL:

STEP 1: Applicant (student) accesses TAFE SA website.

- Visit the following link to obtain RPL information:
<https://www.tafesa.edu.au/international/before-starting/int-policies-responsibilities/int-rpl>

STEP 2: Applicant assembles RPL evidence:

ONE (1) of the following is COMPULSORY:

- *RPL Assessment Questions* (submitted as .pdf file) provided by the program area for Certificate II & III Certificates only
- *Self-Assessment Statement* (submitted as .pdf file) addressing the elements, knowledge and performance criteria of the Unit of Competency showing how you 'do' these things (with examples) in your workplace or volunteer role. For the unit information go to www.training.gov.au It is helpful if these documents are verified by your employer/sponsor.

PLUS a minimum of Three (3) of the following:

- *Resume (CV)*
- *Job Description*
- *Portfolios or samples of work relevant to the unit of competency*
- *Copies of certificates or reports, statements of short courses or 'in-house' training, academic records*
- *Workplace appraisals,*
- *Employer's letter of verification*

STEP 3: Applicant submits the RPL application (with evidence) for assessment – this MUST include the RPL Application form completed, signed and dated by the student. All documents must be sent as .pdf files.

STEP 4: Program Lecturer assesses RPL Application and forwards paperwork to Admissions. An invoice will be emailed to student's email account for payment of the RPL fee (if assessment undertaken before enrolment then student will be charged on their Letter of Offer). Once fees are paid, the results will be finalised on myTAFE SA. For RPL fees applicable please visit the following link: <http://www.tafesa.edu.au/international/apply-international-student/int-fees-refunds> **NOTE: RPL fees are NON-REFUNDABLE**

STEP 5: Results will be provided to the student once the assessment is complete:

- If your RPL application is **successful** you will also be able to see this result on your Academic Transcript on myTAFE SA
- If your RPL application is **unsuccessful**, the assessor will advise what additional evidence is required or enrolment steps you need to take to study the unit/s of competency

ADDITIONAL INFORMATION

Credit Transfer

Credit Transfer is applicable for previous studies completed in Australia in a Vocational Education and Training (VET) or Higher Education qualification where some or all of the content aligns with the National Training Package.

To apply you must:

- produce the official academic transcript/statement from the institution concerned
- complete the TAFE SA Credit Transfer Application Form

You DO NOT pay a fee for units approved for Credit Transfer.

Recognition of Prior Learning (RPL)

RPL is the acknowledgement of skills and knowledge you have already developed through life experiences such as previous or current employment or volunteer roles. RPL takes into account experiences achieved through the workplace, voluntary work, previous training workshops, and/or relevant life experiences.

How did you develop these skills and knowledge?

Work & life experience where you performed tasks supported by knowledge, skills and understanding to the level or standard required by industry. You can perform these currently and competently.

What are the Advantages of RPL?

- Gives you a chance to be recognised for your skills and knowledge
- Saves time in gaining a qualification
- Saves you money – refer to your Registration Advice for RPL fees

Common Competencies/Units

There are often skills obtained that are common over a range of disciplines, for example:

- Administration / Office skills
- Workplace Health and Safety (WHS)
- Finance
- Customer service and teamwork
- Leadership

Units requiring specific industry skills

You may have been working /volunteering in a role with much more specific industry skills. You are certainly eligible to apply for RPL if you believe you meet the criteria.

If you require specific information regarding a Unit of Competency, please go to:

<http://training.gov.au/Home/Tga> (you will be able to search for Units of Competency, including the Performance Criteria you need to address in your RPL application). Alternatively, talk to your lecturer.

RPL EVIDENCE REQUIREMENTS

You will need to produce a minimum of four (4) pieces of evidence per unit of competency to support your RPL application (you may use the same piece of evidence for more than one unit).

COMPULSORY EVIDENCE – ONE (1) of the following pieces of evidence MUST be provided:

- RPL Questions (if available for the unit/s) OR
- Self-assessment Statement addressing the unit of competency (available at www.training.gov.au) (see example overleaf)

VALUABLE ADDITIONAL SUPPORTING EVIDENCE – THREE (3) pieces of evidence MUST be provided:

- Resume (CV)
- Job Description
- Portfolios or samples of work relevant to the unit of competency
- Copies of certificates or reports, statements of short courses or 'in-house' training, academic records
- Workplace appraisals,
- Employer's letter of verification

Some more information 'Valuable Additional Supporting Evidence':

- Resume (CV) should show your work history, length of time in each position and key duties or responsibilities
- Job Description / J&P Specification (preferably signed by manager/supervisor):
 - Current position, or
 - Previous position, if relevant
- Work diary
- Daily/weekly/monthly operating schedule(s)
- Business report(s)
- Workplace memo(s)/internal correspondence
- Minutes of workplace meeting(s)
- Business books or files
- Sample(s) of completed work e.g.: report, newsletters, etc.
- Correspondence with client(s)
- Workplace appraisal(s) prepared on applicant
- Workplace appraisal(s) prepared by applicant
- Witness testimonial(s) for this module
- Position in organisation e.g.: Organisation chart
- Work related course(s) or seminar(s), (attach copies of content & objectives/outcomes)
- Company or newsletter article(s) about applicant's work
- Formal qualifications (verified copies of Certificate(s) and/or academic record(s))
- Recommendation from:
 - Past employer(s)
 - Manager(s), supervisor(s)
 - Peer(s) or colleague(s)
 - Customer(s)

Sample RPL Self-Assessment Statement – to be completed by the Applicant

Name

TAFESA Student ID Number

Level of Education

Year 12 XYW School and the year

Certificate II Retail - TAFE SA and date of completion

Employment history

Job title, name of organisation and dates of employment

Unit of competence – SITXCCS006 Provide Service to Customers

Element	Performance Criteria	Examples / How I do this job competently
1. Communicate with internal and external customers.	<p>1.1 Communicate with customers in a polite, professional and friendly manner within designated response times.</p> <p>1.2 Use appropriate language and tone in both written and spoken communication.</p> <p>1.3 Use appropriate non-verbal communication.</p> <p>1.4 Observe and respond to non-verbal communication of customers.</p> <p>1.5 Use active listening and questioning to facilitate effective two way communication.</p> <p>1.6 Select a medium of communication appropriate for the audience and situation.</p>	<p>When working as a receptionist at XXX I would answer the phone within three rings, using the company name and using a polite and friendly tone.</p> <p>E.g.: "Good morning, welcome to XXXX, this is XXX, how may I help you?"</p> <p>In both my verbal and written communication (letters and email) I ensure that the language I use is appropriate to the situation.</p> <p>As an example if I was communicating with a client for the first time I would ensure I used correct title eg Mr, Mrs etc, in subsequent communication after developing a relationship I may change that greeting to a given name basis.</p> <p>I always try to make sure that my non-verbal communication (ie: body language) matches the words I am using.</p> <p>E.g.: directing a client to take a seat in the waiting area I use my arm extended in the direction of the seats available.</p> <p>At times it is necessary for me to 'read between the lines' of what a client is saying. The body language they are displaying doesn't always match the words. This can be directing me to ask further questions to clarify points of discussion.</p> <p>When someone was speaking to me I would make sure that I was showing competency in listening to them by maintaining eye contact and nodding my head in agreement with them and ask questions informing them that I have been listening.</p> <p>For our hearing impaired clients we use print based information to support our communication. I also ensure that I face them so that they can 'lip read' if necessary.</p>
2. Deliver service according to defined standards.	<p>2.1 Practise high standards of personal presentation and hygiene according to organisational requirements.</p> <p>2.2 Follow organisational customer service policies and procedures.</p>	<p>I always make myself presentable to others with a professional image. I wear neat and tidy business attire, with my hair tied up or if down I use a headband. For example the skirts or dresses I wear are knee-length and cover my shoulders. I always shower prior to work and wash my hair regularly.</p> <p>At XXX at induction we are provided with a copy of our policies and procedures. It is our responsibility to be aware of how our actions impact on these policies.</p> <p>For example we are advised in all situations where possible to ensure that the customer is always right and to never argue a point particularly</p>

	2.3 Adhere to professional standards expected of service industry personnel.	in the public areas. It is our responsibility to meet and satisfy their needs within the limit of our responsibly level. If a client requests action beyond my level I am to engage the assistance of my supervisor.
3. Provide service to customers.	<p>3.1 Establish rapport with the customer to promote goodwill and trust during service delivery.</p> <p>3.2 Identify customer needs and expectations, including customers with special needs.</p> <p>3.3 Promptly meet all reasonable customer needs and requests.</p> <p>3.4 Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.</p> <p>3.5 Recognise and act upon opportunities to deliver additional levels of service beyond the customer's immediate request.</p>	<p>How I establish rapport with our clients is in my genuine interest in their needs and requirements. I value their business and understand that without it I would not have a job.</p> <p>I use my verbal and non-verbal communication to ensure that I am able to identify the client needs and expectations and demonstrate through my behaviour that I will always meet those needs if reasonably possible.</p> <p>Often it is necessary for me to anticipate that a delay in delivery time of goods will cause an issue for our clients, so I try to minimise the effect on them by calling in advance to advise of the delay, apologise and explain.</p> <p>Occasionally this will lead to a need for me to make an offer that was not part of the client's original request. I note on their file that we discussed 'express delivery' and so when next they purchase from us I can make this offer again.</p>
4. Respond to customer complaints.	<p>4.1 Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint.</p> <p>4.2 Respond to customer complaints positively, sensitively and politely.</p> <p>4.3 Seek solutions by consulting the customer.</p> <p>4.4 Resolve complaints according to individual empowerment and organisational policy.</p> <p>4.5 Refer complex service issues to a higher level staff member for action.</p> <p>4.6 Maintain a positive and cooperative manner at all times.</p>	<p>If a client ever has an issue I will do my up most to solve the issue to the client satisfaction before it becomes a cause for complaint.</p> <p>Over the phone I use the tone of the client's voice to help me interpret their mood. I apologise for the reason for their dissatisfaction and use empathy to show that I genuinely am sorry that the incident has occurred. I then consult with the client to make sure that the solution I am offering is suitable to them.</p> <p>As explained previously there are limitations to my level of responsibility and should the resolution be beyond my scope I always ask my supervisor to assist me.</p> <p>When referring the client to my supervisor I always make sure I explain the whole 'scenario' using the client name and including them where possible.</p> <p>No matter how much stress or frustration I feel at the time I try to remain calm and positive and remember that it is often the situation that is causing the client an issue and not me personally.</p>
5. Provide internal feedback on customer service practices.	<p>5.1 Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements.</p> <p>5.2 Identify individual and recurring complaints and provide internal feedback to avoid future occurrence.</p>	<p>At XXX we have weekly team meetings where we discuss the previous week, any situations or scenarios that need addressing. We discuss how the situation was handled and brainstorm other ways it could be solved, or look for ways to try to assist in it not happening again. Sometimes this requires a change in a procedure, which is then distributed amongst all staff.</p> <p>Our management are really encouraging of all staff to give their opinions and ideas.</p>

Sample RPL Employer Verification Letter – to be completed by the Employer

Smith Enterprises
22 Smith Road
SMITHTOWN SA 5555

2 February 2015

To whom it may concern,

My name is John Smith and I am the Office Manager for Smith Enterprises, an organisation that manufactures and sells widgets.

I have known Julie Brown for 3 years and I have been her manager for two years.

I have viewed the RPL statement prepared by Julie and I wish to verify that she has:

Eg: *Participated in safe work practices*
 Provided service to customers
 Shown social and cultural sensitivity

in the course of her work, and she is competent in all the duties associated with these tasks.

I am happy to provide further information if necessary and can be contacted at on the following phone numbers (state preferred contact times if helpful)

Wk 8222 2222

Mob 041 111 222

Yours truly,
John Smith
Office Manager