



# RPL and CT Handbook

Process and explanation of Recognition  
of Prior Learning and Credit Transfer  
with the Australian Institute of  
Management – Qld & NT



Australian  
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Management  
QLD & NT

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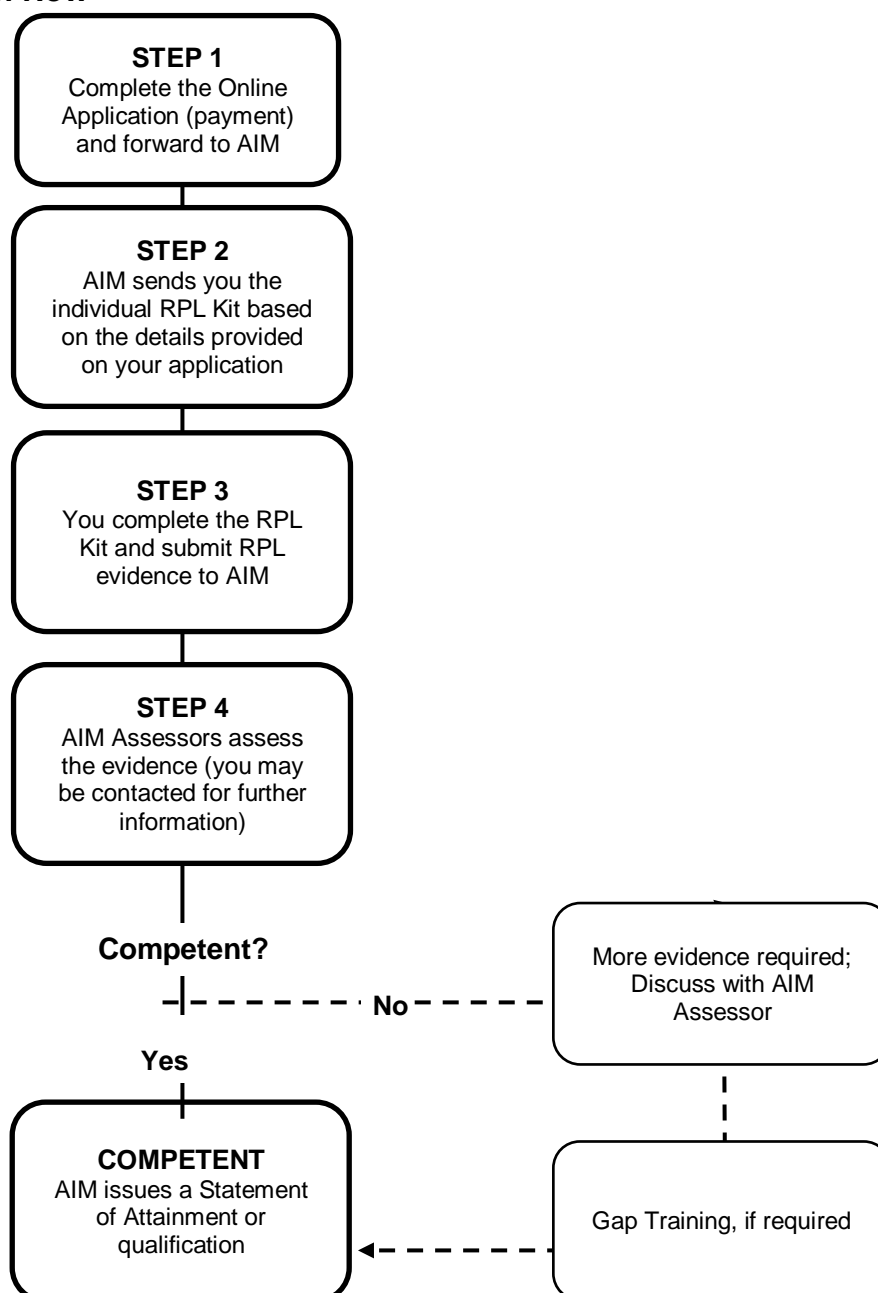
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## Recognition of Prior Learning

### What is RPL?

Recognition of Prior Learning (RPL) is an assessment pathway that recognises skills, knowledge and experience gained through training courses completed, life experience, work experience and work based training. This is assessed against the evidence requirements of one or more units of competency.

### Process Overview





## What is the Self-Assessment?

The self-assessment is located on the second page of the RPL Application form. This will assist you in determining the units of competency. To perform the self-assessment simply ask yourself... “I currently perform ...Manage quality customer service, **Frequently – Sometimes – Never**”



Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
BSBCUS501B	Manage quality customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## RPL Evidence Examples

Evidence for RPL is information that provides proof of competency. The term “evidence” applies to anything you produce to verify your skills, knowledge and experience and must be matched to the elements and performance criteria of a unit of competence. The purpose of evidence is to show your RPL assessor that you already have the skills and knowledge to meet competency requirements and industry standards.

There are four broad approaches that your assessor can take in gathering evidence. These are:

1. Real work/real time activities, including direct observation and third party reports
2. Structured activities, including simulation, demonstration and activity sheets
3. Questioning, including oral and written questions
4. Portfolios that include collections of evidence you compile

Your assessor will choose from these approaches to develop an assessment method that best suits your situation.



## Evidence Examples

- Resume, Curriculum Vitae
- Job/Position Description
- Certificates/Qualifications
- Statements of Attainment
- Units of competence
- Memos you have drafted
- Letters you have drafted
- Pro-formas / forms you use
- Fax messages
- Procedures/Policy
- Organisational Chart (with names)
- Reports you have drafted
- Schedules
- Diary entries
- Email correspondence
- Copy of daily 'To do list'
- References from supervisor/peers
- Letters of support/appreciation
- Completed job cards
- Drawings/plans you have created
- Spreadsheets
- Performance appraisals/review
- Training Diary
- References from previous employers
- Workplace awards, prizes, certificates
- Witness testimony or third party reports
- Statements from supervisors/peers
- Witness testimonies
- Role plays
- Budgets/costing sheets & other samples
- Assessment tools you may have used
- Skype Conversation
- Simulation of a work activity a portfolio of workplace documents, for example policies and procedures that you work with
- Photographs or videos of your work
- Brochures/Flyers you have produced
- Promotional material
- Handouts/samples
- Kits/induction tools
- Feedback sheets/ surveys
- Checklists
- Outline of the organisation that you work for
- Letter/s of validation
- Samples of work
- Review of logbooks
- Team projects (outlining your roles)
- Notation's made on documents
- Minutes of meetings (that involve you doing an action with a result) and agendas
- Bookkeeping/other financial records you
- Department documents
- Standards used
- Booking sheets
- Workplace evidence
- Confidential documents / privacy
- Scripts
- Records
- Team meeting notes
- Training needs analysis/goals/session
- Plan
- Evaluation forms
- Forums / meetings / conferences / seminars you have helped organise

## Submit Your Evidence

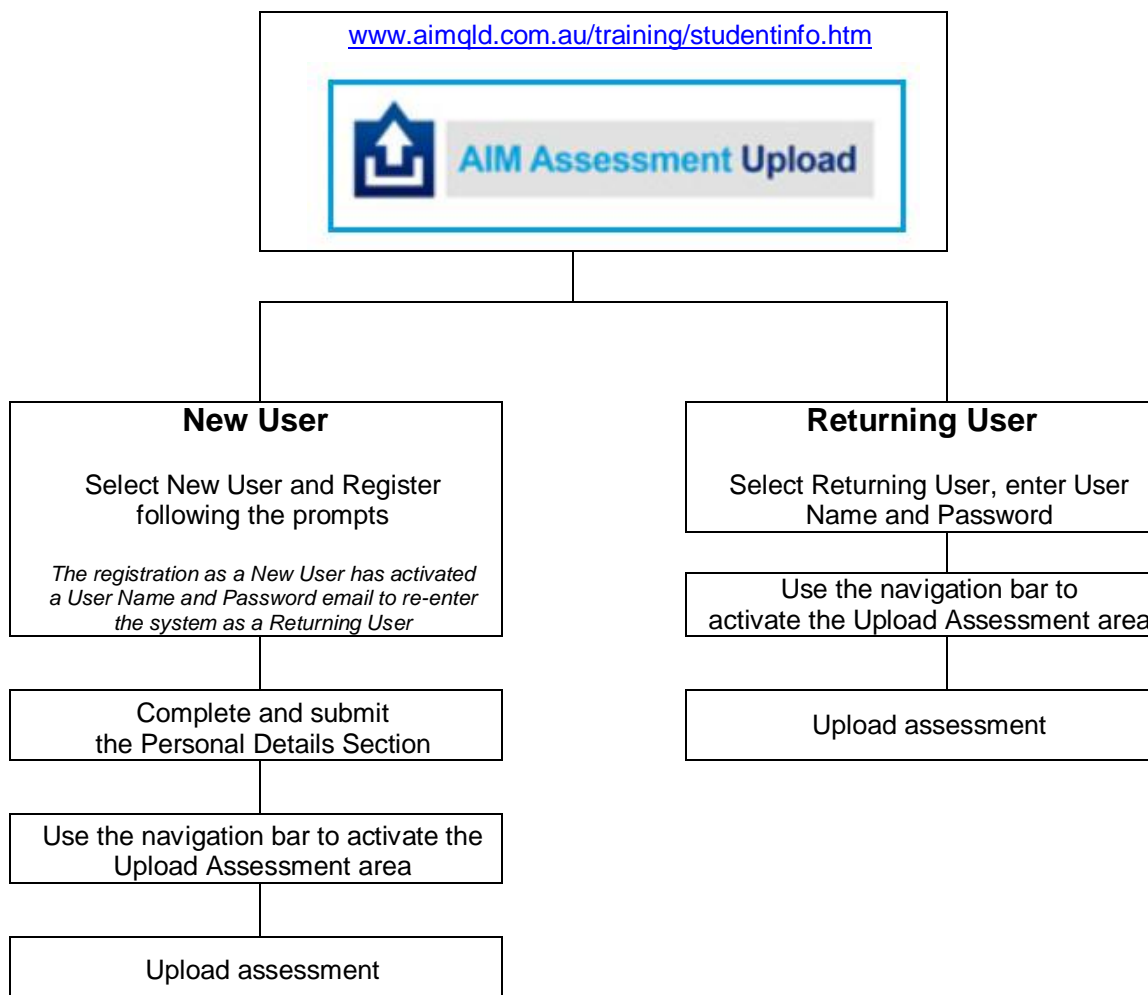
### New User

1. Access the AIM Student Information page [www.aimqld.com.au/training/studentinfo.htm](http://www.aimqld.com.au/training/studentinfo.htm)
2. Press the AIM Assessment Upload icon and register as a New User by entering your First Name, Last Name and Email Address
3. Complete the Personal Details section (Government requirements) and press submit
4. Use the navigation bar to activate the Upload Assessment area
5. Follow the prompts to upload your assessment

### Returning User

Your initial registration as a New User has activated a User Name and Password email to re-enter the system as a Returning User [www.aimqld.com.au/training/studentinfo.htm](http://www.aimqld.com.au/training/studentinfo.htm)

1. Press the AIM Assessment Upload icon and select Returning User, enter your User Name and Password
2. Use the navigation bar to activate the Upload Assessment area
3. Follow the prompts to upload your assessment





## Additional Options to Demonstrate Competency

Evidence can come in many forms and can be demonstrated through the following models:

- Practical Demonstrations
- On-the-job demonstration
- Demonstration in classroom environment
- Video of performance
- Producing completed items, photographs
- Oral Assessment
- Oral presentation to assessor
- Role play
- Debate
- Interview
- Production of a tape or video
- Written Tests
- Formal assessment
- Short answers
- Multiple choice
- Projects
- Case study
- Do-it-yourself kit
- Group project
- Group discussion

## Discussion With an Assessor

The Assessor has been trained to make sure that they have the skills to properly assess your prior learning. It is the role of the Assessor to assist you as much as possible. Often people don't realise the extent of their prior learning.

The discussion provides the opportunity to discuss your application and provide additional supporting information where required. You will be asked questions about your previous work experience, training, education, hobbies and interests. All of the questions asked will relate to the application and/or evidence that you have already supplied.

## Preparation for the Discussion

It is always a good idea to be prepared for a discussion.

- Have another look at your application and think about the evidence you have provided already. (There will be an opportunity to add to the information in the discussion).
- If there is any further information that may assist you, i.e. References from previous employers or samples from previous courses. You should bring these to the discussion

interview. If it consists of letters, certificates, work samples, photographs, etc. then organise them into the right order to allow easier assessment.

If the assessment involves some form of test (e.g. practical demonstration, written or verbal test), then practice the techniques or read over the information about the area to be assessed. Remember the Assessor is there to help you, but they must be sure that you can do what you have claimed. You can assist them by being ready and organised.

## How Long Will it Take?

The time will depend on what has to be assessed and how much additional information is required. You should allow 1-2 hours for the discussion. The length of the assessment does not relate to the decision. It is related to the amount of information required to make a decision.

## What Happens After the Discussion?

After the discussion is completed, the Assessor will make a judgement about your competency. There are two possible decisions. These are:

- Deem you **Competent**: This means that the Assessor has accepted your application and recognises your current competency.
- Deem you **Not Yet Competent**: This means that the Assessor, based the evidence submitted, has determined that you do not meet the competency requirements.

## Resubmission

The purpose of resubmitting your RPL application is to gather additional information needed to address the evidence gaps in your original submission. You will have the opportunity to discuss with the Assessor the best way to provide that additional information. The extent of your current competency may also have to be assessed. If you have any other ideas about how your knowledge might be assessed, you should discuss them at this time.

## Appeals

Appeals of assessment outcomes involve four key stages which are outlined below.

### Stage 1 – Informal Approach

The assessment result in question is raised by the student with the assessor responsible for making the decision. Every effort will be made by the assessor to review the decision and communicate that decision to the student within 2 working days.

### Stage 2 – Written Appeal Notification

If a resolution is not reached during Stage 1, the student may submit a formal Assessment Outcome Appeal Form available on [www.aimqld.com.au](http://www.aimqld.com.au) for download and also available in the student handbook. The form should be submitted to the Assessment Coordinator.

### Stage 3 – Academic Panel Review

The Assessment Coordinator will organize for the Appeal to be reviewed by an independent academic panel made up from no less than three suitably qualified or experienced facilitators/assessors. The assessment result will be reviewed and the student notified of the outcome.

### Stage 4 – External Dispute Resolution

If the matter remains unresolved, the student may request that the matter be dealt with through an external dispute resolution process. This stage of the process will be dealt with in a reasonable period of time, normally 28 days. The Assessment Coordinator will provide the student with information about the referral of the matter to external agencies. For example, through:

- Dispute Resolution Branch, Queensland Department of Justice and Attorney General. Level 13 of the Central court building, 170 North Quay, Brisbane (Ph: (07) 3239 6269). At present there is no fee for this service.
- ACPET (Australian Council for Private Education and Training). There may be nominal cost to the applicant for this service.

## Privacy

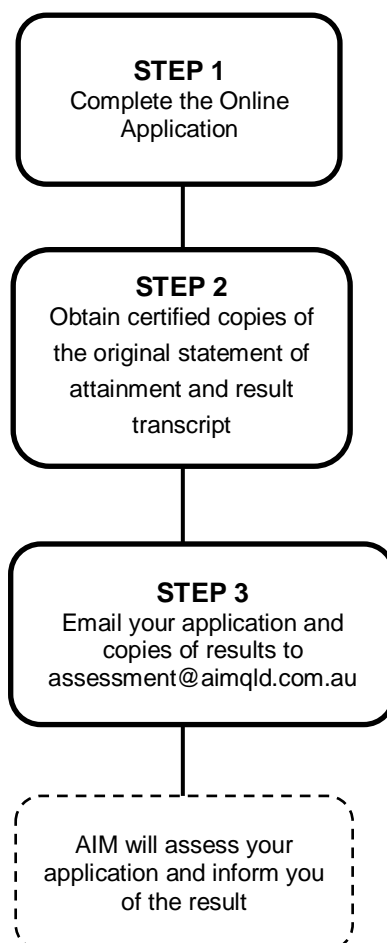
As part of the RPL process we will collect your Personal Information (for example name and contact details). We respect your right to Privacy and will only use and disclose this Personal Information in accordance with our Privacy Statement. We need this information in order to provide you with a course which suits your needs. We may use your Personal Information to tell you about our products and services and may disclose it to Approved Third Parties (see our Privacy Statement). If you would like further information on AIM's privacy practices, or on how to access your Personal Information, view our Privacy Statement at [www.aimqld.com.au](http://www.aimqld.com.au) or contact our Privacy Officer on (07) 3227 4888 or at [privacy@aimqld.com.au](mailto:privacy@aimqld.com.au).

## Credit Transfer

### What is Credit Transfer?

Credit Transfer (CT) refers to learning achieved through formal education and training, whereas Recognition of Prior Learning refers to previous experience gained in life and work. The CT process requires submitting a nationally recognised qualification or unit of competency to be assessed and aligned to a new qualification or course.

### Process Overview



## Eligibility


AIM Qld & NT provides Credit Transfer as a free service to enrolled participants.

## How to Apply for CT

1. Download the AIM CT Application Form [Word]
2. Complete the application (Authorising Officer refers to a company endorsed CT application, leave blank if not required)
3. Obtain certified copies of the original qualification, statement of attainment and result transcript
4. Email your application and copies of results to [assessment@aimqld.com.au](mailto:assessment@aimqld.com.au)

## Further Information

For further information or advice about the Credit Transfer process, please email [assessment@aimqld.com.au](mailto:assessment@aimqld.com.au).



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### Application for Credit Transfer

**Instructions:** Please complete the form, attach the certified copies of the Statement of Attainment used to Credit Transfer and send back to AIM via email. Please note that the Statement of Attainment must be no older than 2 years to meet currency requirements.

**Please return to:** Email: [studentenquiries@aimqld.com.au](mailto:studentenquiries@aimqld.com.au) Phone: 1300 882 895

#### Personal Details

Title: <input type="text"/>		First Name: <input type="text"/>		Surname: <input type="text"/>	
Organisation: <input type="text"/>		Gender: <input type="checkbox"/> F <input type="checkbox"/> M <input type="checkbox"/>		Date of Birth: <input type="text"/>	
Department: <input type="text"/>		Email: <input type="text"/>			
Position: <input type="text"/>		Mobile: <input type="text"/>			
Postal Address: <input type="text"/>		Phone: <input type="text"/>			
Suburb: <input type="text"/>		State: <input type="text"/>		Post Code: <input type="text"/>	

#### Indicate Units of Competency

Unit Code Example: BSBCEM401A	Unit Title Example: Make a Presentation	Date Issued	Office use only Date Granted
1. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ I am currently enrolled with AIM in the following Qualification:   
I would like to have the above units of competency Credited toward my Qualification (No additional payment required)

☐ I am not currently enrolled in a qualification with AIM  
I would like to have the above units of competency Credited toward the following Qualification:   
at a cost of \$33.00 per unit of competency (Choose a payment option below and complete the required details)

#### Credit Card Payment

☐ Debit my credit card for \$  ☐ Visa ☐ MasterCard ☐ Diners ☐ AMEX (ID N°)

Card N°  Expiry Date:

Cardholder's Name:

#### Direct Deposit

Account name: Australian Institute of Management - Qld & NT	Payment contact: Accounts Receivable
BBB number: 084 - 004	Accounts Telephone: 07 3227 4880
Account number: 5084 37548	For remittance advice: <a href="mailto:accounts@aimqld.com.au">accounts@aimqld.com.au</a>
Payment Reference: Include your AIM Invoice Number or Student Name	

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We may use your Personal Information to tell you about our products and services and may disclose it to Approved Third Parties (see our Privacy Statement). If you would like further information on AIM's Privacy practices, or on how to access your Personal Information, view our Privacy Statement at [www.aimqld.com.au](http://www.aimqld.com.au) or contact our Privacy Officer on 1300 882 895 or at [privacy@aimqld.com.au](mailto:privacy@aimqld.com.au)

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