RECOGNITION OF PRIOR LEARNING (RPL)

BSB40520 Certificate IV in Leadership and Management

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 their industry to exempt applicants from standard study 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 this qualification. Using this form as a guide, applicants should self-determine whether full or part RPL is the appropriate method of achieving this qualification.

Which Qualification

Please confirm, by ticking below, the qualification you are seeking to attain:

❑ **BSB40520 Certificate IV in Leadership and Management**

RPL Procedure

Your submission should include the following items*.*
Once assembled, please tick below to confirm you have included these items.

❑ Please complete the **Applicant's Details** and **payment section** provided on page 3 of this document.

❑ Please complete the **Unit Chooser** form provided on pages 4 to 5 of this document.

❑ Please create an **Evidence Statement** as outlined on page 6.

❑ Print or email the attached **Competency Checklist** provided on pages 7 to 24 and have it completed and signed off by a peer or superior or competent industry expert for your chosen units.

❑ Provide a **detailed CV** demonstrating experience in the industry, specifically involving business management activities. This CV must be verified by your chosen peer/manager. You should also highlight any educational qualifications you have achieved or courses you have completed. Your CV will indicate your length of service in various roles and any relevant previous study.

❑ Provide a **CV for the peer** or manager (current or prior) signing off this RPL submission's Competency Statement, in order that we can verify their understanding of your competencies. A LinkedIn profile may be used.

❑ Include a **Portfolio** containing evidence of your own employment history, training, skills and knowledge. This will be assessed against the competencies 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, WH&S substantiation, testimonials, performance reviews, photos, etc.

❑ Submit a **Case study** related to your business (e.g. a recently completed Business plan, a recently completed company analysis, a recently completed business initiative such as a business improvement initiative). It may be a recently completed study activity if you are not currently involved in a business. [NB: Your case study should exclude or have blacked out any personal information such as name or contact details, that may identify a client or colleague].

The Assessment Process

The documentation submitted to us by you, will be assessed against each unit of competency for which you are applying. The evidence submitted will be assessed using the following criteria:

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

Phone Interview - A phone interview forms part of the RPL assessment process. The assessor will interview the applicant to determine the level of knowledge and practical skills held. With the permission of the applicant, a discussion may also be required with the nominated referee to verify competencies. During the phone interview applicants will have the opportunity to provide additional supporting evidence if required.

Additional Study – In some instances, an applicant may have commenced their role many years ago and may not have evidence of currency. Additional training may be required to establish currency and to meet the additional competency requirements of this RPL application.

An applicant may also choose to select units they wish to study, rather than RPL or Credit Transfer. Credit Transfer is prior study of a unit with the same or equivalent code. An RPL application can be a combination of RPL and Credit Transfer and study of a unit.

The NFI assessor will 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 one or more units of competence. The applicant will then be advised which subjects or assessments, if any, are required to be completed. If full RPL is not approved, any fee already paid for the RPL application may go towards the study of the qualification. Following advice of the outcome, the $995 fee payable for the RPL review is non-refundable if the applicant determines that they no longer wish to pursue the qualification. A Statement of Attainment would be issued for units that were approved through RPL. Individual units of study online are $205 per unit. The maximum fee for RPL plus any online study requirement is capped at $1745. There is no GST component. A tax invoice/receipt for payment will be sent separately by email.

Timing and Outcome

The assessment decision will be made within 3 to 4 weeks of submission. Documentation received by NFI will not be returned to the applicant as it is required to be retained for audit purposes. If the applicant is granted RPL for their chosen qualification they will receive by mail an original certificate and the transcript of competencies that form the BSB40520 qualification. 12 units of competency form this qualification. For some applicants the RPL assessor will make the determination that some units qualify under RPL or Credit Transfer and other units may require study.

How to Submit an Application

Applicants can post or scan/email to NFI as below. Originals of documentation should not be posted. Emailed submissions should contain a zipped file if the submission contains more than one file. Applicants should limit total email attachment size to less than 10Mb. Applicants should ensure all scanned/copied documents are legible. All submissions will be handled in accordance with our Privacy Policy.

Post: **RPL Coordinator**
               The National Finance Institute
               P O Box 1354, Capalaba Business Centre Qld 4157

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

APPLICANT'S DETAILS

First Name: _____   Gender: ☐ Male   ☐ Female

Middle Name (if applicable): _____   Date of birth: _____

Surname: _____

Address: _____

_____

Contact details: Phone: _____   Mobile: _____

Email: _____

Additional information required below for ASQA purposes:

Country of birth: _____   City of birth: _____

Australian citizen: ☐ Yes   ☐ No   If No, what is your country of citizenship: _____

Current employment status: ☐ Full time   ☐ Part time   ☐ Self-employed   ☐ Not working/made redundant

Language spoken at home: _____ Proficiency in spoken English: ☐ Very well   ☐ Well ☐ Poor

What year did you finish high school? _____

Highest level of education completed: ☐ Bachelor ☐ Diploma ☐ Certificate ☐ Year 12 ☐ Other_____

Reason for acquiring this qualification/s   ☐ Requirement of my job   ☐ To get a job

☐ To try for a different career   ☐ Self-development

What is your USI?   ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

If you do not know your USI (Unique Student Identifier) please go to the link below to create or retrieve it:
www.usi.gov.au

_____

PAYMENT METHOD

Payment is required ahead of NFI's assessor commencing the review of an application. If choosing Direct Deposit, please make the payment subsequent to sending the RPL submission and please use your name as reference. Payment is required irrespective of outcome. Any payment made for RPL where the outcome is a non-approval by RPL, can be used in full towards study of the course to achieve the qualification.

☐ **PayPal -** PayPal payment – we can email you a PayPal link for payment

☐ **Cheque -** Payable to The National Finance Institute, P.O. Box 1354, Capalaba BC Qld 4157

☐ **Direct Deposit -** The National Finance Institute, BSB 114 879, Account 003 139 833

☐ **Credit/Debit Card:**   ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___   CCV:_____

Expiry date: _____   **Name on Card: _____**

Authorised Amount: $_____   ☐ $995 for RPL only for full qualification
(incl Credit Transfer if applicable)   **OR**

☐ $1745 for RPL plus 4 or more study units to achieve full qualification (incl Credit Transfer if applicable)

Applicant name: .... Date: ....

By submission the applicant agrees to The National Finance Institute's terms and conditions available at www.financeinstitute.com.au.

CORE AND ELECTIVE UNIT CHOICES
To be completed by the Applicant.

Applicant's name: _____

12 Units of Competency are required to be completed, comprised of 5 Core Units and 7 Elective Units. The Units you choose from the Elective options provided below should ideally be relevant to the work outcome that you are aiming for.

Below is what we refer to as a **Unit Chooser** table. You may be seeking RPL on the full qualification or on only selected units from the qualification. The Unit Chooser form allows you to select which units and by which method you would like to achieve those units. A breakdown of what the units contain can be viewed on pages 8 to 24. **12 units** are needed to attain the full qualification and these can be made up of Recognition of Prior Learning or Credit Transfer or by study of the unit. If you have already determined that you will need to study some units you can request to commence to study those units while your RPL submission is being assessed.

UNIT CHOOSER TABLE

CORE UNITS (5 to be marked)	RPL or Credit Transfer (CT) or Study Unit – please tick your preference		
	RPL	CT	Study Unit
BSBLDR411 Demonstrate leadership in the workplace	☐	☐	☐
BSBLDR413 Lead effective workplace relationships	☐	☐	☐
BSBOPS402 Coordinate business operational plans	☐	☐	☐
BSBXCM401 Apply communication strategies in the workplace	☐	☐	☐
BSBXTW401 Lead and facilitate a team	☐	☐	☐

When your peer/supervisor/manager follows on with the Competency Checklist, to verify your skills from page 6 onwards, they must ensure to verify the 5 Core units above and the 7 Elective units that you have chosen below. If some units have already been determined to be CT or Study, rather than RPL, then the quantity will change accordingly.

ELECTIVE UNIT CHOICES – Group A (4 units out of Group A selection below to be ticked)	RPL or Credit Transfer (CT) or Study Unit – please tick your preference		
	RPL	CT	Study Unit
BSBCMM412 Lead difficult conversations	☐	☐	☐
BSBCRT411 Apply critical thinking to work practices	☐	☐	☐
BSBFIN401 Report on financial activity	☐	☐	☐
BSBLDR412 Communicate effectively as a workplace leader	☐	☐	☐
BSBLDR414 Lead team effectiveness	☐	☐	☐
BSBLDR521 Lead the development of diverse workforces	☐	☐	☐

	RPL	CT	Study Unit
BSBOPS403 Apply business risk management processes	☐	☐	☐
BSBPEF402 Develop personal work priorities	☐	☐	☐
BSBSTR401 Promote innovation in team environments	☐	☐	☐
BSBSTR502 Facilitate continuous improvement	☐	☐	☐
BSBTWK401 Build and maintain business relationships	☐	☐	☐
BSBWHS411 Implement and monitor WHS policies, procedures and programs	☐	☐	☐
ELECTIVE UNIT CHOICES – Group B **(3 additional units to be ticked from either Group B below or Group A above)**	**RPL or Credit Transfer (CT) or Study Unit – please tick your preference**		
BSBCRT412 Articulate, present and debate ideas	☐	☐	☐
BSBOPS401 Coordinate business resources	☐	☐	☐
BSBOPS404 Implement customer service strategies	☐	☐	☐
BSBOPS405 Organise business meetings	☐	☐	☐
BSBPEF401 Manage personal health and wellbeing	☐	☐	☐
BSBPEF502 Develop and use emotional intelligence	☐	☐	☐
BSBPMG430 Undertake project work	☐	☐	☐
BSBSUS411 Implement and monitor environmentally sustainable work practices	☐	☐	☐
BSBWRT411 Write complex documents	☐	☐	☐
SIRXCEG004 Create a customer-centric culture	☐	☐	☐

If you have completed prior study of units at a Certificate IV level which you know to be recognised as part of this qualification, but which are not listed above, you can insert these into the blank rows below (only **2** alternative units permitted).

	RPL	CT	Study Unit
	☐	☐	☐
	☐	☐	☐

EVIDENCE STATEMENT
To be completed by the Applicant.

There are rules governing the completion of RPL Applications and it is important that they are strictly adhered to, to enable RPL to be granted.

An Evidence Statement, specific to the qualification units, is necessary for us to fully understand the areas of expertise in which you currently practise or have previously practised or have studied.

What evidence do you have that you can substantiate the competencies of each unit?

Please prepare a typed answer for each of the units for which you are seeking Recognition of Prior Learning (RPL). This should demonstrate your understanding of the Elements from within the unit. There is no right or wrong answer and there is no maximum or minimum number of words. The assessor will be looking to judge your understanding of each of the elements. All of the Elements along with their "Performance Criteria" are contained in this document, for your reference, to assist with your preparation of your Evidence Statement.

To create your Evidence Statement please ensure:

- Your name is included on the top of page 1 of your document.

- You prepare a statement for each of the units chosen on your completed Unit Chooser table that you chose as "RPL".

- Each statement for each unit addresses both the Element and the Performance Criteria – these can be viewed in the outline provided in the tables that follow in the Competency Statement from, page 8 onwards.

- You have checked that each of your typed paragraphs, for each unit, has that unit code clearly indicated so we obtain a clear understanding of your experience.

COMPETENCY CHECKLIST

To be completed and signed by a superior/peer/manager of the applicant.
Can be previously or currently associated.

The person making this statement must be suitably qualified to answer the questions (CV required as evidence).
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 / superior / manager / BDM)

Name: _____

Company and Position (if applicable): _____

Address: _____

_____

Contact details: Phone: _____   Mobile: _____

Email: _____

Please respond to the following:

I have a sound understanding of topics the applicant has chosen in this application _____ ☐ Yes   ☐ No

My experience is predominantly in an unrelated field   _____ ☐ Yes   ☐ No

My relationship with the Applicant was within the last 5 years   _____ ☐ Yes   ☐ No

I have provided a signed CV to the Applicant to submit   _____ ☐ Yes   ☐ No

My profile can be found on LinkedIn   ☐ Yes   ☐ No   and/or website: _____

If you are not confident of the Applicant's knowledge of any of the topics that follow, we suggest checking with them to allow them to explain their experience or knowledge around that topic, prior to ticking the relevant box. Or, it may be preferred to leave some boxes unticked. Any topics not ticked or ticked as *Unsure* will be raised during the assessor's phone interview session with the Applicant.

Signature or e-signature of third party: _____   Date: _____

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COMPETENCY CHECKLIST Continued
To be completed by a superior/peer/manager of the applicant.

Applicant Name: _____

It is certified that the applicant has the following skills and knowledge and can demonstrate the following competencies.

If you are completing this Competency Statement for the applicant you will need to be aware of whether the applicant is seeking recognition of prior learning (RPL) for 12 units, or whether they are seeking recognition for less than 12 units and are going to study units in which they recognise that they have currently insufficient prior experience or evidence. If the applicant is seeking RPL for the full qualification, then 12 units are required to be verified (i.e. a "yes" tick) in the pages that follow in order to meet the requirements for the full qualification to be issued. The units you verify below should match the applicant's chosen units on their Unit Chooser table (pages 4 to 5). You should only complete a maximum of 12 units.

CORE UNITS

BSBLDR411 Demonstrate leadership in the workplace

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare to demonstrate leadership	1.1 Identify organisation's requirements for management performance 1.2 Identify qualities required for positive management performance according to organisational policies and procedures 1.3 Develop and implement performance plans for individual and team according to organisation's business objectives 1.4 Establish key performance indicators according to organisation's business objectives	☐ Yes ☐ No ☐ Unsure
2. Align behaviour with organisational values	2.1 Locate and assess organisation's standards and values for conducting business 2.2 Identify how own performance will contribute to upholding organisational values 2.3 Identify issues to be resolved according to organisational values 2.4 Gather and organise information relevant to the issues under consideration	☐ Yes ☐ No ☐ Unsure
3. Model leadership behaviour	3.1 Facilitate individual's and team's active participation in team decision-making processes 3.2 Examine options and assess associated risks to determine preferred course of action 3.3 Develop plan to implement decisions agreed by relevant individuals and teams 3.4 Use feedback processes to monitor the implementation and impact of decisions	☐ Yes ☐ No ☐ Unsure

BSBLDR413 Lead effective workplace relationships

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare to lead workplace relationships	1.1 Identify work team objectives according to organisational strategy 1.2 Collect and analyse information for the achievement of work task 1.3 Share ideas and information with relevant internal and external stakeholders according to work task 1.4 Develop strategy for completion of work task in collaboration with work team	☐ Yes ☐ No ☐ Unsure
2. Lead workplace relationships	2.1 Identify and implement methods to facilitate collaboration to complete work task 2.2 Support colleagues experiencing difficulties fulfilling work requirements 2.3 Manage conflict constructively within the organisation's processes and parameters of own role 2.4 Communicate work progress to relevant internal and external stakeholders	☐ Yes ☐ No ☐ Unsure
3. Review leadership	3.1 Seek feedback on relationship management for work task from relevant stakeholders 3.2 Analyse feedback on relationship management 3.3 Evaluate personal performance in leading workplace relationships 3.4 Identify areas of improvement for leading workplace relationships future work tasks	☐ Yes ☐ No ☐ Unsure

BSBOPS402 Coordinate business operational plans

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare to implement operational plan	1.1 Consult with stakeholders to identify resource requirements relevant to operational plan 1.2 Collate, analyse and document details of resource requirements 1.3 Develop operational plan and determine implementation method 1.4 Plan for contingencies 1.5 Develop and present proposals for resource requirements	☐ Yes ☐ No ☐ Unsure
2. Implement operational plan	2.1 Assist in recruiting and onboarding employees required to implement operational plan according to organisational policies and procedures 2.2 Acquire physical resources and services according to organisational policies and procedures 2.3 Support efficient, cost-effective and safe use of resources 2.4 Adjust implementation of the operational plan in consultation with others to manage contingencies	☐ Yes ☐ No ☐ Unsure
3. Monitor operational performance	3.1 Collate relevant information and determine operational and productivity performance 3.2 Identify and use key performance indicators (KPIs) and assess operational performance 3.3 Identify unsatisfactory performance and take action to rectify the situation according to organisational policies	☐ Yes ☐ No ☐ Unsure

| 4. Review operations based on performance | 4.1 Develop recommendations for variation to operational plans
4.2 Present recommendations to the designated persons or groups to gain approval
4.3 Maintain records related to operational performance according to organisational policies and procedures
4.4 Report information on operational performance to management | ☐ Yes
☐ No
☐ Unsure |

BSBXCM401 Apply communication strategies in the workplace

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare for communication	1.1 Identify work activities requiring communication 1.2 Establish communication requirements for identified work activities 1.3 Identify communication roles for self and others to complete activity 1.4 Seek assistance or clarification regarding communication objectives as required 1.5 Select appropriate method of communicating information internally and externally based on organisational requirements	☐ Yes ☐ No ☐ Unsure
2. Use communication strategies to provide work instruction	2.1 Use appropriate presentation methods to communicate information or instruction based on the requirements of audience 2.2 Use appropriate method of communication to communicate information or instruction based on the requirements of audience 2.3 Negotiate expected work requirements with others and clarify that instructions have been understood	☐ Yes ☐ No ☐ Unsure
3. Facilitate workplace communication	3.1 Use interpersonal skills to build relationships with team members and clients and facilitate respectful interaction 3.2 Facilitate respectful communication amongst others, considering the needs of those from diverse backgrounds 3.3 Use problem solving and decision making skills to resolve any communication challenges 3.4 Obtain confirmation on outcomes of communication challenges to ensure issues have been resolved	☐ Yes ☐ No ☐ Unsure
4. Monitor and support team communication	4.1 Ensure all communication is consistent with legislative and organisational requirements 4.2 Provide performance feedback and additional support to others when required 4.3 Seek feedback and assistance from others to improve own communication techniques 4.4 Collate and report any important information and unresolved issues to relevant superiors	☐ Yes ☐ No ☐ Unsure

BSBXTW401 Lead and facilitate a team

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Plan team outcomes	1.1 Identify common objectives of workplace team, responsibilities and required outcome(s) 1.2 Use performance plans to establish expected outcomes, goals, and behaviours for individual team members in accordance with team objective and relevant policies 1.3 Select appropriate strategies to ensure team members are accountable for their roles and responsibilities 1.4 Plan for contingencies that could impact the team	☐ Yes ☐ No ☐ Unsure

2. Coordinate team and individuals	2.1 Communicate common team objectives and responsibilities to team members	☐ Yes
	2.2 Allocate tasks to team members based on staff expertise or development potential and provide appropriate instructions	☐ No
	2.3 Facilitate open and respectful communication and collaboration between team members, considering the needs of those from diverse backgrounds	☐ Unsure
	2.4 Identify opportunities for cross collaboration amongst external and internal teams and individuals	
3. Support team	3.1 Provide coaching to staff to enhance workplace culture	☐ Yes
	3.2 Support individuals according to organisational requirements to work towards common team goals	☐ No
	3.3 Facilitate team to identify, brainstorm, report and resolve task related issues and inefficiencies	☐ Unsure
	3.4 Use problem solving skills to deal with any team, task or individual challenges	
4. Monitor team performance	4.1 Measure team member performance against agreed work plans	☐ Yes
	4.2 Provide timely and constructive performance feedback to team members according to expected organisational standards	☐ No
	4.3 Identify specific learning and development opportunities to improve team and individual performance and behaviours	☐ Unsure
	4.4 Implement action plans to address individual and team training needs	

ELECTIVE UNITS – Group A – a minimum of 4, maximum of 7 units should be completed from this Group A

BSBCMM412 Lead difficult conversations

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare for conversation	1.1 Identify conversational requirements	☐ Yes
	1.2 Identify, gather and develop materials required for the conversation according to organisational policies and procedures	☐ No
	1.3 Organise the logistics and stakeholders required for the conversation	☐ Unsure
	1.4 Seek feedback from relevant personnel on conversational content	
	1.5 Review conversational content and make changes according to feedback received	
	1.6 Select delivery style according to conversational context and stakeholder requirements	
2. Facilitate difficult conversation	2.1 Undertake conversation with relevant stakeholders	☐ Yes
	2.2 Provide opportunity for stakeholder input	☐ No
	2.3 Confirm relevant stakeholders understand conversation and outcomes	☐ Unsure
	2.4 Document relevant points of conversation	
	2.5 Refer stakeholders to relevant support services, as required	
3. Follow up and review conversation	3.1 Evaluate own effectiveness in the conversation	☐ Yes
	3.2 Seek and respond to feedback from relevant personnel on personal performance	☐ No
	3.3 Identify areas of improvement for undertaking difficult conversations according to feedback received	☐ Unsure

BSBCRT411 Apply critical thinking to work practices

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish role of critical thinking in workplace	1.1 Identify key characteristics of critical thinking processes 1.2 Evaluate situations in which critical thinking concepts are applied in work practices 1.3 Articulate benefits of applying critical thinking practices in the workplace	☐ Yes ☐ No ☐ Unsure
2. Lead critical thinking process	2.1 Analyse existing and proposed work practices and identify limitations 2.2 Locate information on selected work practices for the development of solutions 2.3 Determine solutions for workplace limitations using critical thinking concepts 2.4 Develop a proposal for solutions using a decision-making framework according to organisational policies and procedures 2.5 Present ideas for solutions and justify decision making process to relevant stakeholders	☐ Yes ☐ No ☐ Unsure
3. Develop critical thinking mindset	3.1 Review decision making practices in the work area 3.2 Seek feedback from relevant stakeholders on use of critical thinking from relevant stakeholders 3.3 Identify areas for self-development in relation to own job role 3.4 Develop plan for future process evaluations and incorporate improvements identified	☐ Yes ☐ No ☐ Unsure

BSBFIN401 Report on financial activity

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Compile and analyse financial data	1.1 Prepare a register of assets from fixed asset transactions according to accounting, legislative and organisational requirements 1.2 Calculate depreciation according to legislative and organisational requirements 1.3 Make, record and disclose asset and liability valuations in compliance with accounting standards 1.4 Refer discrepancies, unusual features or queries to appropriate authority where they cannot be resolved 1.5 Identify and record effects of taxation	☐ Yes ☐ No ☐ Unsure
2. Report general journal entries for balance day adjustments	2.1 Record all general ledger accounts and prepare a trial balance 2.2 Adjust expense accounts and revenue accounts for prepayments and accruals 2.3 Make adjustments in general ledger system to close any discrepancies for balance day adjustments according to organisational policies, procedures and accounting requirements 2.4 Review data for errors and compliance with statutory requirements and organisational procedures, and amend as required	☐ Yes ☐ No ☐ Unsure
3. Prepare end of period financial reports	3.1 Prepare revenue statement for reporting periods according to organisational requirements 3.2 Prepare a balance sheet to reflect financial position of business at end of reporting period 3.3 Prepare and post revenue and expense account to final general ledger accounts to reflect gross and net profits for reporting period	☐ Yes ☐ No ☐ Unsure

	3.4 Correct or refer errors for resolution according to statutory and ethical requirements and organisational procedures	

BSBLDR412 Communicate effectively as a workplace leader

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare for communication	1.1 Identify purpose and audience for communication 1.2 Identify the desired outcome of the communication 1.3 Evaluate available methods of communication according to task requirements and organisational business policies and procedures 1.4 Identify potential barriers to effective communication and develop solutions to minimise impact	☐ Yes ☐ No ☐ Unsure
2. Engage in communication	2.1 Communicate using media and format relevant to the context 2.2 Use respectful and positive approaches to communications 2.3 Employ two-way processes to ensure receipt and acknowledgement of message 2.4 Provide opportunities to clarify and confirm understanding	☐ Yes ☐ No ☐ Unsure
3. Review communication	3.1 Maintain record of the communication process and outcomes according to organisational policies and procedures 3.2 Identify follow up actions and communicate to relevant persons 3.3 Seek feedback on communication processes from all parties 3.4 Identify and incorporate opportunities to improve leadership communication processes	☐ Yes ☐ No ☐ Unsure

BSBLDR414 Lead team effectiveness

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Plan team outcomes	1.1 Lead team to identify and establish team objectives and work processes 1.2 Support team to document identified objectives and work processes according to organisational processes 1.3 Encourage team members to incorporate innovation and productivity measures in work plans 1.4 Lead and support team members to meet expected outcomes	☐ Yes ☐ No ☐ Unsure
2. Promote team cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members on their efforts and contributions 2.4 Address or refer issues, concerns and problems identified by team members 2.5 Model expected behaviours and approaches	☐ Yes ☐ No ☐ Unsure
3. Supervise team performance	3.1 Encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Support team to identify and resolve problems which impede performance 3.3 Ensure own contribution to work team serves as a role model for others	☐ Yes ☐ No ☐ Unsure

4. Liaise with management	4.1 Establish open communication with line management	☐ Yes
	4.2 Communicate information from line management to the team	☐ No
	4.3 Communicate unresolved issues, concerns and problems raised by the team to line management to action	☐ Unsure
	4.4 Communicate issues raised by management to the team to action	

BSBLDR521 Lead the development of diverse workforces

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Establish benefits of workforce diversity	1.1 Identify benefits of diversity in business and workplace contexts	☐ Yes
	1.2 Qualify and quantify the source of workforce diversity	☐ No
	1.3 Identify legislation and organisational policies and procedures that relate to workplace diversity	☐ Unsure
	1.4 Identify opportunities and barriers to inclusive engagement	
2. Embed diversity into team plans and operations	2.1 Develop work plans to accommodate diversity	☐ Yes
	2.2 Confirm that work plans incorporate contributions from diverse workforce members	☐ No
	2.3 Adjust plans and operations to align with relevant diversity legislation and organisational policies and procedures	☐ Unsure
	2.4 Design processes to incorporate and maximise the benefits of diversity	
3. Support development of a diverse workforce	3.1 Apply communication processes and behaviours according to diversity work plans and processes	☐ Yes
	3.2 Identify biases and assumptions in communication and behaviour of self and others and adjust, as required	☐ No
	3.3 Provide workplace support and access to diversity services	☐ Unsure

BSBOPS403 Apply business risk management processes

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Identify risks	1.1 Identify context for risk management	☐ Yes
	1.2 Undertake required steps to identify risks	☐ No
	1.3 Document identified risks according to relevant policies, procedures, legislation and standards	☐ Unsure
2. Analyse and evaluate risks	2.1 Analyse risks in consultation with relevant stakeholders	☐ Yes
	2.2 Undertake risk categorisation and determine level of risk	☐ No
	2.3 Document analysis processes and outcomes	☐ Unsure
3. Treat risks	3.1 Identify control measures for risks	☐ Yes
	3.2 Assess strengths and weaknesses of control measures	☐ No
	3.3 Refer risks to relevant personnel, where required, according to policies and procedures	☐ Unsure
	3.4 Select and implement control measures for personal area of operation and responsibilities	
4. Monitor and review effectiveness of risk treatments	4.1 Review implemented treatments against measures of success	☐ Yes
	4.2 Use review results to improve the treatment of risks	☐ No
	4.3 Monitor and review management of risk in personal area of operation	☐ Unsure

BSBPEF402 Develop personal work priorities

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Plan personal work schedule	1.1 Identify task requirements 1.2 Identify own accountabilities in line with task requirements 1.3 Assess barriers for performance of personal accountabilities 1.4 Develop a personal work schedule	☐ Yes ☐ No ☐ Unsure
2. Implement personal work schedule	2.1 Communicate personal work schedule to relevant personnel 2.2 Monitor own performance according to personal work schedule 2.3 Document variations between expected and actual work performance according to task requirements and communicate to relevant personnel	☐ Yes ☐ No ☐ Unsure
3. Review personal work priorities	3.1 Seek and evaluate feedback from relevant stakeholders on own work performance 3.2 Analyse variations between expected and actual work performance 3.3 Update personal work schedule according to internal and external feedback and changes in circumstances	☐ Yes ☐ No ☐ Unsure

BSBSTR401 Promote innovation in team environments

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Identify opportunities to maximise innovation	1.1 Identify team requirements relating innovation 1.2 Determine team dynamic and own relationship with team 1.3 Assist in evaluating team requirements according to workplace policies and procedures 1.4 Assist in identifying team's current ways of working according to team objectives 1.5 Assist in identifying opportunities in areas for innovation 1.6 Assist in creating processes that allow team members to suggest options for innovation and innovative ideas	☐ Yes ☐ No ☐ Unsure
2. Organise and agree on effective ways of working	2.1 Identify ideas for ways of working better 2.2 Delegate responsibilities across the team, and encourage and reinforce team-based innovation 2.3 Agree and share responsibilities and confirm best use of team strengths and abilities 2.4 Schedule activities that allow time for thinking, challenging and collaboration 2.5 Establish reward and stimulation as an integral part of the team's way of working	☐ Yes ☐ No ☐ Unsure
3. Support and guide colleagues to promote innovation	3.1 Demonstrate behaviour that supports innovation within team 3.2 Create an environment for staff to proactively share information, knowledge and experiences with other team members 3.3 Dedicate time with team members to challenge and test ideas 3.4 Discuss and explore innovation ideas with other team members	☐ Yes ☐ No ☐ Unsure

4. Evaluate innovation ideas and promotion	4.1 Identify criteria to review successful innovation in the workplace	☐ Yes
	4.2 Share innovation successes and examples of successful innovation within own workplace	☐ No
	4.3 Reflect on implemented innovation ideas	☐ Unsure
	4.4 Seek and respond to feedback from relevant stakeholders to generate discussion and identify improvements in promoting innovation	
	4.5 Discuss with relevant stakeholders the challenges of being innovative	
	4.6 Document feedback received for improvements in promoting innovation for future activities	

BSBSTR502 Facilitate continuous improvement

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Establish systems and processes	1.1 Identify current systems and processes that facilitate continuous improvement	☐ Yes
	1.2 Identify and define improvement needs and opportunities for the organisation	☐ No
	1.3 Develop decision-making processes to assist continuous improvement and communicate to relevant stakeholders	☐ Unsure
	1.4 Develop strategies for continuous improvement and encourage team members to participate in decision-making processes	
	1.5 Develop knowledge management systems to capture team progress, insights and experiences from business activities	
	1.6 Develop new systems and processes that facilitate continuous improvement according to improvement needs and opportunities	
	1.7 Establish processes that confirm team members are informed about continuous improvement outcomes	
2. Monitor and adjust performance strategies	2.1 Confirm relevant systems and processes meet organisation sustainability requirements	☐ Yes
	2.2 Confirm team progress, insights and experiences are captured and accessible using knowledge management systems	☐ No
	2.3 Coach individuals and teams to implement and support continuous improvement systems and processes	☐ Unsure
	2.4 Identify and evaluate ways in which planning and operations could be improved	
	2.5 Make recommendations and communicate strategies to relevant stakeholders	
3. Manage opportunities for further improvement	3.1 Evaluate outcomes and identify opportunities for improvement	☐ Yes
	3.2 Seek feedback from relevant stakeholders on systems and processes	☐ No
	3.3 Identify other areas for improvement and document feedback for future planning	☐ Unsure

BSBTWK401 Build and maintain business relationships

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish business relationships	1.1 Identify business development and networking objectives of the organisation and own role 1.2 Determine networking opportunities according to identified objectives and organisational policies and procedures 1.3 Confirm communication channels for information exchange with business contacts 1.4 Engage with business contacts using written and verbal communication to promote business opportunities	☐ Yes ☐ No ☐ Unsure
2. Maintain business relationships	2.1 Use communication techniques to establish rapport with business contacts 2.2 Identify barriers to business development opportunities 2.3 Use problem-solving techniques to negotiate solutions to identified situations 2.4 Seek specialist advice in the development of contacts, as required	☐ Yes ☐ No ☐ Unsure
3. Build and improve business relationships	3.1 Develop strategies to represent and promote organisational interests to contacts 3.2 Participate in formal and informal networks that promote the organisation 3.3 Communicate issues regarding relationships in writing and verbally to organisational personnel 3.4 Seek and respond to feedback from management on the quality of relationships with business contacts	☐ Yes ☐ No ☐ Unsure

BSBWHS411 Implement and monitor WHS policies, procedures and programs

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Provide information to work team about WHS policies and procedures	1.1 Identify and communicate relevant provisions about WHS laws to work team 1.2 Provide information about organisation's WHS policies, procedures and programs, and ensure it is readily accessible to work team 1.3 Communicate information about identified hazards and outcomes of risk assessment and control to work team	☐ Yes ☐ No ☐ Unsure
2. Implement and monitor work team consultative arrangements for managing WHS	2.1 Communicate importance of consultation mechanisms in managing WHS risks to work team 2.2 Apply consultation mechanisms to facilitate work team participation in managing work area hazards, according to organisational policies and procedures 2.3 Contribute to managing issues raised through consultation mechanisms, according to organisational consultation procedures and WHS legislative requirements 2.4 Communicate outcomes of consultation about WHS issues to work team	☐ Yes ☐ No ☐ Unsure

3. Implement and monitor organisational procedures for providing WHS training to work team	3.1 Identify and document team WHS training needs according to organisational requirements and WHS laws 3.2 Make arrangements to meet WHS training needs of team members in consultation with relevant stakeholders 3.3 Provide workplace learning opportunities to facilitate team and individual achievement of identified WHS training needs	☐ Yes ☐ No ☐ Unsure
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 organisational policies and procedures, and WHS legislative requirements 4.2 Contribute to managing and implementing hazard reports according to organisational policies and procedures, and WHS legislative requirements 4.3 Implement procedures to control risks using the hierarchy of control measures according to organisational policies and procedures, and WHS legislative requirements 4.4 Identify and report inadequacies in existing risk controls according to the hierarchy of control measures, and WHS legislative requirements 4.5 Monitor outcomes of reports on inadequacies, as required, to ensure prompt organisational response	☐ Yes ☐ No ☐ Unsure
5. Implement and monitor organisational procedures for maintaining WHS records	5.1 Complete and maintain WHS incident records of occupational injury and disease in work area according to organisational policies and procedures, and WHS legislative requirements 5.2 Use aggregate information and data from work area records to meet organisational recordkeeping requirements	☐ Yes ☐ No ☐ Unsure

ELECTIVE UNITS – Group B – a maximum of 3 units should be completed from this Group B

BSBCRT412 Articulate, present and debate ideas

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Establish framework for communication	1.1 Assess purpose of, and audience for communication according to task requirements 1.2 Evaluate advantages and disadvantages of various methods of communication according to task requirements 1.3 Research organisational or legislative frameworks applicable to communication	☐ Yes ☐ No ☐ Unsure
2. Develop ideas for communication	2.1 Assess persuasive communication techniques against objectives of communication 2.2 Identify specific ways to provoke and encourage response in individuals or groups in consultation with others 2.3 Consider potential communication challenges and strategies for mitigation 2.4 Research and document selected key ideas for presentation according to objectives of communication	☐ Yes ☐ No ☐ Unsure
3. Debate and discuss ideas	3.1 Present substantiated communication to audience 3.2 Facilitate conversations that challenge existing, and explore new, approaches to idea generation 3.3 Respond to questions about communication with relevant information 3.4 Use feedback to refine communication	☐ Yes ☐ No ☐ Unsure

BSBOPS401 Coordinate business resources

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish required resources	1.1 Identify resource requirements according to business and operational plans and organisational requirements 1.2 Create opportunities for individuals and workgroups to contribute to the identification of resource requirements 1.3 Assess proposed efficiency of resource expenditure according to budget resources 1.4 Present recommendations on resource requirements using business equipment and technology	☐ Yes ☐ No ☐ Unsure
2. Acquire and allocate resources	2.1 Acquire physical resources and services according to organisational requirements 2.2 Check resources and confirm quality and quantity are in line with service agreements 2.3 Allocate resources according to operational plans 2.4 Consult with individuals and teams on allocation of resources	☐ Yes ☐ No ☐ Unsure
3. Evaluate resource allocation and usage	3.1 Assess resource planning against actual costs, identified shortfalls and surpluses 3.2 Identify potential improvements in resource planning through consultation and feedback 3.3 Develop methods of monitoring and reporting resource use against business and operational plan	☐ Yes ☐ No ☐ Unsure
4. Improve resource allocation and usage	4.1 Implement improvements in resource planning according to organisational requirements 4.2 Implement identified methods of monitoring resource use 4.3 Maintain records concerning equipment and resource purchases according to organisational requirements	☐ Yes ☐ No ☐ Unsure

BSBOPS404 Implement customer service strategies

ELEMENTS	PERFORMANCE CRITERIA	Peer Tick
1. Advise on customer service needs	1.1 Identify organisational customer service objectives and customer needs 1.2 Assess and clarify customer requirements 1.3 Identify and diagnose problems with service delivery 1.4 Develop options to improve customer service delivery according to organisational requirements 1.5 Provide recommendations to promote improvement of customer service delivery	☐ Yes ☐ No ☐ Unsure
2. Support implementation of customer service strategies	2.1 Consult with relevant stakeholders to develop customer service strategies 2.2 Assess customer service strategies and opportunities against customer service objectives 2.3 Identify and allocate available budget resources to fulfil customer service objectives 2.4 Action procedures to resolve customer difficulties and complaints according to organisational requirements	☐ Yes ☐ No ☐ Unsure

3. Evaluate and report on customer service	3.1 Review stakeholder satisfaction with service delivery according to organisational requirements 3.2 Identify and report changes necessary to meet customer service objectives 3.3 Prepare conclusions and recommendations on future directions of client service strategies 3.4 Monitor systems, records and reporting procedures for changes to customer satisfaction	☐ Yes ☐ No ☐ Unsure

BSBOPS405 Organise business meetings

ELEMENTS	PERFORMANCE CRITERIA	*Peer Tick*
1. Prepare meeting documentation and details	1.1 Identify type and purpose of meeting being organised 1.2 Identify and comply with legal, ethical and organisational requirements for business meetings 1.3 Make meeting arrangements according to meeting and participants requirements 1.4 Prepare notice of meeting, agenda and meeting papers according to organisational requirements 1.5 Distribute documentation and meeting details to participants within designated timelines 1.6 Confirm presence of required resources prior to meeting commencement	☐ Yes ☐ No ☐ Unsure
2. Record meeting outcomes	2.1 Take notes of the meeting 2.2 Outline key decisions and actions for implementation 2.3 Review minutes for accuracy and submit for approval by the nominated person 2.4 Distribute relevant post-meeting materials to attendees within designated timelines	☐ Yes ☐ No ☐ Unsure

BSBPEF401 Manage personal health and wellbeing

ELEMENTS	PERFORMANCE CRITERIA	*Peer Tick*
1. Review health and wellbeing framework	1.1 Identify factors in the work environment that may impact on own physical and mental health 1.2 Research techniques for management of own physical health and mental wellbeing 1.3 Assess available resources for inclusion as part of personal health and wellbeing strategy 1.4 Review legislative and organisational policies and procedures relating to health and wellbeing	☐ Yes ☐ No ☐ Unsure
2. Develop and implement personal health and wellbeing strategy	2.1 Develop strategy for managing personal health and wellbeing 2.2 Share personal health and wellbeing strategy with relevant personnel 2.3 Schedule activities that align with personal health and wellbeing strategy	☐ Yes ☐ No ☐ Unsure
3. Review personal health and wellbeing strategy	3.1 Monitor own performance against key performance indicators 3.2 Identify new circumstances impacting work requirements and impact on personal health and wellbeing strategy 3.3 Review and update personal health and wellbeing strategy to reflect new circumstances	☐ Yes ☐ No ☐ Unsure

BSBPEF502 Develop and use emotional intelligence

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Prepare to develop emotional intelligence	1.1 Develop evaluation criteria for assessing emotional strengths and weaknesses 1.2 Assess emotional strengths and weaknesses against evaluation criteria 1.3 Identify and analyse potential emotional stressors in the workplace 1.4 Identify methods for responding to emotional stressors 1.5 Seek feedback from others to identify and confirm methods for responding to emotional stressors in the workplace	☐ Yes ☐ No ☐ Unsure
2. Develop emotional intelligence	2.1 Analyse and document emotional responses of co-workers 2.2 Develop a plan for identifying and responding to a range of emotional expressions 2.3 Apply techniques that indicate flexibility and adaptability in dealing with others in the workplace 2.4 Apply techniques that show consideration for the emotions of others when making decisions 2.5 Consult with relevant stakeholders and identify improvement areas for own emotional intelligence	☐ Yes ☐ No ☐ Unsure
3. Promote development of emotional intelligence in others	3.1 Identify workplace opportunities for others to express their thoughts and feelings 3.2 Develop tasks for assisting others to understand effect of personal behaviour and emotions on others in the workplace 3.3 Implement identified opportunities and tasks in the workplace according to organisational policy and procedures	☐ Yes ☐ No ☐ Unsure

BSBPMG430 Undertake project work

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish project parameters	1.1 Identify project scope 1.2 Define project stakeholders 1.3 Seek clarification from delegating authority of issues related to project and project parameters 1.4 Identify responsibilities of relevant stakeholders and reporting requirements 1.5 Clarify relationship of project to other projects and to the objectives of the organisation 1.6 Identify availability and access of resources for undertaking the project	☐ Yes ☐ No ☐ Unsure
2. Develop project plan	2.1 Identify risks and develop a risk management plan for project, including Work Health and Safety (WHS) 2.2 Develop project budget and timeframe and seek approval from relevant stakeholders 2.3 Consult team members and apply their views in planning the project 2.4 Identify and access appropriate project management tools 2.5 Develop project plan according to project parameters and deliverables	☐ Yes ☐ No ☐ Unsure

	2.6 Finalise project plan and gain necessary approvals to commence project according to documented plan	
3. Administer and monitor project	3.1 Communicate to project team members their responsibilities and project requirements 3.2 Establish and maintain required recordkeeping systems throughout the project 3.3 Implement and monitor plans for managing the project 3.4 Undertake risk management as required	☐ Yes ☐ No ☐ Unsure
4. Finalise and review project	4.1 Complete financial recordkeeping associated with project and confirm according to agreed budget 4.2 Complete project documentation and obtain sign-offs for concluding project 4.3 Review project outcomes and processes against the project scope and plan 4.4 Document feedback and suggested improvements	☐ Yes ☐ No ☐ Unsure

BSBSUS411 Implement and monitor environmentally sustainable work practices

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Establish sustainable work contexts	1.1 Identify and assess organisational compliance against environmental legislation, regulations and standards 1.2 Collect data on environmental efficiency in organisational systems and processes 1.3 Analyse data on environmental efficiency and current purchasing strategies and identify areas for improvement 1.4 Consult stakeholders and external data sources on sustainability best practice 1.5 Develop efficiency targets and methods to monitor outcomes	☐ Yes ☐ No ☐ Unsure
2. Implement sustainable work practices	2.1 Identify and source tools to set efficiency targets 2.2 Implement and integrate efficiency targets with other operational activities 2.3 Support team members to identify possible areas for improved resource efficiency in work areas 2.4 Seek and act on feedback from stakeholders on implementation	☐ Yes ☐ No ☐ Unsure
3. Monitor performance of sustainable work practices	3.1 Assess outcomes using monitoring method developed 3.2 Document and communicate outcomes to key personnel and stakeholders 3.3 Identify changes required to targets and tools from strategies and improvement plans 3.4 Promote successful strategies in development of new efficiency targets	☐ Yes ☐ No ☐ Unsure

BSBWRT411 Write complex documents

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Plan complex document	1.1 Determine audience, purpose and requirements of document according to organisation policies and procedures 1.2 Determine required format, style and structure for document 1.3 Establish method of communication 1.4 Develop content overview of document	☐ Yes ☐ No ☐ Unsure

	1.5 Determine categories and logical sequence of information according to proposed structure, content and document requirements	
2. Draft complex document	2.1 Confirm information is cohesive and satisfies document purpose and requirements 2.2 Develop draft document to communicate data, information and knowledge according to organisational policies and procedures 2.3 Identify gaps in required data, information and knowledge, and collect additional material from relevant sources, if required 2.4 Draft text according to document purposes and requirements	☐ Yes ☐ No ☐ Unsure
3. Finalise complex document	3.1 Review draft text and confirm document purpose and requirements are met 3.2 Check grammar, spelling and style for accuracy and punctuation 3.3 Confirm draft text is approved by relevant organisation personnel 3.4 Review and incorporate any amendments in final copy 3.5 Apply basic design elements for document appropriate to audience and purpose 3.6 Check document and confirm all requirements are met	☐ Yes ☐ No ☐ Unsure

SIRXCEG004 Create a customer-centric culture

ELEMENT	PERFORMANCE CRITERIA	*Peer Tick*
1. Promote a customer focused culture.	1.1. Ensure team understanding of and commitment to providing quality customer service and enhancing the customer's experience. 1.2. Promote customer service standards within the team and encourage ownership over delivery of service standards. 1.3. Act as a positive role model displaying customer centric behaviours and consistently delivering on customer service standards.	☐ Yes ☐ No ☐ Unsure
2. Foster the customer culture	2.1. Ensure adequate team resourcing to ensure delivery on customer service standards. 2.2. Monitor customer service, take action when standards not met. 2.3. Provide feedback to team on their ability to meet customer service standards. 2.4. Provide coaching to team members to enhance customer service delivery.	☐ Yes ☐ No ☐ Unsure
3. Monitor and adjust customer service.	3.1. Seek feedback from team and customers on customer service standards. 3.2. Review customer trends and demands and seek opportunities to enhance customer experience based on findings. 3.3. Develop and document customer service improvement plans in consultation with the team.	☐ Yes ☐ No ☐ Unsure

***This completes the Sign-off of the competencies by a peer,
as required for this Certificate IV qualification.***

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

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

Is gap training required?   ....☐ **Yes** ☐ **No**

Does applicant need to be contacted?..☐ **Yes** ☐ **No**

If contact required, state reason: _____

Reporting action needed: RPL Granted   ☐ **Yes** ☐ **No**

                                 Defer RPL until: _____
                                 (i.e.. further evidence gathered)

Details of further action (if applicable):

This Assessment was completed on behalf of The National Finance Institute by:

        Name of Assessor: _____

        Date of Review: _____

        Decision: _____