



The National Finance Institute

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RECOGNITION OF PRIOR LEARNING (RPL)

BSB50420 Diploma of 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 the industry to exempt applicants from standard study requirements. The certificate issued by NFI is a nationally recognised qualification as recorded on the ASQA register. Applicants for RPL must provide evidence that demonstrates competency in each unit of competency for the desired qualification.

Which Qualification

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

- BSB50420 Diploma of 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 the attached **Competency Checklist** provided on pages 7 to 18 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 a peer or superior. You should also highlight any educational qualifications you have achieved or courses you have completed. Your CV will indicate your length of service in a management role 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.
- Include a **Portfolio** containing evidence of 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, 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 by you, to us, 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 or study relevant to the course?
- Is the applicant's knowledge and skill current?
- Has the applicant's CV and signee's CV been verified as true and correct?
- Is the evidence provided a) valid b) sufficient c) current and d) authentic
- Are the knowledge levels and skills held by the applicant appropriate to the level of competency for which the applicant is applying (ie. at a Diploma level)?

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 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 for which the applicant was seeking RPL. 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. Individual units of study online are \$209 per unit. Maximum fee for RPL plus online study is capped at \$1545.

What Will You Receive

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 BSB50420 qualification. 12 units of competency form this qualification. For some applicants the RPL assessor will make the determination that some units qualify under RPL and other units may require study. If study of a unit is to be undertaken the fee is \$209 for online study or \$249 for online study with a printed manual provided. There is no GST component. A tax invoice/receipt for payment/s will be sent separately by email.

How to Submit your Application

Applicants can post or scan/email to NFI as below. Please do not include originals of any documentation. Due to length we cannot receive RPL submissions by fax. 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 redundantLanguage 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** **PayPal** - PayPal payment – we can email you a PayPal request for funds with a secure PayPal website 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 Card:** _____ **CCV:** _____**Expiry date:** _____ **Name on Card:** _____**Total Amount: \$** _____ \$995 for RPL only for full qualification
(incl Credit Transfer if applicable) **OR**
 \$1545 for RPL plus 4 or more study units to achieve full
qualification (incl Credit Transfer if applicable)

Signature: Date:

By submission trainees agree 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 6 Core Units and 6 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. **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 (6 to be marked)	RPL or Credit Transfer (CT) or Study Unit – please tick your preference		
BSBCMM511 Communicate with influence	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBCRT511 Develop critical thinking in others	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBLDR523 Lead and manage effective workplace relationships	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBOPS502 Manage business operational plans	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBPEF502 Develop and use emotional intelligence	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBTWK502 Manage team effectiveness	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>

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

ELECTIVE UNIT CHOICES (6 only from below to be ticked)	RPL or Credit Transfer (CT) or Study Unit – please tick your preference (6 only)		
BSBFIN501 Manage budgets and financial plans	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBLDR522 Manage people performance	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBOPS501 Manage business resources	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBOPS504 Manage business risk	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBOPS505 Manage organisational customer service	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>

Continued overleaf...

BSBPEF501 Manage personal and professional development	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBSTR502 Facilitate continuous improvement	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBSUS511 Develop workplace policies and procedures for sustainability	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBTWK501 Lead diversity and inclusion	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBTWK503 Manage meetings	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBWHS521 Ensure a safe workplace for a work area	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
BSBXCM501 Lead communication in the workplace	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>
	RPL <input type="checkbox"/>	CT <input type="checkbox"/>	Study Unit <input type="checkbox"/>

If you have completed prior study of units at a Diploma 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 above.

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 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 / BDM)

Name: _____

Company and Position (if applicable): _____

Address: _____

Contact details: Phone: _____ Mobile: _____

Email: _____

Signature: _____ Date: _____

Declarer's CV is attached: Yes No

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 (ie. 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. You should only complete a maximum of 12 units.

CORE UNITS

BSBCMM511 - Communicate with influence

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Identify communication requirements	1.1 Confirm authority to present material on behalf of an organisation or work area, according to organisational policies and procedures 1.2 Identify information that may be subject to confidentiality and manage appropriately 1.3 Identify information needs of audience and prepare a position in line with purpose of communication	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Negotiate to achieve agreed outcome	2.1 Identify objectives of negotiation, and needs and requirements of stakeholders 2.2 Identify and document potential issues and problems 2.3 Prepare positions and supporting arguments according to objectives 2.4 Communicate with stakeholders, and establish areas of common ground and potential compromise 2.5 Confirm and document outcomes of negotiation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Participate in and lead meetings	3.1 Identify the need for meeting and schedule according to stakeholder availability 3.2 Prepare meeting materials and distribute to stakeholders 3.3 Conduct meeting and contribute to discussions 3.4 Seek consensus on meeting objectives 3.5 Summarise outcomes of meetings and distribute to stakeholders	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Make presentations	4.1 Identify forums to present according to organisational objectives 4.2 Determine tone, structure, style of communication and presentation according to target audience 4.3 Prepare presentation according to desired outcomes 4.4 Provide an opportunity for audience to ask questions 4.5 Follow up with stakeholders following presentation 4.6 Evaluate presentation and identify areas for improvement	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBCRT511 - Develop critical thinking in others

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Assess individual and team critical and creative thinking skills	1.1 Research models of critical and creative thinking 1.2 Develop questions to identify individual and team knowledge gaps 1.3 Facilitate formal and informal learning opportunities for addressing identified gaps 1.4 Articulate key features of critical and creative thinking concepts to relevant personnel	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Establish an environment that encourages the application of critical and creative thinking	2.1 Analyse current organisational systems to identify gaps or barriers to critical thinking 2.2 Develop processes that create a safe environment for critical and creative thinking approaches 2.3 Facilitate opportunities for team members to apply critical thinking skills to workplace problems 2.4 Provide feedback to team members on performance of tasks	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Monitor and improve thinking practices	3.1 Collect and analyse feedback from individuals and teams on critical and creative thinking opportunities 3.2 Identify additional support required for teams and individuals 3.3 Develop recommendations for improvements in future learning arrangements according to relevant legislation and organisation policies	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBLDR523 - Lead and manage effective workplace relationships

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish effective workplace relationship processes	1.1 Identify required processes for workplace collaboration according to organisational policies and procedures 1.2 Develop consultation processes for employees to contribute to issues related to their work role 1.3 Develop processes for conflict management 1.4 Develop processes for escalated issues or refer to relevant personnel	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Manage effective workplace relationships	2.1 Delegate and confirm responsibilities for fulfilling work tasks 2.2 Collaborate and support team to perform work tasks 2.3 Identify and address issues in workplace relationships according to processes established 2.4 Monitor and communicate to employees outcomes of conflict management	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Review management of workplace relationships	3.1 Seek feedback on management of workplace relationships from relevant stakeholders 3.2 Evaluate feedback for improvements to leadership style 3.3 Identify areas of improvement for future workplace relations leadership	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBOPS502 - Manage business operational plans

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish operational plan	1.1 Research, analyse and document resource requirements 1.2 Develop operational plan in consultation with, and with approval from, relevant stakeholders 1.3 Develop contingencies for operational plan 1.4 Explain plan to relevant work teams	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Manage resource acquisition	2.1 Confirm that employees are recruited and inducted according to the organisation's human resources management policies, practices and procedures 2.2 Confirm that physical resources and services are acquired according to the organisation's policies, practices and procedures 2.3 Identify and incorporate requirements for intellectual property rights and responsibilities related to acquisition of resources	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Monitor and review operational performance	3.1 Assess progress of operational plan in achieving profit and productivity plans and targets 3.2 Identify areas of under-performance, recommend solutions and rectify the situation 3.3 Plan and implement relevant processes for ongoing monitoring and confirm that support is provided for individuals and teams 3.4 Negotiate recommendations for variations to operational plans and gain approval from designated persons	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBTWK502 - Manage team effectiveness

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish team performance plan	1.1 Identify team purpose, roles, and responsibilities according to organisational and task objectives 1.2 Develop performance plans with expected outcomes, key performance indicators (KPIs) and goals for work team 1.3 Support team members in meeting expected performance outcomes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Develop and facilitate team cohesion	2.1 Develop strategies for facilitating team member input into planning, decision making and operational aspects of team tasks 2.2 Develop or modify policies and procedures for promoting team member accountability for personal work and team tasks 2.3 Provide feedback to team members on team effort and contributions 2.4 Develop processes for identifying and addressing issues, concerns and problems identified by team members	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Facilitate teamwork	3.1 Encourage team members to participate in and to take responsibility for team activities 3.2 Support the team in identifying and resolving work performance problems 3.3 Promote work team collaboration through individual behaviour	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Liaise with stakeholders	4.1 Establish and maintain open communication processes with relevant stakeholders 4.2 Communicate information from line management to the team 4.3 Communicate and follow-up unresolved issues, concerns and problems raised by team members with line management 4.4 Address unresolved issues, concerns and problems raised by stakeholders	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

ELECTIVE UNITS – a maximum of 6 units only should be completed**BSBFIN501 - Manage budgets and financial plans**

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Plan financial management approaches	1.1 Access budget and financial plans for work team 1.2 Evaluate budget and financial plan outcomes with required organisational personnel 1.3 Negotiate any changes required to be made to budget and financial plans with required organisational personnel 1.4 Prepare contingency plans in the event that initial plans need to be varied	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Implement and monitor financial management plans	2.1 Communicate details of agreed budget and financial plans to relevant team members 2.2 Support team members to access resources and systems to perform required roles 2.3 Implement processes to monitor actual expenditure, control costs and modify contingency plans as required according to financial objectives 2.4 Report on budget and expenditure according to organisational protocols	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

3. Review and evaluate financial management plans	3.1 Collect information on effectiveness of financial management processes within work team 3.2 Analyse variance between actual and budgeted finances 3.3 Identify and recommend improvements to existing financial management processes 3.4 Implement agreed improvements according to financial objectives of work team and organisation 3.5 Evaluate agreed improvements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
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BSBLDR522 - Manage people performance

ELEMENT	PERFORMANCE CRITERIA	<i>Peer Tick</i>
1. Allocate work	1.1 Consult relevant groups and individuals on work to be allocated and resources available 1.2 Develop work plans and allocate work according to organisational requirements and operational plans 1.3 Develop and confirm performance standards and key performance indicators with relevant staff 1.4 Conduct risk analysis according to organisational risk management plan and legal requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Assess performance	2.1 Review performance management and processes according to legislation, organisational objectives and policies 2.2 Train participants in the performance management and review process 2.3 Conduct performance management according to organisational policies procedures and relevant timelines 2.4 Monitor and evaluate performance according to performance standards and key performance indicators	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Provide feedback	3.1 Provide informal feedback and coaching to staff 3.2 Advise relevant personnel, where performance is poor and take necessary actions 3.3 Document feedback according to the organisational performance management system 3.4 Conduct formal structured feedback sessions as necessary and according to organisational policy	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Manage follow up	4.1 Develop performance improvement and development plans according to organisational policies 4.2 Monitor underperforming individuals according to organisational policies 4.3 Respond to underperforming individuals, as required 4.4 Reinforce excellence in performance through recognition and continuous feedback	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBOPS501 - Manage business resources

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Analyse resource requirements	1.1 Develop resource bids according to required outputs specified in business plans 1.2 Consult with relevant stakeholders and determine the nature and level of resources required 1.3 Analyse resource requirements and identify proposed costs and benefits 1.4 Identify opportunities to share resources across business units within the organisation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Develop resource plans	2.1 Determine internal resourcing capabilities and external resourcing requirements 2.2 Develop procedures for the evaluation of resource allocation and incorporate them in resource plans 2.3 Identify risks and establish risk management processes 2.4 Obtain required approvals from relevant personnel	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Allocate resources	3.1 Identify and adhere to organisational policies and procedures for resource allocation 3.2 Manage resource allocation according to business unit objectives 3.3 Negotiate and obtain resources within required timeframe according to business unit objectives 3.4 Develop and implement systems for monitoring resource usage	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Review and report on resource usage	4.1 Develop and implement procedures to review resource allocation against business unit objectives 4.2 Suggest improvements to work practices for the efficient use of resources 4.3 Monitor compliance with program and project budgets and take corrective action where necessary 4.4 Prepare report that indicates the level of performance achieved and any action taken to adjust or rectify procedures in meeting service and product delivery standards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBOPS504 - Manage business risk

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Establish risk context	1.1 Evaluate organisational processes, procedures and requirements and determine scope for risk management process 1.2 Review strengths and weaknesses of existing arrangements 1.3 Document critical success factors, goals and objectives for area included in scope 1.4 Communicate risk management process to relevant stakeholders	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Identify risks	2.1 Invite stakeholders to assist in the identification of risks 2.2 Research risks that may apply to scope 2.3 Document risks that apply to the scope, in consultation with relevant parties	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Analyse risks	3.1 Assess likelihood of risks occurring 3.2 Assess impact or consequence if risks occur 3.3 Evaluate and prioritise risks for treatment	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

4. Select and implement treatments	4.1 Determine and select from options for treating risks 4.2 Develop action plan for implementing risk treatment 4.3 Communicate risk management processes to relevant parties 4.4 Implement action plan according to organisational policies and procedures 4.5 Monitor and evaluate risk management process	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
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BSBOPS505 - Manage organisational customer service

ELEMENT	PERFORMANCE CRITERIA	<i>Peer Tick</i>
1. Establish customer requirements	1.1 Consult with customers to identify customer service requirements 1.2 Integrate customer feedback into organisation's business plan 1.3 Identify and procure resources required to address customer service requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Deliver quality products and services	2.1 Deliver product and service according to customer specifications within organisation's business plan 2.2 Monitor team performance and assess against the organisation's quality and delivery standards 2.3 Support colleagues to overcome difficulties in meeting customer service standards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Evaluate customer service	3.1 Develop and use strategies for monitoring progress against product and service targets and standards 3.2 Develop and use strategies for obtaining customer feedback on provision of product and service 3.3 Adapt delivery of customer product and service in consultation with relevant individuals and groups 3.4 Manage records, reports and recommendations within the organisation's systems and processes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBPEF501 - Manage personal and professional development

ELEMENT	PERFORMANCE CRITERIA	<i>Peer Tick</i>
1. Manage work goal development	1.1 Document team member responsibilities and identify organisational framework for development of work goals 1.2 Support others to develop work goals, plans and activities that align with their responsibilities 1.3 Assess others' work goals, plans and activities for alignment with organisational goals and provide feedback to team members 1.4 Facilitate access to personal and professional development opportunities that align to team member goals, plans and activities	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Facilitate achievement of work priorities	2.1 Assess and prioritise personal, team and organisational demands 2.2 Use technology to manage work priorities of the team 2.3 Identify and implement techniques to manage team health and wellbeing in the workplace	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Develop and maintain professional competence	3.1 Document own development needs, priorities and plans using applicable competency standards, where required 3.2 Seek feedback from relevant personnel on own development needs 3.3 Participate in personal and professional development activities that address identified needs, priorities and plans	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

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 1.2 Identify and define improvement needs and opportunities for the organisation 1.3 Develop decision-making processes to assist continuous improvement and communicate to relevant stakeholders 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	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Monitor and adjust performance strategies	2.1 Confirm relevant systems and processes meet organisation sustainability requirements 2.2 Confirm team progress, insights and experiences are captured and accessible using knowledge management systems 2.3 Coach individuals and teams to implement and support continuous improvement systems and processes 2.4 Identify and evaluate ways in which planning and operations could be improved 2.5 Make recommendations and communicate strategies to relevant stakeholders	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Manage opportunities for further improvement	3.1 Evaluate outcomes and identify opportunities for improvement 3.2 Seek feedback from relevant stakeholders on systems and processes 3.3 Identify other areas for improvement and document feedback for future planning	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBSUS511 - Develop workplace policies and procedures for sustainability

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Prepare workplace sustainability policies	1.1 Establish scope and objectives of workplace sustainability policies 1.2 Gather information for development of sustainability policies 1.3 Analyse information and consultation insights 1.4 Develop and document sustainability policies according to organisational processes 1.5 Incorporate implementation and continuous improvement processes into sustainability policies	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Implement workplace sustainability policies	2.1 Present workplace sustainability policies and implementation processes to key stakeholders 2.2 Identify and source resources required to implement sustainability policies 2.3 Support implementation of workplace sustainability policies 2.4 Track continuous improvements in sustainability approaches using recording systems	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

3. Review implementation of workplace sustainability policies	3.1 Document outcomes and provide feedback to key personnel and stakeholders 3.2 Identify trends requiring remedial action to promote continuous improvement of performance 3.3 Modify sustainability policies to incorporate improvements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
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BSBTWK501 - Lead diversity and inclusion

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Review diversity policy	1.1 Locate and review organisational diversity policy 1.2 Identify application of diversity policy in work area 1.3 Assess currency and efficacy of diversity policy 1.4 Provide feedback and suggestions for improvement of organisational diversity policy 1.5 Revise diversity policy and incorporate improvements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Foster respect for diversity in the work team	2.1 Identify training needs to promote respect for difference in personal interactions 2.2 Identify staff struggling to work with diversity and implement measures to support working with diversity 2.3 Develop processes to demonstrate benefits of working with various diverse groups 2.4 Address workplace diversity complaints according to organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Promote the benefits of diversity	3.1 Promote organisational workforce diversity in external forums 3.2 Identify role of diversity in gaining a competitive advantage for the organisation 3.3 Support organisational efforts to champion diversity	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBTWK503 - Manage meetings

ELEMENT	PERFORMANCE CRITERIA	Peer Tick
1. Prepare for meetings	1.1 Develop agenda according to meeting purpose 1.2 Establish and verify meeting requirements with relevant individuals 1.3 Contact and confirm meeting with participants according to organisational procedures 1.4 Provide meeting papers to participants according to task requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Conduct meetings	2.1 Chair meetings according to organisational requirements, agreed conventions for type of meeting and legal and ethical requirements 2.2 Promote participation, discussion, problem solving and resolution of issues 2.3 Brief minute-taker on method for recording meeting notes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Follow up meetings	3.1 Review meeting minutes and edit, as required 3.2 Distribute and store minutes and other follow-up documentation within designated timelines, and according to organisational requirements 3.3 Report outcomes of meetings, as required, within designated timelines	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBWHS521 - Ensure a safe workplace for a work area

ELEMENTS	PERFORMANCE CRITERIA	<i>Peer Tick</i>
1. Establish a WHS management system in a work area	1.1 Locate, adapt, adopt and communicate WHS policies that define the organisation's commitment to complying with WHS laws 1.2 Identify duty holders and define WHS responsibilities for all workplace personnel in the work area according to WHS laws, policies, procedures and programs 1.3 Identify and approve financial and human resources required by the WHS management system (WHSMS) according to organisational procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Establish and maintain effective and compliant consultative arrangements for managing WHS in a work area	2.1 Work with required personnel to set up and maintain consultative arrangements according to required WHS laws 2.2 Resolve issues raised through participation and consultation arrangements according to required WHS laws and organisational protocols 2.3 Provide information about consultation and participation outcomes to required personnel according to organisational policies and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in work area	3.1 Develop procedures for ongoing hazard identification, and assessment and control of associated risks 3.2 Include hazard identification at the planning, design and evaluation stages of any workplace change to ensure that new hazards are not created by proposed changes and existing hazards are controlled 3.3 Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control measures and WHS legislative requirements 3.4 Identify inadequacies in existing risk controls according to the hierarchy of control measures and WHS legislative requirements, and promptly provide resources to enable implementation of new measures 3.5 Identify requirements for expert WHS advice, and request this advice as required, according to organisational procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Evaluate and maintain a work area WHS management system (WHSMS)	4.1 Develop and provide a WHS induction and training program for required personnel in a work area as part of organisation's training program 4.2 Use a system for WHS recordkeeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for decisions 4.3 Measure and evaluate the WHSMS according to organisation's quality systems framework 4.4 Develop and implement improvements to WHSMS to achieve organisational WHS objectives according to organisational procedures 4.5 Ensure compliance with WHS legislative framework to achieve, as a minimum, WHS legal requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

BSBXC501 - Lead communication in the workplace

ELEMENTS	PERFORMANCE CRITERIA	Peer Tick
1. Establish communication protocols	1.1 Analyse internal and external information needs relevant to workplace 1.2 Develop or structure communication protocol(s) to meet organisational information needs and goals 1.3 Identify ways to adapt communication protocols to suit various contexts 1.4 Prepare materials to support and/or implement communication protocols	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. Coordinate effective communication	2.1 Direct others to communicate according to organisational requirements and goals 2.2 Explain complex information to positively influence others 2.3 Motivate others to communicate respectfully, considering the needs of all, including those from diverse backgrounds 2.4 Identify and address any communication challenges to remove barriers to understanding	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
3. Present and negotiate persuasively	3.1 Identify and use a variety of communication styles relevant to varying audiences 3.2 Present information in a succinct, clear and persuasive manner 3.3 Evaluate differences in perspective and critically examine outcomes 3.4 Negotiate towards a final outcome with a focus on key outcomes 3.5 Confirm and implement outcomes of negotiation or communication using appropriate methods	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. Review communication practices	4.1 Provide mentoring to others to assist them in achieving communication goals 4.2 Obtain feedback from a variety of sources to manage the outcomes of communications and negotiations 4.3 Identify and document areas for improvement in communication for team or organisational practices 4.4 Implement plans to improve communication processes	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

***This completes the Sign-off of the competencies by a peer,
as required for this Diploma 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: _____
(ie. further evidence gathered)

Details of further action (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