



## The National Finance Institute

PO Box 1354, Capalaba Business Centre, Qld 4157  
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[www.financeinstitute.com.au](http://www.financeinstitute.com.au)

### RECOGNITION OF PRIOR LEARNING (RPL)

#### What is RPL

The National Finance Institute recognises the skills and knowledge gained through work experience and/or past study. With applicants' diverse backgrounds, sufficient experience and expertise may have been attained in the industry to exempt applicants from standard course requirements. The certificate issued by NFI is a nationally recognised qualification. Applicants for RPL must provide evidence that demonstrates competency in each unit of competency for the desired qualification.

#### Which Qualification

Please confirm below the qualification or units for which you are seeking to attain RPL:

- FNS40211 Certificate IV in Bookkeeping**
- Select units only from within the FNS40211 Certificate IV in Bookkeeping range of competencies as highlighted within my submission**

#### RPL Procedure

Your submission should include the following items. It is envisaged that applicants will have a minimum of two (2) years' experience in their role to qualify for RPL on the full FNS40211 Certificate IV in Bookkeeping qualification.

Once assembled, please tick below to confirm you have included these items.

- Print the attached Competency Statement/Checklist and have it completed by a peer or supervisor or manager.**
- Provide a detailed CV demonstrating your experience in the industry. This CV must be verified by a peer or superior. You should also highlight any educational qualifications you have achieved or courses you have completed.**
- Provide a detailed CV of the peer or superior signing off the RPL application as verification of their qualifications to sign off the application.**
- Include a Portfolio containing evidence of your work history, training, skills and knowledge which will be assessed against the competencies as outlined in the Checklist. [This portfolio may form a part of your CV and evidence may include other course certificates/qualifications, accreditations, marketing material, personal references, subscriptions, etc.]**
- Please provide evidence of the number of clients for whom you currently provide Bookkeeping services.**
- Please complete the payment form included in this document.**

### The Assessment Process

The documentation submitted by the applicant to NFI will be assessed against each unit of competency applied for. The evidence submitted will be assessed using the following criteria:

- Is the applicant's experience and study relevant to the course?
- Is the applicant's knowledge and skill current?
- Has the applicant's CV been verified as true and correct?
- Is the knowledge level and skills held by the applicant appropriate to the level of competency for which the applicant is applying?

The NFI assessor will then make one of three decisions:

- Accept the application and grant recognition
- Request further information because the assessor was unable to make a decision on the evidence provided
- Deny the application and recommend that further assessment or training is undertaken to achieve specific units of competence. The applicant will then be advised which subjects or assessments, if any, are required to be completed. In this circumstance, any fee already paid for the RPL application may go towards the course for which the applicant was seeking RPL.

**Cost Examples:** All units by RPL = \$995; 50% units RPL + 50% units course completion = \$1395\*

\* \$1395 is the most payable to attain the FNS40211 qualification of 9 core and 4 elective units. Additional units undertaken through course completion are \$139 per unit.

### What Will I Receive

The assessment decision will be made within 1 to 2 weeks of submission. Documentation received by NFI will not be returned to the applicant as it is required to be retained for DET audit purposes. If the applicant is granted RPL for the full qualification they will receive by mail an original certificate and the transcript of competencies that form the qualification along with a tax invoice/receipt for payment.

### How to Submit your Application

Applicants can post, fax or scan/email to NFI as below.

**Post:** RPL Coordinator

The National Finance Institute

P O Box 1354, Capalaba Business Centre Qld 4157

**Fax:** 07 3822 6003 (**max 30 pages**)

**Scan:** enquiries@financeinstitute.com.au



# RPL PAYMENT AUTHORISATION

The National Finance Institute

Phone 1300 765 400 Fax 07 3822 6003

<b>Applicant Information</b>		<b>Print Name IN FULL:</b>	<input type="text"/>
<b>Postal Address:</b>	<input type="text"/>		
	<input type="text"/>	<b>Post Code:</b>	<input type="text"/>
<b>Telephone:</b>	<b>Bus. Hrs:</b>	<b>Mobile:</b>	
<b>E-mail:</b>	<input type="text"/>		<b>Date of birth:</b>
	<input type="text"/>		<input type="text"/>

<b>Product Details</b>	
<input type="checkbox"/>	I am applying for Recognition of Prior Learning with the National Finance Institute and wish to pay for my application as below. I understand the cost per person for processing an RPL application is \$995:
<input type="checkbox"/>	My tax invoice/receipt should be made out as per my details above, OR as below: .....

<b>Payment</b>	
<input type="checkbox"/>	PayPal See <a href="http://www.financeinstitute.com.au/paypal">www.financeinstitute.com.au/paypal</a> and choose RPL
<input type="checkbox"/>	Direct Deposit Bank deposit details: The National Finance Institute, BSB 114 879, Account 003 139 833
<input type="checkbox"/>	Cheque Made payable to The National Finance Institute (to be included with RPL submission)
<input type="checkbox"/>	Credit Card: Type: ..... (Amex/Visa/Diners/MasterCard) Amount: \$.....
	Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	Expiry Date: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Last 3 digits on rear: <input type="text"/> <input type="text"/> <input type="text"/>
	Name on Card: .....
	Signature: ..... Date: .....

All information provided by the applicant on this form is subject to the Privacy Act 1988

Important Notice To Applicants For Credit (Section 18(E)(1) Privacy Act 1988 / Notice of disclosure of your credit information to a credit-reporting agency. (Privacy Act 1988). NFI may give information about you to a credit reporting agency, for the following purposes: Where NFI is a current credit provider to you or has provided a service and payment is overdue by more than 60 days or following notice given to show that your intention is not to comply with your credit obligations.

Please forward submission to NFI

By facsimile to Fax: (07) 3822 6003

Or mail to: PO Box 1354, Capalaba Business Centre, Brisbane Qld 4157

Or email to: [enquiries@financeinstitute.com.au](mailto:enquiries@financeinstitute.com.au)

## RPL APPLICATION FORM

### Applicant Details:

<b>1. Occupation for which you are seeking recognition</b>		
<b>2. Personal Details</b>		
First Name/s		
Surname		
Preferred Title (Mr, Mrs, Ms, Miss)		
Any other name used		
Home Address		
Postal address if different from above		
Telephone Numbers	Home:	Work:
	Mobile:	Fax:
Email address		
Date of Birth	/ /	
Gender	MALE <input type="checkbox"/> / FEMALE <input type="checkbox"/>	
Age		
Are you a permanent Resident of Australia	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
<b>3. Current Employment</b>		
Are you currently employed?	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
If Yes, in which occupation are you currently employed?	.....	
Who is your current employer?	.....	

**4. Further Training**

Have you undertaken any training courses related to the occupation applied for?	YES <input type="checkbox"/> / NO <input type="checkbox"/>
<b>If Yes</b>	
What occupation were you trained in?	
Training completion date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	

**5. Is there any further information you wish to give in support of your application**

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**6. Professional Referee (relevant to work situation)**

Name	.....
Position	.....
Organisation	.....
Phone Number	.....
Mobile Number	.....
Email Address	.....

## APPLICANT EMPLOYMENT HISTORY FORM

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part-time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					
4.					

**Attach additional sheet if required**

If you are including documents in your application, please provide a brief description below

Document Description (e.g. resume, photos, awards etc)	Office Use Only – Assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation

## APPLICATION – Self Assessment Questionnaire

### FNS40211 Certificate IV in Bookkeeping

**Candidate Name:** \_\_\_\_\_ **Date Completed:** \_\_\_\_\_

Please identify your level of experience in each competency.

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
<b>CORE UNITS</b>				
BSBFIA401A	Prepare Financial Reports			
BSBITU306A	Design and produce business documents			
BSBOHS201A	Participate in OHS process			
FNSBKG401A	Develop and implement policies and procedures relevant to bookkeeping activities			
FNSBKG402A	Establish and maintain a cash accounting system			
FNSBKG403A	Establish and maintain an accrual accounting system			
FNSBKG404A	Carry out business activity and installment activity statement tasks			
FNSBKG405A	Establish and maintain a payroll system			
FNSINC401A	Apply principles of professional practice to work in the financial services industry			
<b>ELECTIVE UNITS</b>				
BSBCUS301A	Deliver and monitor a service to customers			
BSBCUS403A	Implement customer service standards			
BSBFRA301B	Work within a franchise			
BSBFRA403B	Manage relationship with a franchisor			
BSBITU402A	Develop and use complex spreadsheets			
BSBSMB405A	Monitor and manage small business operations			
BSBWOR501A	Manage personal work priorities and professional development			
BSBWRT301A	Write simple documents			
FNSACC302A	Administer subsidiary accounts and ledgers			

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
FNSACC303A	Perform financial calculations			
FNSACC404A	Prepare financial statements for non-reporting entities			
FNSACC405A	Maintain inventory records			
FNSACC406A	Set up and operate a computerised accounting system			

### Rules

**Total number of units required = 13**

**9 core units *plus* 4 elective units**

- Applicants must demonstrate competency to their signee for ALL (9) of the core units listed above and at least 1 (and up to 4) of the elective units listed above however they may have up to 3 electives from Certificate III, IV or Diploma qualification in any currently endorsed Training Package or accredited course. Units from this category can be noted in the spare 3 rows above. If the applicant has not completed sufficient core or elective units from the above table they may complete them individually through NFI online @\$139 per unit.

### Declaration

I declare that the information contained in this application is true and correct and that all documents are genuine.

**Candidate Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_



The Competency Statement / Checklist below must be completed. The checklist is verification by a third party that you are proficient in all areas of the industry core and select elective units. There is no pass or fail for the RPL process.

### COMPETENCY STATEMENT / CHECKLIST

FOR RECOGNITION OF PRIOR LEARNING

**To be completed and signed by a superior or peer of the applicant.**

The person making this statement must be suitably qualified to answer the questions.

The person making this statement must ensure that their responses are true and accurate and that they may be called upon to provide evidence if required in a court of law.

Details of Person Declaring (ie. the Applicant's Peer / Manager / Supervisor)

Name: \_\_\_\_\_

Company and Position (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact details: Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Applicant's Details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact details: Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

The following are to be ticked by the signee (ie. peer / supervisor / manager) as signifying the trainee has the required skill in the element and performance criteria.

### BSBFIA401A Prepare financial reports

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Maintain asset register	1.1. Prepare a register of property, plant and equipment from fixed asset transactions in accordance with organisational policy and procedures 1.2. Determine method of <b>calculating depreciation</b> in accordance with organisational requirements 1.3. Maintain asset register and associated depreciation schedule in accordance with organisational policy, procedures and accounting requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Record general journal entries for balance day adjustments	2.1. Record depreciation of non-current assets and disposal of fixed assets in accordance with organisational policy, procedures and accounting requirements 2.2. Adjust <b>expense accounts</b> and <b>revenue accounts</b> for <b>prepayments and accruals</b> 2.3. Record <b>bad and doubtful debts</b> in accordance with organisational policy, procedures and accounting requirements 2.4. Adjust ledger accounts for <b>inventories</b> , if required, and transfer to <b>final accounts</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Prepare final general ledger accounts	3.1. Enter general journal entries for balance day adjustments in general ledger system in accordance with organisational policy, procedures and accounting requirements 3.2. Post revenue and expense account balances to final general ledger accounts system 3.3. Prepare final general ledger accounts to reflect gross and net profits for reporting period	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Prepare end of period financial reports	4.1. Prepare <b>revenue statement</b> in accordance with organisational requirements to reflect operating profit for <b>reporting period</b> 4.2. Prepare <b>balance sheet</b> to reflect financial position of business at end of reporting period 4.3. Identify and correct, or refer errors for resolution in accordance with organisational policy and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBITU306A Design and produce business documents**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Select and prepare resources	1.1. Select and use appropriate <b>technology</b> and <b>software</b> applications to produce required <b>business documents</b> 1.2. Select layout and style of publication according to information and <b>organisational requirements</b> 1.3. Ensure document design is consistent with company and/or client requirements, using basic design principles 1.4. Discuss and clarify format and style with person requesting document/publication	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Design document	2.1. Identify, open and generate files and records according to task and organisational requirements 2.2. Design document to ensure efficient entry of information and to maximise the presentation and appearance of information 2.3. Use a range of <b>functions</b> to ensure consistency of design and layout 2.4. Operate <b>input devices</b> within designated requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Produce document	3.1. Complete document production within designated time lines according to organisational requirements 3.2. Check document produced to ensure it meets task requirements for style and layout 3.3. Store document appropriately and save document to avoid loss of data 3.4. Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Finalise document	4.1. Proofread document for readability, accuracy and consistency in language, style and layout prior to final output 4.2. Make any modifications to document to meet requirements 4.3. <b>Name</b> and <b>store</b> document in accordance with organisational requirements and exit the application without data/loss damage 4.4. Print and present document according to requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBOHS201A Participate in OHS processes**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Work safely	1.1. Follow established <b>safety procedures</b> when conducting work 1.2. Carry out pre-start systems and equipment checks in accordance with workplace procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Implement workplace safety requirements	2.1. Identify <b>designated persons</b> for reporting queries and concerns about safety in the workplace 2.2. Identify existing and potential <b>hazards</b> in the workplace, report them to designated persons and record them in accordance with workplace procedures 2.3. Identify and implement workplace procedures and work instructions for controlling risks 2.4. Report <b>emergency incidents</b> and injuries to designated persons	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Participate in OHS consultative processes	3.1. Contribute to workplace meetings, inspections or other consultative activities 3.2. Raise OHS issues with designated persons in accordance with organisational procedures 3.3. Take actions to eliminate workplace hazards or to reduce <b>risks</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Follow safety procedures	4.1. Identify and report emergency incidents 4.2. Follow organisational procedures for responding to emergency incidents	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

## FNSBKG401A Develop and implement policies and procedures relevant to bookkeeping activities

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Develop a professional working relationship with relevant parties	1.1. Business needs and expectations of a bookkeeper are clarified through clear communication with <b>relevant parties</b> 1.2. Roles and responsibilities of the bookkeeper are determined according to the business needs 1.3. Activities that fall outside the role and responsibilities of the bookkeeper are identified and networks of individuals able to carry out activities are identified 1.4. Where applicable, the business owner is referred to relevant networks for advice and services 1.5. Feedback is sought on the range, type and quality of service to be provided and, where applicable, acted upon 1.6. Relevant <b>ethical principles and practices</b> are identified and used in all dealings 1.7. A strategy for continuing professional development is set in place and implemented to ensure ongoing professional practices	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Carry out research to identify compliance requirements and support materials	2.1. Research is conducted into <b>legislative, statutory, regulatory and industry requirements</b> for carrying out bookkeeping activities 2.2. Access to relevant <b>publications and software tools</b> designed to assist in carrying out bookkeeping activities is obtained	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Set up and maintain appropriate systems to meet compliance requirements	3.1. <b>Systems</b> are developed to support <b>audience</b> needs. 3.2. Instructions and guidelines for carrying out relevant daily activities and developed in accordance with compliance requirements 3.3. Systems are reviewed and adapted as necessary on a regular basis	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSBKG402A Establish and maintain a cash accounting system**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Identify relevant information and establish a chart of accounts	1.1. Business owner or manager is consulted to establish what business activities are undertaken, the <b><i>nature of the entity</i></b> and the industry type 1.2. <b><i>Existing material</i></b> is identified and examined for relevance in creating and/or modifying the chart of accounts 1.3. Business operations are examined in conjunction with the tax agent and business owner or manager to identify the accounting software required and to determine other relevant requirements 1.4. Chart of accounts and opening balances for <b><i>assets, liabilities, equity</i></b> , income, cost of sales and expenses are established 1.5. Chart of accounts and balances are validated and authorised by <b><i>relevant persons</i></b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Analyse and verify source documents	2.1. Invoices and other source documents are verified for accuracy and compliance with taxation requirements 2.2. <b><i>Discrepancies between monies owed and monies paid</i></b> are identified and investigated according to <b><i>organisational policies and procedures</i></b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Process receipts and payments	3.1. Payments are made and money is received and banked 3.2. Receipts and payments are coded and recorded in bookkeeping system on a cash basis 3.3. Receipts and payments are filed 3.4. Cash register is balanced against purchases and takings are processed in internal bookkeeping system	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Set up and maintain a petty cash system	4.1. An <b><i>expenditure</i></b> authorisation record is prepared and expenditure encoded, recorded and filed 4.2. Expenditure is reconciled and reimbursed	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Process and reconcile credit cards	5.1. Credit card transactions are processed against invoices and other source documents, verified and reconciled against credit card statements 5.2. Credit card payments are processed in accordance with organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
6. Manage bank reconciliations and prepare and produce reports	6.1. On receipt of statement, processed transactions are verified against the bank statement in a timely manner 6.2. Bank entries are processed and verified and the bank statement reconciled to balance as per bookkeeping system 6.3. Reports are produced in line with the business needs and are validated in a timely manner with corrections made as required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSBKG403A Establish and maintain an accrual accounting system**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Manage the chart of accounts	1.1. Chart of accounts is adjusted to incorporate and establish debtors and creditors as they arise 1.2. Debtors and creditors subsidiary ledgers are established as required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Process invoices, adjustment notes and other general ledger transactions	2.1. Invoices to debtors are raised and invoices to creditors are allocated with source documents coded and processed 2.2. Payments from debtors are received, processed and banked in accordance with <b>organisational policies and procedures</b> 2.3. Payments to creditors are made and processed in accordance with organisational policies and procedures 2.4. Adjustments are raised and allocated to correct invoices 2.5. Credit notes are raised for adjustments to invoices and <b>other transactions</b> are entered into the general ledger	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Manage contra entries	3.1. <b>Relevant persons</b> are contacted and liaised with to verify contra deals 3.2. Reporting procedures and documentation for contra entries are completed in accordance with organisational policies and procedures and contra entries processed to update debtors, creditors and general ledgers	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Identify and process bad debts	4.1. Bad debt status is verified through liaison with relevant persons and following attempts to work with debtors to clear debts 4.2. Reporting procedures and appropriate documentation are completed in accordance with organisational policies and procedures and bad debts processed to update debtors and general ledgers	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Manage debt recovery	5.1. Activities and communication with debtors are reviewed in conjunction with relevant persons, if applicable, to establish adequacy of follow-up 5.2. Measures to collect monies, including the initiation of legal action and the seeking of expert advice, are undertaken in accordance with organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
6. Prepare and produce reports and trial balance	6.1. Reports are produced and transactions in report are validated 6.2. Debtors and creditors are reconciled and relevant reports are produced with any necessary corrections made 6.3. Trial balance is produced and reports are presented and explained where necessary to relevant persons	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSBKG405A Establish and maintain a payroll system**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Record payroll data	1.1. <b>Payroll system</b> is checked and set up if necessary to ensure that <b>employee data</b> is included 1.2. Payroll data is checked and discrepancies are clarified with <b>designated persons</b> 1.3. Employee <b>pay period details, deductions and allowances</b> are entered in payroll system in accordance with <b>source data</b> 1.4. Payment due to individual employees is calculated to reflect standard pay and <b>variations</b> in accordance with employee source data	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Payroll preparation	2.1. <b>Payroll preparation</b> takes place within designated timelines in accordance with organisational policies and procedures 2.2. <b>Employee entitlements</b> are calculated, recorded and reconciled in accordance with <b>legislative requirements</b> 2.3. Total payments for pay period are reconciled, and irregularities are checked and corrected, or referred to designated persons for resolution 2.4. Arrangements for payment are made in accordance with organisational and individual requirements 2.5. Authorisation of payroll and individual pay advice is obtained in accordance with organisational requirements 2.6. <b>Payroll records</b> are produced, checked and stored in accordance with organisational policy and security procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Handle payroll enquiries	3.1. <b>Payroll enquiries</b> are responded to in accordance with organisational and legislative requirements 3.2. Information is provided in accordance with organisational and legislative requirements 3.3. Enquiries outside area of responsibility or knowledge are referred to designated persons for resolution 3.4. Additional information or follow-up action is completed within designated timelines in accordance with organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Maintain payroll	4.1. All information and record keeping relating to the payroll function is maintained in accordance with relevant legislation and regulations 4.2. Month-end and year-end checklists are produced and reconciled to ensure compliance with relevant legislative and management deadlines	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure



ELEMENT	PERFORMANCE CRITERIA	Verification
	4.3. Records and systems are updated in line with salary reviews and other changes in employment status 4.4. Back-up and disaster recovery systems are put in place 4.5. <b>Payroll reports</b> are generated and distributed in line with organisational policy 4.6. Business Activity Statement (BAS) data is extracted and applied in accordance with relevant legislation and regulations	

### FNSINC401A Apply principles of professional practice to work in the financial services industry

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Identify the scope, sectors and responsibilities of the industry	1.1. <b>External forces</b> impacting on the financial services industry are identified and considered in carrying out activities 1.2. The <b>main sectors</b> of the financial services industry and the interrelationship between sectors are identified and considered in carrying out activities 1.3. The roles and responsibilities of other participants in the financial services industry are identified and considered in carrying out activities	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Identify and apply financial services industry guidelines, procedures and legislation	2.1. Information on relevant <b>legislation, regulations and codes of practice</b> is collected, analysed and effectively applied to the job role 2.2. Own work practice is clarified and regularly refined in light of relevant legislation, regulations and codes of practice and organisation <b>policies, guidelines and procedures</b> 2.3. Relevant codes of practice are used to guide an <b>ethical approach to workplace practice and decisions</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Identify sustainability issues for the financial services industry	3.1. <b>Information on sustainability policies, strategies and impacts on industry</b> is obtained and from a range of sources and analysed 3.2. Environmental sustainability is identified as an integral part of business planning and promoted as a business opportunity 3.3. Work planning incorporates and supports <b>triple bottom line principles</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

ELEMENT	PERFORMANCE CRITERIA	Verification
4. Manage information	4.1. Relevant documents and reports that could impact on work effectiveness and compliance are read and understood, and any implications discussed with appropriate persons 4.2. Documents, reports, data and numerical <b>calculations</b> are analysed, checked, evaluated and organised to meet customer and organisation requirements 4.3. Information is presented in a <b>format appropriate for the audience</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Participate in and facilitate work team activities	5.1. Provide <b>feedback</b> to team members to encourage, value and reward individual and team efforts and contributions 5.2. Actively encourage team members to participate in and take responsibility for team activities and communication processes 5.3. Give the team support to identify and resolve problems which impede its performance 5.4. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work group the organisation and with clients/customers	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
6. Plan work to be completed taking into consideration time, resources and other constraints	6.1. Tasks to be done and relevant conditions are determined and work planned either for working autonomously or with others in a team environment 6.2. Work is planned for a given period managing resources, time and priorities 6.3. Contributions are made to organisation planning process as required to achieve service improvement 6.4. Changes in technology and work organisation are adapted to in a timely manner	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
7. Develop and maintain personal competency	7.1. Professional development needs and goals are identified and reviewed on a regular basis 7.2. Competency, authorisation and licensing requirements are clarified and complied with 7.3. <b>Professional development opportunities</b> that reflect needs and goals are sought and completed in an agreed upon timeframe	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**Note:**

As previously stated the above 9 core topics are compulsory to achieving RPL for Certificate IV in Bookkeeping. If applicants haven't completed one or more of the core units previously they can complete them individually through NFI for \$139 per unit online (only).

The following represent the **Elective units** that may be completed and applicants must have completed at least 1 (and up to 4) of the elective units listed below however they may have up to 3 electives from Certificate III, IV or Diploma qualification in any currently endorsed Training Package or accredited course. Only have the units you are competent in signed off.

## ELECTIVE UNITS:

### FNSACC302A Administer subsidiary accounts and ledgers

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Review accounts receivable process	1.1. <b>Receipts</b> entered into accounts receivable system are checked for accuracy, consistency and thoroughness 1.2. Incorrect entries are identified and accurately recorded according to type and source of receipt 1.3. <b>Discrepancies between monies owed and monies paid</b> are identified and investigated according to <b>organisation policy, procedures and guidelines</b> 1.4. Receipts entered into accounts receivable system are amended according to established procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Identify bad and doubtful debts	2.1. Debtors ledger is regularly reviewed in accordance with organisation policy and guidelines to identify outstanding monies an further information, if required, sought from relevant sources 2.2. <b>Bad or doubtful debt</b> status is verified through liaison with debtors 2.3. Reporting procedures and appropriate documentation for bad and doubtful debts is completed in accordance with organisation policy and guidelines	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Review compliance with terms and conditions and plan recovery action	3.1. <b>Clients</b> in default of trading terms are correctly identified according to organisation operating procedures and contacted promptly and courteously to make satisfactory arrangements to pay monies outstanding 3.2. Monies owing that constitute breaches of organisation credit policy are actioned in accordance with organisation policy and procedures 3.3. Previous activities and communication with clients are thoroughly reviewed to establish adequacy of follow-up	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

ELEMENT	PERFORMANCE CRITERIA	Verification
	<p>procedures, and whether all usual organisation recovery avenues have been exhausted</p> <p>3.4. Plans to pursue debt recovery or to initiate legal action are developed with measures to collect monies completed in accordance with organisation policy, guidelines and timelines</p>	
4. Prepare reports and file documentation	<p>4.1. <b>Reports</b> are prepared which document accounts receivable, debt recovery type, cause and <b>recovery plan</b> and distributed to supervisors, managers and other relevant parties</p> <p>4.2. Documentation is filed promptly in accordance with organisation policy and procedures</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Distribute creditors invoices for authorisation	<p>5.1. Invoice discrepancies are identified, investigated and rectified and invoices encoded and recorded correctly</p> <p>5.2. Authorisation for payment is requested from <b>appropriate personnel</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
6. Remit payments to creditors	<p>6.1. Cheque requisition is correctly drawn up and authorised and the correct general ledger to be drawn against identified</p> <p>6.2. Correct account is debited in a timely manner and in accordance with <b>legislative and compliance requirements</b></p> <p>6.3. Creditors payments are prepared in an accurate manner</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
7. Prepare accounts paid report and reconcile balances outstanding	<p>7.1. Data is collected and entered onto spreadsheet giving details of creditors and amounts paid and a report prepared for ratification by appropriate management</p> <p>7.2. Statements of outstanding balances are sought from suppliers where required and balances outstanding are reconciled to invoices received</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

### FNSACC303A Perform financial calculations

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Obtain data and resources for financial calculations	<p>1.1. <b>Input data</b> is obtained and verified as relevant for <b>workplace calculations</b></p> <p>1.2. Outcomes of calculations are determined and confirmed from task specifications</p> <p>1.3. Relevant <b>resources and equipment</b> to perform the calculations effectively are acquired</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

ELEMENT	PERFORMANCE CRITERIA	Verification
	1.4. Simple spreadsheets are developed where necessary to perform calculations that may be repeated	
2. Select appropriate methods and carry out financial calculations	2.1. Hand held calculators are primarily used for performing calculations with other equipment that may be required identified and obtained as necessary 2.2. Calculations to complete the work requirements are performed using <b>appropriate techniques</b> 2.3. Data used in calculations is rechecked against task specifications	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Check calculations and record outcomes	3.1. Results are checked to ensure the calculations are accurate, meet the required outcomes with <b>common computational errors</b> recognised and corrected where required 3.2. Calculation results are recorded to industry standards and enterprise requirements 3.3. Calculation worksheets are stored or electronically filed for future use	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSACC404A Prepare financial statements for non-reporting entities**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Compile data	1.1. <b>Data</b> is systematically coded, classified and checked for accuracy and reliability in accordance with <b>organisational policies and procedures</b> 1.2. Internal and external financial data is checked to ensure consistency and accuracy	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Prepare reports	2.1. Charts, diagrams and supporting data are presented in an appropriate manner 2.2. Reports are prepared following a clear and appropriate structure and <b>format</b> and to conform with <b>organisation</b> requirements 2.3. Statements and data are error free and comprehensive with the full report cross-checked against original data and accounting standards 2.4. Any necessary corrections are made and verified and authorised by <b>relevant persons</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSACC405A Maintain inventory records**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Process inventory purchase	1.1. Purchase of inventory is recorded from appropriate <b>documentation</b> in subsidiary ledger 1.2. Periodic and perpetual records of inventory are maintained	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Record inventory flows	2.1. <b>Inventory flow assumptions</b> are applied as appropriate 2.2. Inventory is valued using appropriate <b>valuation rules</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Reconcile inventory records to general ledgers	3.1. All inventory records to the accounts are reconciled in accordance with <b>organisation's policies, procedures and practices</b> 3.2. Discrepancies are identified and actioned according to organisation's policies, procedures and practices	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Prepare inventory schedules and ad hoc reports	4.1. Schedules of inventory turnover and other procedures are developed and documented 4.2. Spreadsheets and <b>ad hoc reports</b> reporting on inventory status are prepared as required or requested	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**FNSACC406A Set up and operate a computerised accounting system**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Implement an integrated accounting system	1.1. The general ledger, <b>chart of accounts</b> and subsidiary accounts are implemented in accordance with <b>organisational requirements, procedures and policies</b> 1.2. Customers, suppliers and inventory items are set up in the system to meet organisational requirements and the reporting requirements of Goods and Services Tax (GST) 1.3. <b>Appropriate technical help</b> is used to solve any operational problems	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Process transactions within the system	2.1. Input data is collated, coded and classified before processing 2.2. A wide range of cash and credit <b>transactions</b> are processed in both a service and trading environment 2.3. The general journal is used to make any <b>balance day adjustments</b> for prepayments and accruals 2.4. System output are regularly reviewed to verify the accuracy of data input and adjustments made for any detected processing errors 2.5. An end of financial year rollover is performed	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Maintain the system	3.1. Any new general ledger accounts, customer, supplier, inventory and fixed asset records are added as required 3.2. An existing chart of accounts, customer, supplier, inventory and fixed asset records and subsidiary accounts are maintained and updated 3.3. The chart of accounts is customised to meet the reporting requirements of the organisation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Produce reports	4.1. Reports to indicate the financial performance and financial position of the organisation and for GST purposes are generated as required or requested 4.2. <b>Reports</b> to ensure that <b>subsidiary ledgers</b> and accounts reconcile with the general ledger are generated 4.3. Reports, which ensure that the bank account reconciles with the bank statement, over at least two reporting periods are generated	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Ensure system integrity	5.1. Regular back-ups of the system are made to ensure against loss or corruption of data 5.2. Data are restored from back-ups in the event of loss or corruption of current data 5.3. A secure record of all processed transactions is maintained for audit purposes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBFRA301B Work within a franchise**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Clarify requirements for working within a franchise	1.1. Determine <b>role and responsibilities</b> as an employee within a franchise 1.2. Clarify role and responsibilities with supervisor, line manager and/or owner, as appropriate 1.3. Evaluate own skills to determine training needs to meet role and responsibilities within franchise 1.4. Seek assistance from supervisor/line manager/owner to evaluate training needs and to meet these identified needs 1.5. Request and negotiate any <b>reasonable adjustments</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Clarify own contribution to meeting compliance requirements	2.1. Consult with supervisor/line manager/owner to determine <b>compliance requirements</b> falling within own role and responsibilities 2.2. Determine work plan and ensure scheduled actions to meet compliance requirements are included in this plan 2.3. Undertake required <b>audits, checks and associated tasks</b> as per schedule 2.4. Seek <b>advice</b> as required to resolve difficulties arising in performing scheduled tasks 2.5. Accurately complete workplace records involved with meeting compliance requirements in a timely manner	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Review own contribution to franchise operations	3.1. Seek feedback from others to confirm that own role and responsibilities are being met 3.2. Review own work to ensure that required tasks are undertaken as per schedules and work plans 3.3. Identify and discuss with supervisor/line manager/owner any improvements in own work practices and those of others within the franchise 3.4. Willingly offer and provide assistance when requested by others within the franchise to meet their assigned roles and responsibilities	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBFRA403B Manage relationship with franchisor**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Establish relationship with franchisor	1.1. Identify the <b>franchisor's representative/s or liaison person/s</b> 1.2. Identify <b>communication channels</b> with the franchisor's representative/s or liaison person/s 1.3. Establish <b>schedule of contact</b> with the franchisor's representative/s or liaison person/ 1.4. Hold initial meeting with the franchisor's representative/s or liaison person/s to initiate ongoing relationship 1.5. Ensure participation in the franchisee advisory council meetings and relevant activities	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure



ELEMENT	PERFORMANCE CRITERIA	Verification
2. Determine services available from franchisor	2.1. Consult with the franchisor's representative/s or liaison person/s to determine the range of <b>services available through the franchisor</b> 2.2. Establish schedule for accessing services of the franchisor 2.3. Access services available through the franchisor according to schedule and as needs arise in the course of business operations 2.4. Maintain currency of information relating to services available through the franchisor	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Implement strategies for meeting franchisor financial obligations	3.1. Identify <b>franchisee financial obligations</b> to the franchisor 3.2. Develop and implement strategies and procedures to meet franchisee financial obligations 3.3. Undertaken planning to facilitate <b>ongoing management of franchise</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Resolve disputes with franchisor	4.1. Identify disputes with the franchisor and enter into negotiations with the franchisor's representative/s or liaison person/s in line with complaints handling procedure as described in the Franchising Code of Conduct 4.2. Seek assistance of third parties or mediators to facilitate resolution of disputes arising with the franchisor and in line with the complaints handling procedure 4.3. Resolve disputes and document courses of agreed action 4.4. Implement agreed courses of action to resolve disputes 4.5. Use lessons learned from disputes to guide future business operations and to facilitate positive relationships with the franchisor	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

### BSBITU402A Develop and use complex spreadsheets

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Prepare to develop spreadsheet	1.1. Organise personal work environment in accordance with <b>ergonomic requirements</b> 1.2. Analyse task and determine specifications for spreadsheets 1.3. Identify organisational and task requirements in relation to data entry, storage, output, reporting and presentation requirements 1.4. Apply <b>work organisation strategies</b> and <b>energy and resource conservation techniques</b> to plan work activities	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Develop a linked spreadsheet solution	2.1. Utilise <b>spreadsheet design</b> software <b>functions</b> and <b>formulae</b> to meet identified requirements 2.2. Link spreadsheets in accordance with software procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

ELEMENT	PERFORMANCE CRITERIA	Verification
	2.3. Format cells and use data attributes assigned with relative and/or absolute cell references, in accordance with the 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 <b>macros</b> to fulfil the requirements of the task and automate spreadsheet operation 3.3. Develop, edit and use <b>templates</b> to ensure consistency of design and layout for forms and reports, in accordance with organisational requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Use spreadsheets	4.1. Enter, check and amend data in accordance with organisational and task requirements 4.2. <b>Import and export</b> 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 <b>print</b> spreadsheet in accordance with organisational and task requirements 4.5. <b>Name and store spreadsheet</b> in accordance with organisational requirements and exit the application without data loss or damage	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Represent numerical data in graphic form	5.1. Determine style of <b>graph</b> to meet specified requirements and manipulate spreadsheet data if necessary to suit graph requirements 5.2. <b>Create graphs</b> with labels and titles from numerical data contained in a spreadsheet file 5.3. Save, view and print graph within designated time lines	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBSMB405B Monitor and manage small business operations**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Develop <i>operational strategies and procedures</i>	1.1 Develop an action plan to provide a clear and coherent direction, in accordance with the <b>business goals and objectives</b> 1.2 Identify <b>occupational health and safety (OHS) and environmental issues</b> and implement strategies to minimise risk factors 1.3 Develop a <b>quality system</b> for the business in line with industry standards, compliance requirements and cultural criteria 1.4 Develop performance measures and <b>operational targets</b> to conform with the business plan 1.5 Develop strategies for innovation, including the utilisation of existing, new or emerging technologies, where practicable, to optimise business performance	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Implement operational strategies and procedures	2.1 Implement systems and key performance indicators/targets to monitor business performance and customer satisfaction 2.2 Implement systems to control stock, expenditure/cost, wastage/shrinkage and risks to health and safety in accordance with the business plan 2.3 Maintain staffing requirements, where applicable, within budget to maximise productivity 2.4 Carry out the provision of goods/services in accordance with established legal, ethical cultural and <b>technical standards</b> 2.5 Provide goods/services in accordance with time, cost and quality specifications, and customer requirements 2.6 Apply quality procedures to address product/service and customer requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Monitor business performance	3.1 Regularly monitor/review the achievement of operational targets to ensure optimum business performance, in accordance with the business plan goals and objectives 3.2 Review systems and structures, with a view to more effectively supporting business performance 3.3 Investigate and analyse operating problems to establish causes and implement changes as required as part of the business quality system 3.4 Amend operational policies and procedures to incorporate corrective action	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Review business operations	4.1 Review and adjust business plan, as required, to maintain business viability, in accordance with business goals and objectives 4.2 Clearly record proposed changes to aid future planning and evaluation 4.3 Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBWRT301A Write simple documents**

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>	<b>Verification</b>
1. Plan document	1.1. Determine <b>audience</b> and <b>purpose</b> for the document 1.2. Determine <b>format</b> and <b>structure</b> 1.3. Establish key points for inclusion 1.4. Identify <b>organisational requirements</b> 1.5. Establish <b>method of communication</b> 1.6. Establish <b>means of communication</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Draft document	2.1. Develop draft document to communicate key points 2.2. Obtain and include any required additional information	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Review document	3.1. Check draft for suitability of tone for audience, purpose, format and communication style 3.2. Check draft for readability, grammar, spelling, and sentence and paragraph construction 3.3. Check draft for sequencing and structure 3.4. Check draft to ensure it meets organisational requirements 3.5. Ensure draft is proofread, where appropriate, by supervisor or colleague	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Write final document	4.1. Make and proofread necessary changes 4.2. Ensure document is sent to <b>intended recipient</b> 4.3. File copy of document in accordance with organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBCUS301B Deliver and monitor a service to customers**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Identify customer needs	1.1 Use <b>appropriate interpersonal skills</b> to accurately identify and clarify <b>customer needs and expectations</b> 1.2 Assess customer needs for urgency to determine priorities for service delivery according to <b>organisational requirements</b> 1.3 Use <b>effective communication</b> to inform customers about available choices for meeting their needs and assist in the selection of preferred options 1.4 Identify limitations in addressing customer needs and seek appropriate assistance from <b>designated individuals</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Deliver a service to customers	2.1 Provide prompt service to customers to meet identified needs in accordance with organisational requirements 2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery 2.3 Sensitively and courteously handle <b>customer complaints</b> in accordance with organisational requirements 2.4 Provide assistance or respond to customers with <b>specific needs</b> according to organisational requirements 2.5 Identify and use available <b>opportunities</b> to promote and enhance services and products to customers	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Monitor and report on service delivery	3.1 Regularly review customer satisfaction with service delivery using <b>verifiable evidence</b> according to organisational requirements 3.2 Identify opportunities to enhance the quality of service and products, and pursue within organisational requirements 3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements 3.4 Regularly seek customer feedback and use to improve the provision of products and services 3.5 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBCUS403B Implement customer service standards**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Contribute to quality customer service standards	1.1 Access, interpret, apply and monitor <b>customer</b> service standards in the workplace according to <b>organisational standards, policies and procedures</b> 1.2 Make contributions to the development, refinement and improvement of customer service standards, policies and processes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Implement customer service systems	2.1 Encourage all personnel to consistently implement customer service systems 2.2 Review customer feedback in consultation with appropriate personnel and analyse when improving work practices 2.3 Identify <b>customer service problems</b> and make adjustments to ensure continued service quality 2.4 Communicate adjustments in service delivery to all those involved, within appropriate timeframes 2.5 Coordinate and manage delivery of services and products to ensure they effectively and efficiently meet agreed quality standards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Implement team customer service standards	3.1 Plan and implement team and work activities to meet customer needs and expectations, and to minimise inconvenience 3.2 Identify resources required to undertake team tasks while meeting required customer service levels	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**BSBWOR501A Manage personal work priorities and professional development**

ELEMENT	PERFORMANCE CRITERIA	Verification
1. Establish personal work goals	1.1 Serve as a positive role model in the workplace through personal work planning and organisation 1.2 Ensure personal work goals, plans and activities reflect the organisation's plans, and own responsibilities and accountabilities  1.3 Measure and maintain personal performance in varying work conditions, work contexts and contingencies	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Set and meet own work priorities	2.1 Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives 2.2 Use technology efficiently and effectively to manage work priorities and commitments 2.3 Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

3. Develop and maintain professional competence	3.1 Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans 3.2 Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence 3.3 Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence 3.4 Undertake participation in networks to enhance personal knowledge, skills and work relationships 3.5 Identify and develop new skills to achieve and maintain a competitive edge	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
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[ Office use only below here ]

Is practical workplace activity observation/interview required? ..... Yes / No

Has third party verification of evidence been completed satisfactorily?..... Yes / No

Is gap or select unit training required? ..... Yes / No

Does applicant need to be contacted? ..... Yes / No

If contact required, state reason: .....  
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Reporting action needed:

RPL Granted Report .....	RPL Not Granted Report .....	Defer RPL until evidence gathered
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Details of further action since first submission (if applicable): .....  
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This Assessment was completed on behalf of The National Finance Institute by:

Name of Assessor: .....

Assessor's Signature ..... Date of Review: .....

Decision .....