

RPL Application Form

Section 1 – Client Details

Client Name:		Date:	/ /
Contact Tel:		Mobile:	
Address:			
Email:			
Qualification / Course:			

Section 2 – Application and Declaration

Client:

- I wish to apply for Recognition of Prior of Learning for the units of competency/modules listed below.
- I have attached original copies of certificates I have achieved previously from other courses and training providers.
- I declare that certification documentation supplied is legitimate, true and correct.
- I understand that the Assessor will verify my certification documentation for validity.
- I agree to pay the fee of \$..... for RPL assessment to confirm my level of competency.
- I understand that Travel and accommodation for an Assessor to conduct on site assessments (if required) will be added to any assessment fees quoted.
- I understand that the RPL process is an assessment only process whereby I submit evidence. Academic Institute of Melbourne Pty Ltd will count any competency achievement towards any grading in future competency based summative assessments.
- I understand that there is no training or learning guide provided to me in this process and that I am using this process to fast track my certification.
- I understand that Academic Institute of Melbourne Pty Ltd is not responsible for searching, or discovering any information or supporting evidence.
- I understand that I am responsible to supply all supporting evidence and information required by Academic Institute of Melbourne Pty Ltd.
- I understand that I shall not be entitled to any refund of fees in the event that I do not meet the competency standards and that any further training and assessments I require shall be at my expense at the current Academic Institute of Melbourne Pty Ltd rate.
- I have supplied a copy of my most recent CV / Resume to demonstrate my industry experience and education.

I, _____ have read the RPL Policy and understand that if this application is successful that a RPL pack will be provided to me for the relevant units of competency, at a briefing session. I understand that I will only receive RPL for those modules upon successful submission of all requirements as outlined in the RPL Pack for each module.

Client Signature:		Date:	/ /
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Section 3 – Workplace Referees who can support my RPL Application

Referee 1 - Name and Contact Details:	
Referee 1 - Name and Contact	

Formal Qualifications

Qualification Type	Qualification Name	Issuing Organisation	Relevance to this Qualification	Date Obtained	Location of Evidence in Portfolio
Higher Educaton					
Vocational Education and Training					

Professional Development Activities

Professional Development Activity	Organisation	Relevance to this Qualification	Date Undertaken	Location of Evidence in Portfolio



Work Experience

Employer	Duties relevant to vocational education and training	Relevance to this Qualification	Dates worked	Location of Evidence in Portfolio



Life Experience

Organisation	Description of voluntary work undertaken relating to training and assessment	Relevance to this Qualification	Dates worked	Location of Evidence in Portfolio

Detailed Mapping of Evidence:

Qualification:	BSB40215 Certificate IV in Business
Qualification Requirements:	1 core unit plus 9 electives

Unit: BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1. Provide information to the work team about WHS policies and procedures	1.1 Accurately explain to the work team relevant provisions of WHS Acts, regulations and codes of practice 1.2 Provide information about the organisation's WHS policies, procedures and programs, and ensure it is readily accessible to, and understandable by the work team 1.3 Regularly provide and clearly explain to the work team information about identified hazards and the outcomes of risk assessment and control			
2. Implement and monitor participation arrangements for managing WHS	2. Implement and monitor participation arrangements for managing WHS			
3. Implement and monitor organisational procedures for providing WHS training	3. Implement and monitor organisational procedures for providing WHS training			
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks	4.1 Identify and report on hazards in work area according to WHS policies and procedures and WHS legislative and regulatory requirements 4.2 Promptly action team member hazard reports according to organisational procedures and WHS legislative and regulatory requirements 4.3 Implement procedures to control risks using the hierarchy of control, according to organisational and WHS legislative requirements 4.4 Identify and report inadequacies in existing risk controls according to hierarchy of control and WHS legislative requirements 4.5 Monitor outcomes of reports on inadequacies, where appropriate, to ensure a prompt organisational response			

5. Implement and monitor organisational procedures for maintaining WHS records for the team	5.1 Accurately complete and maintain WHS records of incidents of occupational injury and disease in work area, according to WHS policies, procedures and legislative requirements 5.2 Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area			
	Performance Evidence			
	Evidence of the ability to:			
	<ul style="list-style-type: none"> ➤ Explain clearly and accurately to work team the relevant work health and safety (WHS) information including: <ul style="list-style-type: none"> ○ WHS legislative and organisational requirements ○ identified hazards and outcomes of risk assessment and control 			
	<ul style="list-style-type: none"> ➤ Ensure that the team has access to information about WHS policies, procedures and programs in appropriate structure and language 			
	<ul style="list-style-type: none"> ➤ Implement and monitor procedures according to organisational and legislative WHS requirements including: <ul style="list-style-type: none"> ○ consultation and communications to enable team members to participate in managing WHS risks and hazards ○ identifying WHS training needs and providing learning opportunities, coaching and mentoring as appropriate to needs ○ identifying, reporting and taking action on WHS hazards and risks ○ identifying and reporting inadequacies in existing risk controls and monitoring outcomes to ensure a prompt organisational response ○ reporting on the cost of WHS training ○ keeping WHS records ○ analysing aggregate WHS data to identify hazards and monitor risk control procedures in work area. 			
	Foundation Skills			
	<ul style="list-style-type: none"> ➤ Reading <ul style="list-style-type: none"> ○ interprets and analyses complex WHS legislative and organisational texts 			
	<ul style="list-style-type: none"> ➤ Writing <ul style="list-style-type: none"> ○ documents WHS legislative and organisational information using 			

	<ul style="list-style-type: none"> ○ structure, layout and language suitable for audience ○ records WHS issues and actions taken according to reporting requirements ○ prepares and maintains required records using appropriate structure and vocabulary 			
	<ul style="list-style-type: none"> ➤ Oral communication <ul style="list-style-type: none"> ○ provides WHS legislative and organisational information and advice using structure and language suitable for audience 			
	<ul style="list-style-type: none"> ➤ Numeracy <ul style="list-style-type: none"> ○ extracts, interprets and comprehends mathematical information in relation to training costs and risk management data 			
	<ul style="list-style-type: none"> ➤ Navigate the world of work <ul style="list-style-type: none"> ○ takes responsibility for adherence to legal and regulatory responsibilities and organisational policies and procedures in relation to WHS ○ keeps up to date on changes to WHS legislation or regulations and organisational policies and procedures 			
	<ul style="list-style-type: none"> ➤ Interact with others <ul style="list-style-type: none"> ○ selects and uses appropriate conventions and protocols to facilitate consultation or provide feedback ○ initiates and contributes to facilitating consultative role, responding, explaining, clarifying and expanding on ideas and information as required ○ collaborates with others to achieve individual and team outcomes 			
	<ul style="list-style-type: none"> ➤ Get the work done <ul style="list-style-type: none"> ○ uses combination of formal, logical planning and intuitive understanding of context to identify relevant information and risks, and identify and evaluate alternative strategies ○ uses formal decision-making processes, setting or clarifying goals, gathering information and identifying and evaluating choices against a set of criteria ○ recognises and takes responsibility for reporting WHS risk control inadequacies ○ uses formal and informal processes to monitor implementations of WHS solutions and reflect on 			

	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	➤ Outline the legal responsibilities and duties of managers, supervisors, persons conducting businesses or undertakings (PCBUs) and workers in relation to WHS risk management in the workplace			
	➤ Identify key provisions of relevant WHS Acts, regulations and codes of practice that apply to the business and outline how they apply in the work area			
	➤ Explain organisational policies and procedures relating to hazard identification, risk management, fire, emergency and evacuation, incident investigation and reporting			
	➤ Explain the importance of effective consultation mechanisms in managing health and safety risks in the workplace			
	➤ Explain how the hierarchy of control applies in the work area			

Unit: BSBCUS402 Address customer needs				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1 Assist customer to articulate needs	1.1 Ensure customer needs are fully explored, understood and agreed 1.2 Explain and match available services and products to customer needs 1.3 Identify and communicate rights and responsibilities of customers to the customer as appropriate			
2 Satisfy complex customer needs	2.1 Explain possibilities for meeting customer needs 2.2 Assist customers to evaluate service and/or product options to satisfy their needs 2.3 Determine and prioritise preferred actions 2.4 Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner			
3 Manage networks to ensure customer needs are addressed	3.1 Establish effective regular communication with customers 3.2 Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organisation 3.3 Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products and services available 3.4 Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services 3.5 Maintain records of customer interaction in accordance with organisational procedures			
	Performance Evidence			
	Evidence of the ability to:			
	<ul style="list-style-type: none"> ➤ Communicate effectively with customers including: <ul style="list-style-type: none"> ○ helping customers to articulate their needs and evaluate options ○ explaining products/services and how they match customer needs ○ establishing regular communication ○ explaining customer rights and responsibilities 			
	<ul style="list-style-type: none"> ➤ Address customer's needs 			

	➤ Use organisational procedures to document customer satisfaction			
	➤ Develop and maintain networks to support meeting customer needs			
	➤ Identify potential difficulties in meeting customer needs and taking appropriate action			
	Foundation Skills			
	<p>Reading:</p> <ul style="list-style-type: none"> ➤ Interprets textual information obtained from a range of sources and determines how content may be applied to individuals and to organisational requirements 			
	<p>Writing:</p> <ul style="list-style-type: none"> ➤ Prepares written reports, up-to-date procedures and other workplace documentation that communicate complex information clearly and effectively 			
	<p>Oral communication:</p> <ul style="list-style-type: none"> ➤ Clearly articulates customer's needs using language suitable to diverse audiences and employs listening and questioning techniques to confirm understanding 			
	<p>Navigate the world of work:</p> <ul style="list-style-type: none"> ➤ Recognises and applies organisational protocols and meets expectations associated with own work 			
	<p>Interact with others:</p> <ul style="list-style-type: none"> ➤ Selects and uses appropriate communication techniques to establish and maintain positive working relationships ➤ Establishes connections and shares information with others who can contribute to effective work outcomes 			
	<p>Get the work done:</p> <ul style="list-style-type: none"> ➤ Develops and implements plans for routine and non-routine tasks recognising the importance of aligning goals and expectations to 			

	<p>achieve outcomes</p> <ul style="list-style-type: none"> ➤ Recognises and takes responsibility for addressing predictable and non-predictable problems in own work context ➤ Uses digital systems to organise and store information relevant to own work 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Explain organisational procedures and standards for establishing and maintaining customer service relationships 			
	<ul style="list-style-type: none"> ➤ Describe informed consent 			
	<ul style="list-style-type: none"> ➤ Explain consumer rights and responsibilities 			
	<ul style="list-style-type: none"> ➤ Describe ways to establish effective regular communication with customers 			
	<ul style="list-style-type: none"> ➤ Outline details of products or services including with reference to: <ul style="list-style-type: none"> ○ possible alternative products and services ○ variations within a limited product and service range 			

Unit: BSBFIA402 Report on Financial Activity				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1 Compile financial information and data	1.1 Collect, evaluate and code current financial data to ensure consistency, quality and accuracy in accordance with organisational requirements 1.2 Use conversion and consolidation procedures to compile analysis in accordance with organisational requirements 1.3 Make, record and disclose asset and liability valuations in accordance with organisational requirements 1.4 Ensure that discrepancies, unusual features or queries are identified, resolved or referred to the appropriate authority			
2 Prepare statutory requirement reports	2.1 Correctly record income and expenditure to ensure compliance with statutory requirements 2.2 Calculate liabilities for tax in accordance with current legislation and revenue gathering practices 2.3 Correctly identify relevant receipts, revenue documentation and payments 2.4 Ensure that statements and claims take full advantage of available benefits and allowances in accordance with statutory requirements 2.5 Submit statutory requirement reports to appropriate authorities within stated deadlines			
3 Provide financial business recommendations	3.1 Ensure that recommendations are logically derived and supported by evidence in report 3.2 Provide recommendations to propose constructive actions to enhance the effectiveness and efficacy of functions and services 3.3 Ensure recommendations are concise and facilitate direction and control of organisation's operations 3.4 Identify and prioritise significant issues in statements including comparative financial performances for review and decision making 3.5 Ensure structure and format of reports are clear and conform to organisational and statutory requirements			
	Performance Evidence			
	Evidence of the ability to:			

	<ul style="list-style-type: none"> ➤ Organise and present financial data including budget variances, budgets and forecasts, cash flow/profit reports, balance sheets, financial year reports, operating statements, expenditure and receipts and profit and loss statements to highlight relevant features and meet workplace requirements 			
	<ul style="list-style-type: none"> ➤ Use conversion and consolidation procedures such as moving averages, standardised variables, trend analysis and unit costs 			
	<ul style="list-style-type: none"> ➤ Identify, resolve or refer discrepancies such as absence of auditable trail, expenditure report mismatches, incorrect payments and unreconciled cash flows 			
	<ul style="list-style-type: none"> ➤ Record income and expenditure to meet statutory requirements 			
	<ul style="list-style-type: none"> ➤ Calculate liabilities for tax including completing Business Activity Statements 			
	<ul style="list-style-type: none"> ➤ Provide financial business recommendations 			
	<ul style="list-style-type: none"> ➤ Apply knowledge of relevant legislation and regulations 			
	<ul style="list-style-type: none"> ➤ Perform double entry bookkeeping and accrual accounting 			
	Foundation Skills			
	<ul style="list-style-type: none"> ➤ Reading <ul style="list-style-type: none"> ○ compares and analyses information from a range of sources varying in complexity to determine and complete financial requirements 			
	<ul style="list-style-type: none"> ➤ Writing <ul style="list-style-type: none"> ○ records numerical and textual information incorporating required financial language organising data in a manner that supports the format and purpose of the document 			
	<ul style="list-style-type: none"> ➤ Oral communication <ul style="list-style-type: none"> ○ presents financial issues and requirements clearly, succinctly and based on own findings using language appropriate to audience and environment ○ exchanges and obtains information from others by listening and 			

	questioning			
	<ul style="list-style-type: none"> ➤ Numeracy <ul style="list-style-type: none"> ○ establishes criteria and categories for financial management purposes and monitors activities on a regular basis ○ uses a wide range of mathematical calculations to interpret and arrange/compare numerical information in order to comply with requirements 			
	<ul style="list-style-type: none"> ➤ Navigate the world of work <ul style="list-style-type: none"> ○ recognises, understands and applies applicable legislation, industry standards and organisational policies and procedures in the conduct of own work 			
	<ul style="list-style-type: none"> ➤ Interact with others <ul style="list-style-type: none"> ○ selects and uses appropriate conventions and protocols when communicating with external stakeholders to supply required information 			
	<ul style="list-style-type: none"> ➤ Get the work done <ul style="list-style-type: none"> ○ uses formal and logical processes to plan and complete tasks, achieving timelines and organisational requirements ○ uses analytical skills to identify discrepancies, attempts to resolve the issues within the context of own responsibilities and, where appropriate, consults with more experienced colleagues for assistance ○ uses a range of digital technologies to access, record, store, organise, compile, analyse and present complex data from multiple sources of information 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Identify the key provisions of legislation, regulation and codes of practice relevant to financial operations 			
	<ul style="list-style-type: none"> ➤ Describe the techniques used for forecasting and analysis 			
	<ul style="list-style-type: none"> ➤ Identify the options, methods and practices for deductions, benefits and depreciations 			

Unit: BSBEU401 Review and maintain a website				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1 Review website content and use	1.1 Monitor and analyse customer and user feedback in accordance with organisational timelines 1.2 Analyse automatically collected website data and identify trends 1.3 Make recommendations on changes to website and its content in response to feedback and data analysis, and approve changes scheduled for implementation 1.4 Review cost implications of the recommended changes to determine their viability			
2 Update website	2.1 Replace superseded and inaccurate information with current information and add additional material in accordance with organisational requirements 2.2 Follow protocols for ensuring the accuracy and authenticity of information 2.3 Remove services no longer available or required and add new ones in accordance with organisational requirements 2.4 Check offline information against that posted on the website and rectify any discrepancies in accordance with organisational timelines 2.5 Follow security procedures for updating the website			
3 Carry out non-technical site maintenance	3.1 Analyse user feedback to confirm website faults are not user issues 3.2 Rectify faults and make improvements to website in response to user feedback approved by the organisation 3.3 Add new web pages and/or active links and remove redundant pages and links in accordance with organisational requirements 3.4 Make website changes in response to changes in marketing strategy, in accordance with organisational requirements and consideration of cost benefits			
	Performance Evidence			
	Evidence of the ability to:			
	➤ Analyse data to make recommendations about changes to website			

	➤ Update web pages according to organisational requirements			
	➤ Analyse data, identify and resolve faults, errors and/or complaints on website.			
	Foundation Skills			
	Reading ➤ Recognises text within job specifications and work processes related to the outcomes of the job			
	Writing ➤ Records key information related to the outcomes of the job			
	Oral communication ➤ Makes recommendations on changes to website content ➤ Analyses and responds to user feedback			
	Numeracy ➤ Uses basic numeracy skills to determine cost implications and viability			
	Navigate the world of work ➤ Accepts responsibility and ownership for the task and makes decisions on completion parameters and the need to coordinate with others ➤ Takes personal responsibility for following security procedures and meeting organisational requirements			
	Interact with others ➤ Selects and uses appropriate conventions and protocols when communicating with clients and users in a range of work contexts			
	Get the work done ➤ Takes responsibility for planning, sequencing tasks for efficient and effective organisational outcomes ➤ Uses problem solving processes to identify and analyse technical issues ➤ Contributes to continuous improvement of website by applying basic principles of analytical thinking ➤ Understands the purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete tasks in accordance with security requirements			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			



	➤ Identify and review knowledge of key provisions of relevant legislation, regulations, and standards and codes of practice that may affect aspects of business operations			
	➤ Explain basic principles of website design and maintenance			
	➤ Outline online security issues.			

Unit: BSBIPR403 Protect and use brands and business identity				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1 Identify the need for protection of brands and business identity	1.1 Research what constitutes a registrable trademark in Australia 1.2 Identify the legislative requirements governing trademark protection 1.3 Identify other forms of trademark protection 1.4 Identify existing or potential trademarks within organisation or scope 1.5 Explore the benefits, costs and risks of trademark registration and other forms of trademark protection 1.6 Make recommendations to develop and use trademarks with commercialisation potential			
2 Identify and initiate application process for trademark protection	2.1 Identify sources of information and advice regarding protection of brands and business identity 2.2 Evaluate the role of intellectual property professionals in the trademark application process 2.3 Search databases of existing registered and pending trademarks and investigate any use of unregistered trademarks to ensure the proposed trademark does not infringe on another party's existing trademark 2.4 Identify processes required for lodging a successful trademark application 2.5 Identify process for international trademark registration 2.6 Participate in a trademark application and provide relevant information to the intellectual property professional for trademark application, if applicable			
3 Monitor the market and protect and use trademarks	3.1 Identify and review organisational policies and procedures to protect and use the trademark correctly 3.2 Identify and establish processes to use own and others' trademarks for business growth 3.3 Monitor the market for possible trademark infringements 3.4 Pursue appropriate measures to protect trademarks against infringements, if required, using appropriate professional advice 3.5 Ensure that procedures are followed to maintain the organisation's trademarks including payment of renewal fees as required 3.6 Ensure all employees are aware of the importance to the organisation of the protection and proper use of trademarks, and implement training if required			

	3.7 Identify and review organisational policies and procedures to prevent infringement of others' trademarks			
	Performance Evidence			
	Evidence of the ability to:			
	➤ Review and interpret information to determine the context and need for brand and identity protection in the organisation			
	➤ Use various sources to gather information about trademarks, brand protection and the trademark applications process			
	➤ Participate in the application for a trademark using correct applications process			
	➤ Establish processes to use own and others' trademarks			
	➤ Monitor the market and the application of organisation's procedures for possible trademark infringements and recommend actions to address risks and infringements			
	➤ Communicate information about trademarks and relevant policies and procedures to others			
	➤ Identify the need for training on trademarks and implement training as appropriate			
	Foundation Skills			
	<i>This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.</i>			
	Reading: ➤ Researches and analyses complex texts, including legislation and workplace procedures, to identify relevant information for the organisation ➤ Monitors and reviews organisational policies and procedures to ensure compliance with legislative requirements			
	Writing: ➤ Summarises research findings relevant to the organisation ➤ Records information in accordance with organisational and legislative requirements ➤ Reviews and updates organisational policies and procedures and processes to protect the organisation's intellectual property and to ensure compliance with legislative requirements			
	Oral communication: ➤ Obtains or provides advice using language and terminology			

	<p>appropriate to audience</p> <ul style="list-style-type: none"> ➤ Uses listening and questioning skills to obtain or clarify information 			
	<p>Navigate the world of work:</p> <ul style="list-style-type: none"> ➤ Identifies and complies with legislative requirements associated with own role ➤ Implements, monitors and reviews policies and procedures to ensure organisational compliance with legislative requirements 			
	<p>Interact with others:</p> <ul style="list-style-type: none"> ➤ Follows accepted communication practices when seeking or providing advice on trademarks 			
	<p>Get the work done:</p> <ul style="list-style-type: none"> ➤ Plans, organises and implements tasks needed to ensure compliance with organisational and legislative requirements ➤ Systematically gathers and analyses information to decide on action needed to prevent or address infringements ➤ Uses digital technologies to access and record information 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Outline the legal context for trademarks with reference to relevant Australian and international legislation, treaties and guidelines 			
	<ul style="list-style-type: none"> ➤ Outline organisational policies and procedures relevant to trademarks and brand protection 			
	<ul style="list-style-type: none"> ➤ Outline options for commercialisation of trademarks and potential benefits for the organisation 			
	<ul style="list-style-type: none"> ➤ Identify different ways to protect trademarks 			
	<ul style="list-style-type: none"> ➤ Outline the trademark application processes including definitions of registrable trademarks 			
	<ul style="list-style-type: none"> ➤ Identify various sources of information and advice on trademark protection 			
	<ul style="list-style-type: none"> ➤ Explain processes that can be used to monitor the market for infringements against own trademarks 			

Unit: BSBITU401 Design and develop complex text documents				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1. Prepare to produce word processed documents	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are met 1.2 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required 1.3 Identify organisational requirements for text-based business documents to ensure consistency of style and image 1.4 Evaluate complex technical functions of software for its usefulness in fulfilling requirements of the task 1.5 Match document requirements with software functions to provide efficient production of documents			
2. Design complex documents	2.1 Design document structure and layout to suit purpose, audience and information requirements of task 2.2 Design document to enhance readability and appearance, and to meet organisational and task requirements for style and layout 2.3 Use complex software functions to enable efficient manipulation of information and other material, and ensure consistency of design and layout 2.4 Use manuals, user documentation and online help to overcome problems with document design and production			
3. Add complex tables and other data	3.1 Insert a standard table into document, changing cells to meet information requirements 3.2 Format rows and columns as required 3.3 Insert images and other data, formatting as required			
4. Produce documents	4.1 Use complex operations to develop documents, and achieve required results 4.2 Preview, adjust and print documents in accordance with organisational and task requirements 4.3 Name and store documents in accordance with organisational requirements and exit application without information loss/damage 4.4 Prepare documents within designated timelines and for speed and accuracy			
	Performance Evidence			

	Evidence of the ability to:			
	<ul style="list-style-type: none"> ➤ Follow organisational and safe work practices including: <ul style="list-style-type: none"> ○ ergonomic requirements ○ energy and resource conservation techniques 			
	<ul style="list-style-type: none"> ➤ Adhere to organisational requirements for: <ul style="list-style-type: none"> ○ producing documents within designated timelines ○ naming and storing documents 			
	<ul style="list-style-type: none"> ➤ Adhere to task requirements when producing complex documents including: <ul style="list-style-type: none"> ○ using appropriate styles and layout consistently throughout the document ○ using correct formatting and document structure 			
	<ul style="list-style-type: none"> ➤ Resolve issues by referring to user documentation and online help 			
	<ul style="list-style-type: none"> ➤ Use appropriate data storage options 			
	<ul style="list-style-type: none"> ➤ Apply knowledge of complex operation and functions of industry software applications 			
	<ul style="list-style-type: none"> ➤ Communicate with relevant personnel 			
	Foundation Skills			
	<i>This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.</i>			
	Reading <ul style="list-style-type: none"> ➤ Recognises and interprets textual information from a range of resources to determine and confirm requirements and to assist with document issues 			
	Writing			

	<ul style="list-style-type: none"> ➤ Develops material using required format and incorporating technical functions to meet business needs 			
	<p>Oral communication</p> <ul style="list-style-type: none"> ➤ Uses specific and relevant language to confirm understanding of requirements and listens carefully to verbal instructions and discussions 			
	<p>Numeracy</p> <ul style="list-style-type: none"> ➤ Recognises and inputs numerical information according to requirements 			
	<p>Navigate the world of work</p> <ul style="list-style-type: none"> ➤ Recognises and follows explicit and implicit protocols and meets expectations associated with own role 			
	<p>Interact with others</p> <ul style="list-style-type: none"> ➤ Collaborates with others to achieve joint outcomes 			
	<p>Get the work done</p> <ul style="list-style-type: none"> ➤ Applies formal processes when planning more complex/unfamiliar tasks, producing plans with logically sequenced steps ➤ Uses advanced features within applications to access, store, organise data and perform routine and complex work tasks 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Outline various formatting styles and their effect on formatting, readability and appearance of documents 			
	<ul style="list-style-type: none"> ➤ Explain organisational requirements for ergonomics, work periods and breaks, and conservation techniques 			
	<ul style="list-style-type: none"> ➤ Describe purpose and contents of an organisational style guide 			

Unit: BSBITU402 Develop and use complex spreadsheets				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1. Prepare to develop spreadsheet	1.1 Organise personal work environment in accordance with ergonomic requirements 1.2 Analyse task and determine specifications for spreadsheets 1.3 Identify organisational and task requirements of data entry, storage, output, reporting and presentation requirements 1.4 Apply work organisation strategies and energy and resource conservation techniques to plan work activities			
2. Develop a linked spreadsheet solution	2.1 Utilise spreadsheet design software functions and formulae to meet identified requirements 2.2 Link spreadsheets in accordance with software procedures 2.3 Format cells and use data attributes assigned with relative and/or absolute cell references, in accordance with task specifications 2.4 Test formulae to confirm output meets task requirements			
3. Automate and standardise spreadsheet operation	3.1 Evaluate tasks to identify those where automation would increase efficiency 3.2 Create, use and edit macros to fulfil requirements of task and automate spreadsheet operation 3.3 Develop, edit and use templates to ensure consistency of design and layout for forms and reports, in accordance with organisational requirements			
4. Use spreadsheets	4.1 Enter, check and amend data in accordance with organisational and task requirements 4.2 Import and export data between compatible spreadsheets and adjust host documents, in accordance with software and system procedures 4.3 Use manuals, user documentation and online help to overcome problems with spreadsheet design and production 4.4 Preview, adjust and print spreadsheet in accordance with organisational and task requirements 4.5 Name and store spreadsheet in accordance with organisational requirements and exit application without data loss or damage			
5. Represent numerical data in graphic form	5.1 Determine style of graph to meet specified requirements and manipulate spreadsheet data if necessary to suit graph requirements			

	5.2 Create graphs with labels and titles from numerical data contained in a spreadsheet file 5.3 Save, view and print graph within designated timelines			
	Performance Evidence			
	Evidence of the ability to:			
	<ul style="list-style-type: none"> ➤ Follow organisational and safe work practices including: <ul style="list-style-type: none"> ○ ergonomic requirements ○ energy and resource conservation techniques 			
	<ul style="list-style-type: none"> ➤ Adhere to organisational requirements for: <ul style="list-style-type: none"> ○ ensuring consistency of style, design and layout ○ saving and printing documents within designated timelines ○ naming and storing documents 			
	<ul style="list-style-type: none"> ➤ Adhere to identified or task requirements when producing documents including: <ul style="list-style-type: none"> ○ editing macros and automating some tasks ○ using appropriate templates ○ creating graphs to represent data 			
	<ul style="list-style-type: none"> ➤ Resolve issues by referring to user documentation and online help 			
	<ul style="list-style-type: none"> ➤ Use appropriate data storage options 			
	<ul style="list-style-type: none"> ➤ Evaluate tasks to improve efficiency 			
	<ul style="list-style-type: none"> ➤ Apply knowledge of functions and features of contemporary computer applications 			
	<ul style="list-style-type: none"> ➤ Communicate with relevant personnel. 			
	Foundation Skills			
	<p>Reading</p> <ul style="list-style-type: none"> ➤ Recognises and interprets numerical and textual information within a range of sources to determine and complete work according to requirements ➤ Reviews information to determine accuracy and consistency 			
	<p>Writing</p> <ul style="list-style-type: none"> ➤ Uses formal mathematical language to create formulas and enters routine data using a format appropriate to requirements ➤ Develops material using syntactic structure, required format and incorporating technical functions to meet business needs 			

	<p>Oral communication</p> <ul style="list-style-type: none"> ➤ Uses listening and questioning skills to clarify requirements 			
	<p>Numeracy</p> <ul style="list-style-type: none"> ➤ Represents mathematical information in an alternative form and analyses information to determine required spreadsheet formulae and macros 			
	<p>Navigate the world of work</p> <ul style="list-style-type: none"> ➤ Recognises and follows explicit and implicit protocols and meets expectations associated with own role 			
	<p>Get the work done</p> <ul style="list-style-type: none"> ➤ Applies formal processes when planning more complex/unfamiliar tasks, producing plans with logically sequenced steps ➤ Uses formal thinking techniques to generate new ideas ➤ Uses advanced features within applications to access, store, organise data and perform routine and complex work tasks 			
	<p>Knowledge Evidence</p>			
	<p>To complete the unit requirements safely and effectively, the individual must:</p>			
	<ul style="list-style-type: none"> ➤ Explain advanced functions of spreadsheet software applications 			
	<ul style="list-style-type: none"> ➤ Describe impact of formatting and design on presentation and readability of data 			
	<ul style="list-style-type: none"> ➤ Explain organisational requirements for ergonomics, work periods and breaks, and conservation techniques. 			

Unit: BSBMKG414 Undertake marketing activities				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1 Research marketing information	1.1 Research concept of marketing as it applies to the organisation 1.2 Identify and analyse organisation's marketing plan and relevant policies and procedures 1.3 Identify need for marketing activities from established marketing plan 1.4 Investigate previous marketing activities for relevant information 1.5 Identify profile of market segment 1.6 Identify positioning and market mix for each target segment 1.7 Identify outcomes expected from marketing activities			
2 Plan marketing activities	2.1 Undertake analysis of collected basic marketing information 2.2 Develop and document work activity plans for marketing activities 2.3 Obtain approval of plans from relevant enterprise personnel			
3 Implement marketing activities	3.1 Determine and access resources required for work activities 3.2 Undertake marketing activities within job role 3.3 Assist with assigning responsibilities and functions to relevant personnel performing specific marketing functions 3.4 Monitor marketing activities, and review and amend activity plan as required			
4 Review marketing activities	4.1 Measure and record outcomes of marketing activities 4.2 Review marketing activities against expected outcomes and record identified improvements 4.3 Prepare reports of marketing activities and communicate to relevant enterprise personnel			
	Performance Evidence			
	Evidence of the ability to:			
	➤ Research marketing practices of the organisation			
	➤ Plan and implement a marketing activity			
	➤ Record activities and processes used in marketing activity			

	➤ Review effectiveness of marketing plan.			
	Foundation Skills			
	Reading ➤ Interprets textual information obtained from a range of sources and determines how content may be applied to organisational requirements			
	Writing ➤ Integrates information from a number of sources to develop material that supports purposes and format of documentation, using suitable grammatical structure and clear, logical language			
	• Oral communication ➤ Participates in a variety of spoken exchanges using suitable language and non-verbal features			
	• Numeracy ➤ Collates and analyses numeric information relating to costs, timeframes and other activities			
	• Navigate the world of work ➤ Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of work environment			
	• Interact with others ➤ Selects appropriate form, channel and mode of communication for a specific purpose relevant to own role			
	• Get the work done ➤ Develops plans to manage tasks with an awareness of how they may contribute to longer term operational and strategic goals ➤ Takes responsibility for outcomes of routine decisions related directly to own role ➤ Understands purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks ➤ Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	➤ Describe basic foundations of marketing practices			



	➤ Describe organisational policies and procedures on marketing			
	➤ Outline specific product knowledge related to products and services being marketed.			

Unit: BSBPMG522 Undertake project work				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1. Define project	1.1 Access project scope and other relevant documentation 1.2 Define project stakeholders 1.3 Seek clarification from delegating authority of issues related to project and project parameters 1.4 Identify limits of own responsibility and reporting requirements 1.5 Clarify relationship of project to other projects and to the organisation's objectives 1.6 Determine and access available resources to undertake project			
2. Develop project plan	2.1 Develop project plan in line with the project parameters 2.2 Identify and access appropriate project management tools 2.3 Formulate risk management plan for project, including Work Health and Safety (WHS) 2.4 Develop and approve project budget 2.5 Consult team members and take their views into account in planning the project 2.6 Finalise project plan and gain necessary approvals to commence project according to documented plan			
3. Administer and monitor project	3.1 Take action to ensure project team members are clear about their responsibilities and the project requirements 3.2 Provide support for project team members, especially with regard to specific needs, to ensure that the quality of the expected outcomes of the project and documented time lines are met 3.3 Establish and maintain required recordkeeping systems throughout the project 3.4 Implement and monitor plans for managing project finances, resources and quality 3.5 Complete and forward project reports as required to stakeholders 3.6 Undertake risk management as required to ensure project outcomes are met 3.7 Achieve project deliverables			
4. Finalise project	4.1 Complete financial recordkeeping associated with project and check for accuracy 4.2 Ensure transition of staff involved in project to new roles or			

	reassignment to previous roles 4.3 Complete project documentation and obtain necessary sign-offs for concluding project			
5. Review project	5.1 Review project outcomes and processes against the project scope and plan 5.2 Involve team members in the project review 5.3 Document lessons learned from the project and report within the organisation			
	Performance Evidence			
	Evidence of the ability to:			
	<ul style="list-style-type: none"> ➤ Define the parameters of the project including: <ul style="list-style-type: none"> ○ project scope ○ project stakeholders, including own responsibilities ○ relationship of project to organisational objectives and other projects ○ reporting requirements ○ resource requirements 			
	<ul style="list-style-type: none"> ➤ Use project management tools to develop and implement a project plan including: <ul style="list-style-type: none"> ○ deliverables ○ work breakdown ○ budget and allocation of resources ○ timelines ○ risk management ○ recordkeeping and reporting 			
	<ul style="list-style-type: none"> ➤ Consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project 			
	<ul style="list-style-type: none"> ➤ Provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project 			
	<ul style="list-style-type: none"> ➤ Finalise the project including documentation, sign-offs and reporting 			

	<ul style="list-style-type: none"> ➤ Review and document the project outcomes. 			
	Foundation Skills			
	<i>This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.</i>			
	<p>Reading</p> <ul style="list-style-type: none"> ➤ Organises, evaluates and critiques ideas and information from a range of complex texts 			
	<p>Writing</p> <ul style="list-style-type: none"> ➤ Develops plans, reports and recommendations using vocabulary, structure and conventions appropriate to text ➤ Establishes and maintains records according to organisational requirements 			
	<p>Numeracy</p> <ul style="list-style-type: none"> ➤ Uses formal and some informal, oral and written mathematical language and representation to prepare and communicate budgetary and financial information 			
	<p>Oral communication</p> <ul style="list-style-type: none"> ➤ Participates in verbal discussions using clear language and appropriate features to present or seek information ➤ Using listening and questioning skills to seek information and confirm understanding 			
	<p>Navigate the world of work</p> <ul style="list-style-type: none"> ➤ Recognises and responds to organisational and legislative/regulatory requirements 			
	<p>Interact with others</p> <ul style="list-style-type: none"> ➤ Selects and uses appropriate communication protocols and practices to ensure shared understanding of project roles and expectations ➤ Uses collaborative techniques to engage stakeholders in consultations and negotiations 			

	<p>Get the work done</p> <ul style="list-style-type: none"> ➤ Develops and implements plans to manage projects that involve diverse stakeholders with potentially competing demands ➤ Systematically gathers and analyses all relevant information and evaluates options to make informed decisions ➤ Evaluates outcomes of decisions to identify opportunities for improvement ➤ Uses digital technologies and applications to access, organise and share information 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Give examples of project management tools and how they contribute to a project 			
	<ul style="list-style-type: none"> ➤ Outline types of documents and other sources of information commonly used in defining the parameters of a project 			
	<ul style="list-style-type: none"> ➤ Explain processes for identifying and managing risk in a project 			
	<ul style="list-style-type: none"> ➤ Outline the organisation's mission, goals, objectives and operations and how the project relates to them 			
	<ul style="list-style-type: none"> ➤ Explain the organisation's procedures and processes that are relevant to managing a project including: <ul style="list-style-type: none"> ○ lines of authority and approvals ○ quality assurance ○ human resources ○ budgets and finance ○ recordkeeping ○ reporting 			
	<ul style="list-style-type: none"> ➤ Outline the legislative and regulatory context of the organisation in relation to project work, including work health and safety (WHS) requirements. 			

Unit: BSBRK401 Identify risk and apply risk management processes				
<i>Elements</i>	<i>Performance Criteria</i>	<i>How have you done this</i>	<i>Evidence you have to support this</i>	<i>Location in Folio</i>
1. Identify risks	1.1 Identify the context for risk management 1.2 Identify risks using tools, ensuring all reasonable steps have been taken to identify all risks 1.3 Document identified risks in accordance with relevant policies, procedures, legislation and standards			
2. Analyse and evaluate risks	2.1 Analyse and document risks in consultation with relevant stakeholders 2.2 Undertake risk categorisation and determine level of risk 2.3 Document analysis processes and outcomes			
3. Treat risks	3.1 Determine appropriate control measures for risks and assess for strengths and weaknesses 3.2 Identify control measures for all risks 3.3 Refer risks relevant to whole of organisation or having an impact beyond own work responsibilities and area of operation to others as per established policies and procedures 3.4 Choose and implement control measures for own area of operation and/or responsibilities 3.5 Prepare and implement treatment plans			
4. Monitor and review effectiveness of risk treatment/s	4.1 Regularly review implemented treatment/s against measures of success 4.2 Use review results to improve the treatment of risks 4.3 Provide assistance to auditing risk in own area of operation 4.4 Monitor and review management of risk in own area of operation			
	Performance Evidence			
	Evidence of the ability to apply organisational policies, procedures and processes to:			
	➤ Identify risks			
	➤ Consult with relevant stakeholders to analyse and evaluate risks			

	➤ Identify and evaluate control measures			
	➤ Develop and implement treatment plans for own area or responsibility			
	➤ Refer risks that are beyond own area of responsibility to others			
	➤ Maintain risk management documentation			
	Foundation Skills			
	➤ Reading skills: <ul style="list-style-type: none"> ○ comprehends documents and texts of varying complexity to extract and analyse relevant information 			
	➤ Writing skills: <ul style="list-style-type: none"> ○ uses specific, industry related terminology and logical organisational structure in workplace documents that identify and analyse risk and report management process outcomes 			
	➤ Oral communication <ul style="list-style-type: none"> ○ participates effectively in interactions with stakeholders by using questioning and listening to elicit opinions and clarify understanding 			
	➤ Numeracy <ul style="list-style-type: none"> ○ uses numerical tools to assess risk and uses numerical data to review plans 			
	➤ Navigate the world of work <ul style="list-style-type: none"> ○ complies with organisational and legislative requirements ○ takes responsibility for identification and management of risk within own work context and refers matters to others as required 			
	➤ Interact with others <ul style="list-style-type: none"> ○ selects appropriate communication protocols and conventions when conferring with others to establish risk management 			

	requirements			
	<ul style="list-style-type: none"> ➤ Get the work done <ul style="list-style-type: none"> ○ determines job sequence and works logically and systematically to undertake defined tasks ○ uses analysis and consultative processes to inform decisions about selection and implementation of risk control measures ○ evaluates effectiveness of plans and results to inform improvement decisions ○ uses familiar digital technologies and systems to access information, prepare plans and communicate with others 			
	Knowledge Evidence			
	To complete the unit requirements safely and effectively, the individual must:			
	<ul style="list-style-type: none"> ➤ Outline techniques for identifying and evaluating risks 			
	<ul style="list-style-type: none"> ➤ Outline organisational policies, procedures or processes for risk management 			
	<ul style="list-style-type: none"> ➤ Give examples of areas where risks are commonly identified in an organisation 			
	<ul style="list-style-type: none"> ➤ Outline the purpose and key elements of current risk management standards 			
	<ul style="list-style-type: none"> ➤ Outline the legislative and regulatory context of the organisation in relation to risk management 			
	<ul style="list-style-type: none"> ➤ Describe the organisation's auditing requirements relating to risk management 			