



ACCESS
Recognised Training

ACCESS RECOGNISED TRAINING

Recognition of Prior Learning (RPL) - Candidate Guide

Hospitality Qualifications

V9.3 Oct 2017

Contents

Recognition of Prior Learning (RPL) – Candidate Guide	3
Welcome.....	3
What is RPL?.....	3
What are you assessed against?	3
The RPL Process	3
Stage 1 – Initial Assessment	4
Part 2. Supporting Evidence.....	6
Part 3. Identification Check.....	10
Part 4. How to certify your documents	11
Part 5. Candidate Declaration	14
Part 6. Payment Terms & Fee Structure.....	15
Part 7. Upload all RPL Documents.....	16
Part 8. Assessor Review	17
Stage 2 – Final Assessment	18
Part 1. Pay Final Assessment Fee	18
Part 2. Book and undertake Technical Interview.....	18
Part 3. Technical Interview Results	21
Part 4. Issuing of Qualification or Statement of Attainment.....	21
Part 5. Reassessment, Appeals, Grievances, Feedback & Complaints.....	23

Recognition of Prior Learning (RPL) – Candidate Guide

Welcome

Thank you for your interest in Access Recognised Training's Recognition of Prior Learning (RPL) program for Hospitality Industry professionals and educators.

By choosing to apply for RPL with us you will be undertaking one of the most up-to-date industry relevant recognition programs available.

What is RPL?

RPL is the process by which your existing skills, knowledge and experience gained throughout your life, regardless of how they have been acquired, are recognised towards the achievement of a nationally recognised qualification or statement of attainment.

Together we will work through a process of gathering and assessing the skills and knowledge you have acquired throughout your career to date.



What are you assessed against?

Every qualification is made up of a number of skill areas and these are referred to as Units of Competency. Units of competency are statements that describe what industry expects a person to be able to do in their workplace. This includes the required skills and knowledge and the equipment and tools you need to complete a job.

You will also be required to upload identification documents and all documents submitted must be certified. This guide will walk you through the requirements and procedures such as certification, so keep it handy.

The RPL Process

We have developed a user friendly two-stage process for RPL. Stage 1 is 'Initial Assessment' and Stage 2 is 'Final Assessment'.

Stage 1 – Initial Assessment

Stage 1 is broken down into eight (8) parts:

- Part 1. Completing the Unit of Competency RPL Nomination Form
- Part 2. Gather Supporting Evidence
- Part 3. Gather Identification Documents
- Part 4. Certify Documents
- Part 5. Complete Candidate Declaration
- Part 6. Pay Initial Assessment Application fee
- Part 7. Upload all RPL Documents
- Part 8. Assessor Review.

Please note: No payment is required to undertake Parts 1-5.



What next?

Your first task will be to select the units of competency you wish to seek recognition for. The following information describes this process in detail.

Part 1. Unit of Competency RPL Nomination Form

You must now identify which units of competency for which you wish to apply for RPL.

The Access Recognised Training Unit of Competency Explanation Guide describes in detail the contents of each unit of competency so you can match these against your current skills, knowledge and experience.

Follow these steps to complete Part 1 of your RPL application:

- Step 1.** Download the **NOMINATION FORM** for the qualification you seek by clicking on the applicable link below.
- Step 2.** Match your current skills, knowledge and experience with the units of competency you would like to apply for RPL. More detailed information is available on training.gov.au.
- Step 3.** Nominate the units of competency you wish to apply for RPL by completing the Unit of Competency RPL Nomination Form.
- Step 4.** Save your completed nomination form, later you will be required to upload it for Assessor review via Access Recognised Training's Online Portal.

CERT III HOSPITALITY NOMINATION

CERT III COMMERCIAL COOKERY NOMINATION

CERT IV HOSPITALITY NOMINATION FORM

CERT IV COMMERCIAL COOKERY NOMINATION

CERT III PATISSERIE NOMINATION FORM

DIPLOMA HOSPITALITY NOMINATION FORM

What next?

Having selected the units of competency, your next step is to consider and gather all the evidence you can in support of your application for RPL. The following information describes this process in detail.

Part 2. Supporting Evidence

The process of gathering, certifying and uploading evidence in support of your RPL application is important to understand. The easiest way for you to ensure that you submit appropriate supporting evidence and maximise your ability to receive RPL, is to follow Table 2.1 and the Additional Information section.

Evidence allows the Assessor to make an informed judgment on your ability to fulfil the requirements of your nominated qualification. The more evidence you can provide of your skills and knowledge, the easier it is for an assessor to make a decision.

Follow these steps to complete Stage 1 - Part 2 of your RPL application:

- Step 1.** Gather all evidence in support of your application for RPL. Please ensure you submit all **compulsory evidence**. Evidence listed as optional is desirable but not essential.
- Step 2.** Have each piece of evidence certified*
- Step 3.** Scan and save your completed certified evidence.
- Step 4.** Move on to Part 3.

*The process of certifying your evidence is explained in [Part 4](#).

Table 2.1 describes the forms of evidence that can be used to support your RPL application. Some additional information regarding each form of evidence is also provided after the table.

Excluding the proof of employment evidence, which is a compulsory, you may select to use any or all of the forms of evidence outlined in the table. You must decide on what forms of evidence are most appropriate to you relative to your specific work and life experiences. When selecting what forms of evidence to use, it is also important to consider the weight that has been given to that form of evidence.

Your objective is to establish the strongest case for RPL as possible, therefore the amount and strength of your evidence is important when establishing a strong case for RPL.

Table 2.1

EVIDENCE	EXAMPLES
Proof of employment (Compulsory)	Taxation Group Certificates
	Statements of Service on official company letterhead
	Bank statements showing regular wage payments for periods of employment
	Pay slips over the periods of employment
Resume/CV on Access Recognised Training's Resume Template (Compulsory)	You may choose to use the Access template (available in Additional Information – Supporting Evidence section) or submit your own providing it has the required information. Please refer to the template for what information is required.
Job descriptions (Compulsory)	Must be on company letterhead showing but not limited to (Preferably within the last 5 years): <ul style="list-style-type: none"> • Job title • Primary objectives of the job role • Roles and responsibilities of the job role • Specific accountabilities
Written references (Optional)	Must be on company letterhead, signed, and dated from: <ul style="list-style-type: none"> • Employers • Supervisors
Trade documents or related details (Optional – highly desirable)	Trade training undertaken in Australia
	Or overseas
	Training undertaken with the Australian Defence Forces
Certificates (Optional – highly desirable)	Qualifications
	Statements of Attainment
	Results from any relevant course

Video (Optional)	Footage clearly showing you performing job tasks in the workplace.
Licenses or registration documents (Optional)	For using particular equipment OHS/WHS requirements

Additional Information – Supporting Evidence:

1. Proof of Employment - **(Compulsory)**

You must submit proof of employment for a minimum period of 5 years. This includes Taxation Group Certificates and Statements of Service on official company letterhead, we will also consider bank statements showing regular wage payments for periods of employment, and pay slips over the periods of employment.

2. Resume/ CV - **(Compulsory)**

Transfer your current resume or CV details onto an Access Recognised Training’s Resume Template.

Download the template ([here](#)) and copy your resume or CV details onto it then upload. A PDF copy is also in the Appendix.

The template is preferred however, if necessary you may submit your own current resume/ CV providing it has all the information required on the template.



3. Job Descriptions - **(Compulsory)**

You can also submit relevant job descriptions to support your application. The job descriptions must be on company letterhead and include the information below as a minimum. Any additional information will also be assessed.

Please ensure the following details are included (as minimum) on company letterhead:

- Job title
- Primary objectives of the job role
- Specific roles and responsibilities of the job role
- Specific accountabilities

4. Written References

Next gather any written references that you gained in the last five (5) years from employers or supervisors. All references submitted must be on company letterhead, signed by the referee and dated.

5. Trade Documents

Next gather any trade documents you have gained. This includes trade training undertaken in Australia or overseas, and training undertaken with the Australian Defence Forces.

6. Certificates

Gather any certificates you have gained. This includes all qualifications, certificates and Statement of Attainments you have achieved.

7. Video

On the Access Recognised Training Portal you will be able to upload audio-visual media, such as video or DVD footage that clearly shows you performing job tasks in the workplace.



8. Licences and Registrations

Next gather any licenses and registrations you have gained. This includes all licences for using particular machinery and work health and safety requirements.

9. Other

Gather for upload any other evidence that you feel may support your application for RPL.

What next?

The next part of Stage 1 is a compulsory identification check. The following information describes this process in detail.

Part 3. Identification Check

Your Assessor must be able to confirm your identification before reviewing your supporting evidence. All your ID documents must be certified to confirm their authenticity.

Follow these steps to complete Part 3 of your RPL application:

- Step 1.** Gather all ID documents as per [Table 3.1](#)
- Step 2.** Have each ID document certified*
- Step 3.** Scan and save your completed certified ID.

*The process of certifying your ID documents is explained in [Part 4](#).

Table 3.1 outlines the accepted document types and their certification requirements.

Table 3.1

IDENTIFICATION DOCUMENT	CERTIFICATION CONFIRMATION
<p>IDENTITY AND CITIZENSHIP DOCUMENTS</p> <ul style="list-style-type: none"> ✓ Australian driver's license and/ or ✓ relevant passport pages or ✓ relevant visas 	<p>ID must show:</p> <ul style="list-style-type: none"> ✓ name ✓ photo ✓ date of birth ✓ evidence of certification. 
<p>CHANGE OF NAME EVIDENCE (if applicable)</p> <ul style="list-style-type: none"> ✓ Australian birth certificate endorsed with change ✓ Citizenship certificate issued in the new name ✓ Change of name certificate ✓ Deed Poll document ✓ Marriage or registered relationship certificate 	

Part 4. How to certify your documents

Your next step is to assess what documents (evidence and identification documents) you have that require certification. This allows the assessor to utilise the evidence for you to gain RPL.

Which documents require certification?

You must ensure the following documents are certified:

- ✓ identification documents
- ✓ documents relating to training and education (e.g. Certificates, Statement of Attainment)
- ✓ trade documents, licences and registrations, professional memberships
- ✓ proof of employment, job descriptions, written references

How do I have my documents certified?

Simply follow these steps:

- Step 1. Collect together all documents require certifying as per guide
- Step 2. Take ALL documents to a person who is authorised to certify the documents (refer to '[Who is authorised to certify my documents?](#)' on page 13)
- Step 3. Ensure each copy of every page of the original document is certified separately and clearly shows:
 - ✓ the words 'I certify this to be a true copy of the document shown and reported to me as the original'
 - ✓ the original signature of the certifying officer
 - ✓ the name and address or provider/registration number (where appropriate) of the certifying officer, legibly printed below the signature

Who is authorised to certify my documents?

The person who certifies your documents signs as the **certifying officer**, they must be contactable by telephone during normal working hours.

The following table indicates a range of people who are able to perform the role of certifying officer.

a justice of the peace or a bail justice	a licensed dentist	a minister of religion authorised to celebrate marriages
an Australian lawyer	a veterinary practitioner	a registered nurse
a member of the police force	a pharmacist	a medical practitioner
the sheriff or a deputy sheriff	a principal in the teaching service	a member of Parliament of the Commonwealth, State or Territory
a councillor of a municipality	the manager of an authorised deposit-taking institution	Public Servant with 5 or more continuous years of service

a senior officer of a council	a member of the Institute of Chartered Accountants in Australia or the Australian Society of Accountants or the National Institute of Accountants	a medical practitioner
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What next?

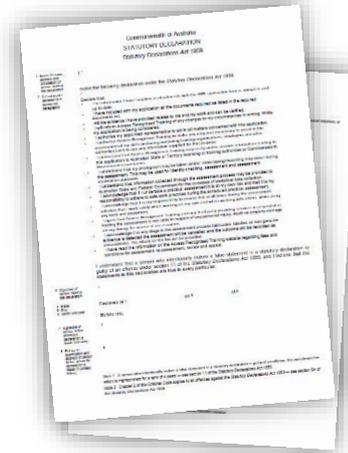
Once you have completed Part 1,2,3 and 4 you are ready to commence Part 5. This requires you to complete the Candidate Declaration. The following information describes this process in detail.

Part 5. Candidate Declaration

This declaration confirms that you understand all the conditions and requirements of the RPL process and that all work and personal details you supply are that of your own.

Please complete the following steps:

- Step 1. Download the [Candidate's Declaration](#).
- Step 2. Read the Declaration, it is important you understand all requirements
- Step 3. Complete the Declaration
- Step 4. Scan and save the Declaration
- Step 5. Proceed to step 6.



What next?

Once you have completed Part 1,2, 3, 4 and 5 you are ready to commence Part 6. This requires you to pay the Initial Assessment Application Fee. The following information describes this process in detail.

Part 6. Payment Terms & Fee Structure

Initial Assessment Application Fee

Full payment of the Initial Assessment Application Fee must be made via our secure online payment gateway (credit card or PayPal account only) to activate the Online Portal for RPL document upload and to confirm Assessor Review (See Part 8). Go to our website page <https://accessrt.edu.au/rpl/> and click on the Initial Assessment Application button for the qualification you seek.

Final Assessment Fee

Access Recognised Training will raise and send an invoice once you have successfully completed Stage 1 and have agreed to move to Stage 2.

Final assessment fees can be viewed at: <https://accessrt.edu.au/fees-and-charges/>

Payments can be made in full or by using the payment plan below:

- Payment 1. 50% payment for booking Technical Interview
- Payment 2. 25% payment to release Technical Interview results
- Payment 3. 25% payment to release certificate

Table 5.1 – Payment Options

PAYMENT TYPE		DETAIL
Credit Card	Accepted cards:	Mastercard, Visa
Direct Debit:	Account Name:	Access Recognised Training Pty Ltd
	BSB No.:	082980
	Account No.:	123073218
	Payment description:	<Full name> – RPL
Cheque	Cheque made out to:	Access Recognised Training Pty Ltd

Table 5.2 – Other Services Fee Structure

OTHER SERVICES	
Reassessment	\$600.00
Appeal	\$300.00
Re-issue of lost/destroyed certificates	\$30.00

Please note: All fees are subject to change without notice.

Refund Policy

After we have processed your payment, we are unable to arrange refunds (where applicable) except in the following circumstances:

- Course cancelled by Access Recognised Training
- Learner has paid the Final Assessment Fee and is unable to undertake the Technical Interview due to illness/accident.
- The Initial Assessment Application Fee will not be refunded under any circumstances
- Overpayment of fee

Part 7. Upload all RPL Documents

Once you have paid your Initial Assessment Application Fee you will receive a link, username and password to login to the Access Recognised Training Portal.

Please contact Access Recognised Training if you haven't received your login details after making the Initial Assessment Application Fee payment.

This is where you will be able to upload all required RPL documents. The Online Portal provides clear instructions on how to complete each upload task.

Task 1. Upload Unit of Competency Nomination form (completed as per Part 1)

Task 2. Upload Certified Supporting Evidence (completed as per Part 2)

Task 3. Upload Certified Identification Check Documents (completed as per Part 3)

Task 4. Upload Candidate's Declaration (completed as per Part 5)

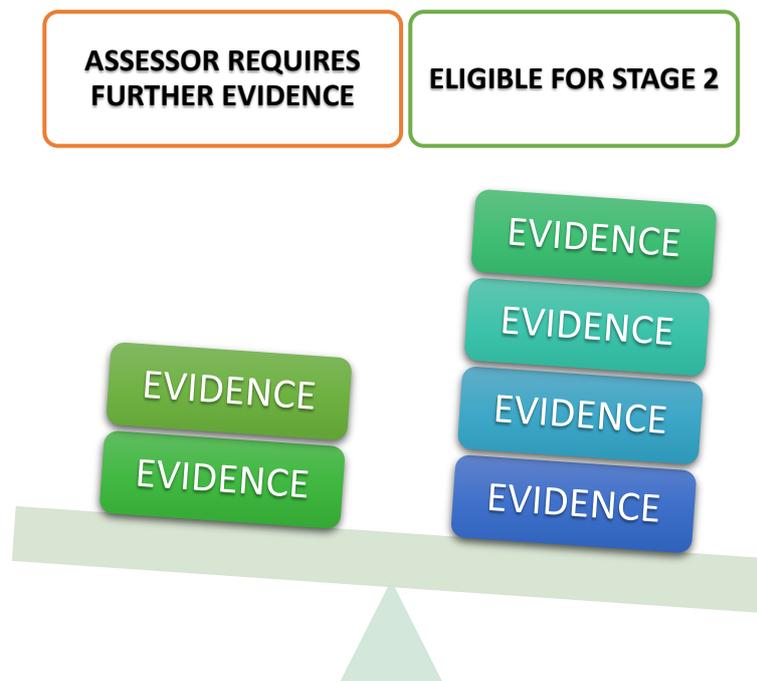
What next?

The Assessor will now review all your RPL documents. The following information describes this process in detail.

Part 8. Assessor Review

Once ALL your documents have been uploaded a qualified Assessor will review all the documentation you have uploaded and advise you of the Stage 1 outcome within 10 working days.

There are two possible outcomes:



You will be eligible to move to Stage 2, or you will be required to provide further evidence to support your application.

Further evidence requests must be supplied within 28 days of the request, or the file will be closed and no result issued. Subsequent applications must be lodged in full and paid for again.

What next?

If you are successful in Stage 1 you are now eligible to proceed to Stage 2. The following information describes this process in detail.

Stage 2 – Final Assessment

The final assessment stage involves you completing a one-on-one **Technical Interview** with an assessor (qualified in your trade), who will ask you a series of questions designed to find out your industry knowledge and application of your trade skills.

For example, you may be asked to outline your work experience in the trade, describe the steps in completing a particular job, or explain what you would do if you were faced with a problem or a difficult circumstance in a job.

Stage 2 is broken down into five (5) parts:

- Part 1.** Pay Final Assessment Fee
- Part 2.** Book and undertake the Technical Interview
- Part 3.** Advising of Technical Interview Results
- Part 4.** Issuing of Qualification or Statement of Attainment
- Part 5.** Reassessments, Appeals, Feedback & Complaints

Part 1. Pay Final Assessment Fee

You will be invoiced the final assessment fee based on the number of units of competency you have chosen to proceed to stage 2 of the RPL process. You can pay this fee in full or choose the payment plan option (refer to '[Payment Plan](#)' on page 15).

Part 2. Book and undertake Technical Interview

Your Technical Interview is the main component of the final assessment stage of the RPL process. You will be assessed against skill areas that industry in Australia has decided are essential to work in this trade.

The Technical Interview questions are based on the required skills and knowledge from each Unit of Competency.

How does the Technical Interview work?

The Technical Interview is held online via Skype. You will be asked questions to demonstrate you are competent in a number of these units of competency. This process is thorough and extensive but not overwhelming. The Assessor is simply seeking to find out your knowledge and skills in these areas.

How long does the interview take?

The technical interview can take up to 2 – 6 hours and can occur over one or more sessions. The interview is recorded and kept on file.

Where will my interview be held?

The technical interview will be conducted online. The interview is strictly 'closed book', this means that no resource materials are to be used during the technical interview.

What will I need for the interview?

You will need photo identification (ID). At the start of the interview the Assessor will ask you to hold your ID in front of the camera to verify and confirm your identity.

You will also require access to an internet connected computer or laptop with suitable hardware/ software installed (refer below).

What computer hardware/ software will I need?

You will require the following:



What if I don't have access to these resources?

If you live in the ACT you are welcome to attend the Access Recognised Training's Canberra office located at the National Press Club in Barton.

What are the rules related to the technical interview?

- Rule 1.** You cannot refer to any reference materials including written notes, textbooks, and instruction manuals or the Internet during the interview.
- Rule 2.** You must switch off all communicating and recording devices other than the devices used to perform the technical interview including mobile phones, laptops, pagers, palm pilots and MP3 players.
- Rule 3.** You must not have a pen, pencil or paper with you in the interview room.
- Rule 4.** You must not remove or copy any materials related to the technical interview from the interview room.
- Rule 5.** The assessor may terminate the technical interview during the assessment event if you:
 - i. Become extremely distressed or disturbed
 - ii. Appear ill or physically unwell
 - iii. Become angry or violent
 - iv. Arrive at the assessment venue in an abnormal state, such as being intoxicated or drugged
 - v. The assessor suspects you are breaching the conditions of the interview.

Part 3. Technical Interview Results

Assessors cannot provide you with the results of your assessment on the day. The technical interview only forms part of the assessment process. You will be notified of your assessment outcome via e-mail within ten working days.

Part 4. Issuing of Qualification or Statement of Attainment



Part 5. Reassessment, Appeals, Grievances, Feedback & Complaints

Reassessment

Reassessment against the same qualification is offered within 12 months of the first assessment being completed. There are a number of ways that you can be reassessed. These include verification of on the job training or undertaking gap training.

A reassessment fee will apply when submitting an application for reassessment.

Appeals

All learners have the right to appeal assessment outcomes. Appeals can be either verbal or written and should be lodged with the assessor within 7 days of notification of the assessment outcome. In the first instance the assessor discusses the appeal grievance and allows for re-assessment (fees apply). The appeal is recorded in writing on a Request for Improvement (RFI) by the assessor.

If the learner is not satisfied with the action and decision taken by the assessor, then the appeal may be placed with a Senior Account Manager. The learner may be re-assessed by a second assessor and this re-assessment outcome is recorded in writing. If the learner feels the appeals process was unsatisfactory then the grievance resolution process will be instigated. All assessment appeal decisions will be provided to the applicant in writing with the inclusion of the reason for the decision.

You can appeal a RPL Assessor decision on the following grounds:

- 1) the judgment was not made in accordance with the Recognition of Prior Learning (RPL) - Candidate Guide
- 2) the Access Recognised Training competency assessment process was not followed
- 3) you believe that you were unfairly treated or discriminated against

Grievance Resolution Process

Step 1 Person raises the grievance matter with immediate Assessor.
If dispute is with Assessor, refer to Step 2;

Step 2 If unresolved with the Assessor, refer to a Senior Account Manager;

Step 3 If unresolved, the parties are to refer the matter to the Managing Director;

Step 4 If unresolved, you may contact the State or Registering body or the National Training Complaints Hotline: Ph: 1800 000 674.

Feedback & Complaints

Access Recognised Training actively seeks staff and client feedback and regularly undertakes evaluations of all course/qualifications and activities to achieve continuous improvement. We monitor compliance with VQF standards, our policies and procedures and general satisfaction of our clients through the use of evaluations at the commencement and/or completion of courses/ qualifications/ Australian Apprenticeships. Learners/clients are encouraged to not only complete the formal evaluations forms but also to provide any verbal or written feedback at any time. Any grievances or deficiencies are documented to ensure appropriate follow up action is taken by management.