



## Pathways to a formal qualification

Certain Workshops have been developed to align with aspects of nationally recognised units of competence. As evidence of your participation each workshop, you will receive a Certificate of Attendance with a statement outlining what has been covered. This workshop has been developed to align with aspects of the following nationally recognised unit of competence (subjects):

- Customer Service:
  - CHCCS1B Deliver and Monitor Service to Clients
  - SRXGCSO01A Create Client Relationship
  - CHCCS0B Deliver Service to Clients
  - CHCCOM1A Communicate with people assessing the services of the organisation

If you are interested in exploring pathways to a formal qualification you should seriously consider applying for recognition of prior learning.

The workbook with completed exercises plus handouts and the Certificate of Attendance from this training session can be presented to a Registered Training Organisation as part of your supporting evidence for Skills Recognition. (Skills Recognition is also known as Recognition of Prior Learning or RPL.)

Although this workshop only introduces you to aspects of the subjects or units of competence listed above, what you have covered in the training session will contribute to the skills and knowledge relating to Customer Service that you will need to demonstrate as part of the skills recognition process.

If you are not interested in exploring pathways to a formal qualification at this stage you are strongly advised to keep all the documentation from the workshop (which would be considered valid for approximately 5 years) plus any further evidence you will collect over time relating to your competence in Customer Service for future use – just in case you decide at a later date to study for a formal qualification.

*What is recognition of prior learning all about and what do I need to do?*

**Recognition of Prior Learning (RPL)** is the acknowledgement of skills and knowledge which were not learned as part of a formal course but from work, volunteering, study and general life experiences.

It is achieved through the assessment of a range of evidence you provide against a set of criteria in a qualification.

RPL is also known as Recognition of Current Competence (RCC) and Skills Recognition.

The advantages of applying for RPL are:

- You may not have to study subjects where you have already gained the required level of skills and knowledge
- It could mean not having to spend time study what you already competently do
- You may be able to complete your chosen qualification earlier
- Successful RPL may reduce the tuition fees of your course



- You could achieve improved job security, promotion or career change as a result of having your skills recognised
- Successful RPL may help you move from redundancy, unemployment or volunteer work to paid employment

### **How to Apply**

To get information on the RPL process and requirements and obtain an RPL Information Kit and application form contact the Registered Training Organisation that you intend to study with.

The next step is to make an appointment with the RPL assessor in the program you wish to or are studying in.

The assessor (or lecturer) will help you to work out what additional evidence you will need to supply to demonstrate your competence to support your application for RPL for one of the Customer Service related competencies listed at the beginning of this document.

The assessor or lecturer will assist you to identify what other competency/s (subjects) you should consider applying for recognition of prior learning for.

### **Portfolio (or file) of Evidence**

When preparing your RPL application, you will need to provide evidence to your assessor to demonstrate that your skills and knowledge meet the requirements of each subject or module you have applied for.

In addition to the

- Certificate of Attendance
- Outline of what was covered, and
- Workbook from the training workshop

Other examples of evidence could include:

- Work samples such as reports, minutes of meetings, planning documents, log books, risk management, occupational, health, safety and welfare plans, strategic plans, work plans
- Practical demonstrations (which could be in the workplace)
- Assessment interviews
- Tests, quizzes and written assignments
- Verification, references and support from your employer, supervisor or others in your community that outlines the skills, qualities and experiences you possess
- Past qualifications and/or in house training, including training certificates
- Photos of work examples
- A resumé
- Performance reviews
- Job & Person Description

The evidence to be provided for your RPL assessment will be negotiated between yourself and the assessor.