



ACCESS
Recognised Training

ACCESS RECOGNISED TRAINING

Recognition of Prior Learning (RPL) - Candidate Guide

Hospitality Qualifications

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Recognition of Prior Learning (RPL) – Candidate Guide

Welcome

Thank you for your interest in Access Recognised Training's Recognition of Prior Learning (RPL) process for hospitality industry professionals.

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.

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 the workplace. This includes the required skills and knowledge and the equipment and tools you need to complete a job.

The RPL Process

We have developed a user friendly two-stage process for RPL.

- **Stage 1** - Initial Assessment; and
- **Stage 2** - Final Assessment.

Stage 1 – Is a collection of supporting documents and evidence to determine if you are a suitable RPL candidate. We require a minimum of 5 years industry experience commensurate with the qualification level you are applying for e.g. If you are applying for a diploma level qualification, we would require you demonstrate a least 5 years full-time management experience. Once your evidence has been deemed satisfactory at Stage 1 you may then proceed to Stage 2. Alternatively, you may be advised that you are not a suitable RPL candidate and should not proceed to Stage 2.

Stage 2 – Requires you to complete and submit an Assessment Portfolio and undertake a Competency Conversation with an Assessor. The Assessment Portfolio consists of a number of practical tasks and written assessments for submission to demonstrate your ability to meet the practical requirements of the qualification you are seeking. The Competency Conversation demonstrates your ability to meet the knowledge requirements of the qualification.

Stage 1 – Initial Assessment

Stage 1- Initial Assessment is broken down into seven (7) parts:

- Part 1. Complete the RPL Application Form
- Part 2. Gather Supporting Evidence
- Part 3. Gather Identification Document/s
- Part 4. Complete Candidate Declaration
- Part 5. Formal Enrolment and Stage 1 Payment
- Part 6. Upload RPL Documents
- Part 7. Assessor Review.

Please note: No payment is required to undertake Parts 1-4.



What next?

Your first task will be to apply for RPL by submitting our online RPL Application Form. The following information describes this process in detail.

Part 1. RPL Application Form

Step 1. Submit the RPL Application Form. This form registers your interest in the program and identifies the qualification you are seeking for RPL. Please note this is not a formal enrolment. You will be required to formally enrol at Part 5.

Step 2. Once we receive your application form, an ACCESS team member will confirm the arrangements with you and email the **Unit of Competency Nomination Form**.

To ensure an informed decision can be made, candidates applying for RPL should refer to the Assessment Requirements for each Unit of Competency they nominate (available on training.gov.au). When deciding on what Units of Competency to nominate for RPL, candidates must be guided by the skills, knowledge and experience they have gained throughout their careers. Only the candidate i.e YOU can determine what units to apply for RPL. As a general rule of thumb, if candidates are unsure about their RPL suitability for any given Unit of Competency then they should **not** be selecting that Unit of Competency for RPL.

Step 3. Once completed please save your Unit of Competency Nomination Form. Later you will be required to upload it for Assessor review via Access Recognised Training's online portal.

RPL APPLICATION 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 evidence for your RPL application is important to understand. Please follow Table 2.1 and the Additional Information section. Table 2.1 describes the forms of evidence to support your RPL application.

Evidence allows the Assessor to make an informed judgment on your suitability to proceed through to Stage 2.

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

- Step 1.** Collect all **compulsory evidence**. Evidence listed as optional is desirable but not essential.
- Step 2.** Scan and save the supporting evidence you have collected. Later you will be required to upload it for Assessor review via Access Recognised Training's online portal.
- Step 3.** Move on to Part 3 (identification check).

Table 2.1

EVIDENCE	EXAMPLES
Proof of employment – minimum 5 years (Compulsory)	Taxation Group Certificates; or Statements of Service on official company letterhead; or Bank statements showing regular wage payments for periods of employment; or 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 • Term of employment
Written references (Optional)	Must be on company letterhead, signed, and dated from: <ul style="list-style-type: none"> • Employers • Managers
Certificates and/or Trade Documents (Optional – highly desirable)	Qualifications Statements of Attainment Trade Supporting Statement

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/or Statements of Service on official company letterhead (we will also consider 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](#)).

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



3. Job Descriptions - (Compulsory)

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 considered.

Please ensure the following details are included on company letterhead:

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

4. Written References (Optional)

You may gather any written references that you have received 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. Certificates and/or Trade Documents (Optional – highly desirable)

Gather any certificates and/or trade documents you have gained. This includes all qualifications, certificates, trade Supporting Statements and/or Statement of Attainments.

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.

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

- Step 1.** Gather required identification document/s as per [Table 3.1](#)
- Step 2.** Scan and save your identification. Later you will be required to upload it for Assessor review via Access Recognised Training's online portal.

Table 3.1 - Accepted identification documents

IDENTIFICATION DOCUMENTS	
<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 
<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 	

What next?

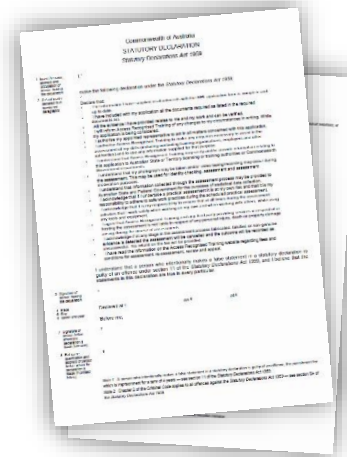
Once you have completed Part 1,2 and 3 you are ready to commence Part 4. This requires you to complete the Candidate Declaration. The following information describes this process in detail.

Part 4. Candidate Declaration

This declaration confirms that you understand all the conditions and requirements of the RPL process; confirms all documents submitted have not been fabricated, falsified or altered; and are a true reflection of your skills, knowledge and work experiences.

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 including certification. Please ensure the Certifying Officer witnesses you signing the Declaration. Information regarding who is able to certify your document can be found on page 2 of the Declaration
- Step 4.** Scan and save the completed Declaration
- Step 5.** Proceed to Part 5.



What next?

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

Part 5. Formal Enrolment and Stage1 Payment

Locate the email that was sent to you with the RPL Unit of Competency Nomination Form. This email contains the link to formally enrol into the qualification you are seeking for RPL. The enrolment process includes the online payment (PayPal) of the Initial Assessment Application Fee (\$350.00).

Stage 1 - Initial Assessment Application Fee

Pay the Initial Assessment Application Fee of \$350.00. Full payment will activate Access Recognised Training's online portal for RPL document upload and Assessor review.

Stage 2 - Final Assessment Fee (Payable after successfully completing Stage 1)

Once you have successfully completed Stage 1 and have agreed to move to Stage 2 Access Recognised Training will raise and send an invoice as per the Fee Structure. Payments for Certificate III & IV are to be made using the payment plan below:

Payment 1. 50% of full fee to commence Stage 2.

Payment 2. 50% of full fee for notification of results.

Payments for Diploma and Advanced Diploma will be over four stages at 25% of the full fee.

Table 5.1 – Fee Structure

AQF Level	Initial Assessment Application Fee	Final Assessment - Per Unit of Competency (UoC)
Certificate II/III	\$350.00	\$350.00 capped at \$1,650.00*
Certificate IV	\$350.00	\$350.00 capped at \$2,150.00*
Diploma	\$350.00	\$350.00 capped at \$4,650.00*
Advanced Diploma	\$350.00	\$350.00 capped at \$5,150.00*

*Excludes Initial Assessment Application Fee

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](#)

Part 6. Upload RPL Documents

Once you have formally enrolled and paid your Initial Assessment Application Fee you will receive a link, username and password to login to the Access Recognised Training online 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 Stage 1 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 Supporting Evidence (completed as per Part 2)

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

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

Please note: You have 90 days to upload RPL documents once you have paid the Initial Assessment Application Fee.

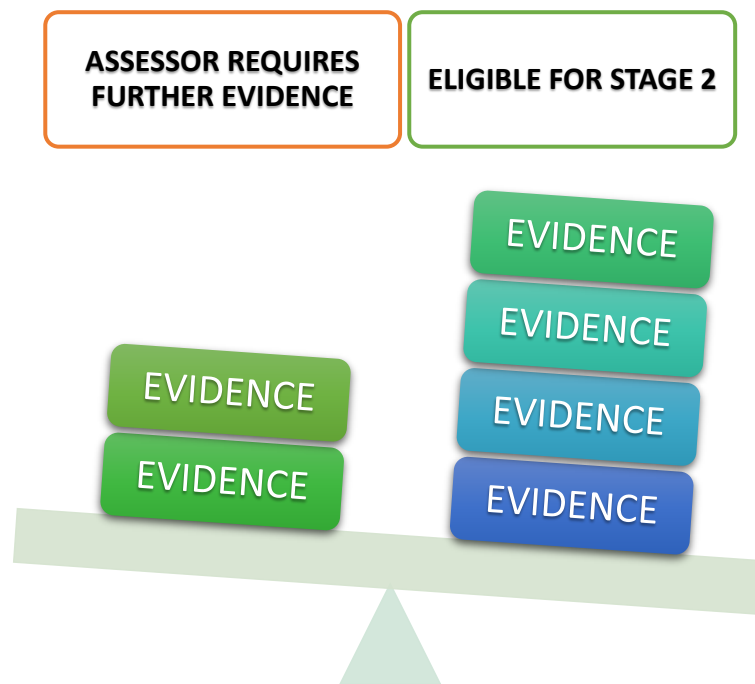
What next?

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

Part 7. 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.



If further evidence has been requested you will have 28 days to provide it. The assessor will review further evidence submissions within 10 working days. There are two possible outcomes after reviewing the submitted further evidence.

1. Eligible for Stage 2; or
2. Not a suitable RPL candidate.

If no further evidence (if requested) is supplied or the further evidence is deemed unsatisfactory the RPL application will be closed and a RPL Not Granted result issued. **You will not be eligible for a refund of the Initial Application Assessment Fee (\$350.00) if your application has been deemed not suitable.**

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 involves you completing the RPL Assessment Portfolio and undertaking a Competency Conversation. The Assessment Portfolio consists of a number of practical tasks and written assessments for submission to demonstrate your ability to meet the required practical application of the qualification. The Competency Conversation demonstrates your ability to meet the knowledge requirements of the qualification.

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

- Part 1.** Pay Final Assessment Fee (50% of full fee)
- Part 2.** Complete and submit the RPL Assessment Portfolio
- Part 3.** Undertake the Competency Conversation
- Part 4.** Final Payment and Notification of Assessment Outcome Assessment
- Part 5.** Appeals, Grievances, Feedback & Complaints



What next?

Your Assessor will contact you after 50% payment of the full fee has been made. The following information describes the next process in detail.

Part 1. Pay Final Assessment Fee (50% of full 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. Refer to 'Payment Plan' on page 11.

Part 2. Complete and Submit the RPL Assessment Portfolio

Your RPL Assessment Portfolio is the main component of Stage 2. Once the 50% fee payment has been paid you will be contacted by your appointed Assessor to organise an online meeting.

The purpose of this meeting is to:

- Set up your online account, assist with your login and provide induction of how to navigate the platform and upload assessment evidence;
- Issue you an electronic copy of the RPL Assessment Portfolio, discuss and clarify assessment tasks; and
- Set the allowable time frame for submission of the Assessment Portfolio (maximum six months from date of issue).

Once you have completed and submitted your Assessment Portfolio your Assessor will review and advise of the outcome within 10 working days. There are two possible outcomes:

1. You will be eligible to move to the Competency Conversation; or
2. You will be required to re-submit unsatisfactory assessment task/s.

If you have been requested to re-submit assessment task/s you have 28 days in which to re-submit. The assessor will review the re-submitted assessment task/s within 10 working days. There are two possible outcomes after the assessor reviews the re-submitted assessment/s:

1. Eligible for the Competency Conversation; or
2. RPL not granted.

If the candidate fails to re-submit unsatisfactory assessments or the re-submitted assessments are deemed unsatisfactory the RPL application will be closed and an RPL Not Granted result issued. **You will not be eligible for a refund if RPL has not been granted.**

What next?

Your Assessor will contact you to arrange a suitable time to undertake the Competency Conversation. The following information describes this process in detail.

Part 3. Competency Conversation

The Competency Conversation is an interview style process that demonstrates your ability to meet the knowledge requirements of the qualification. You will be asked a series of questions by your Assessor to demonstrate you possess the required knowledge for the units of competency you have applied for RPL.

The Competency Conversation can take from 2 – 4 hours and can occur over one or more sessions. The interview is recorded and kept on file.

Resource Requirements

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 require access to an internet connected computer or laptop with a camera and microphone and an email account. If you live in the ACT you are welcome to attend Access Recognised Training's Campus located at Unit 5, 18 Bentham St, Yarralumla ACT.

Competency Conversation Rules

- Rule 1.** The conversation is strictly 'closed book'. 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 Competency Conversation 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.** The assessor may terminate the Competency Conversation 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.

What next?

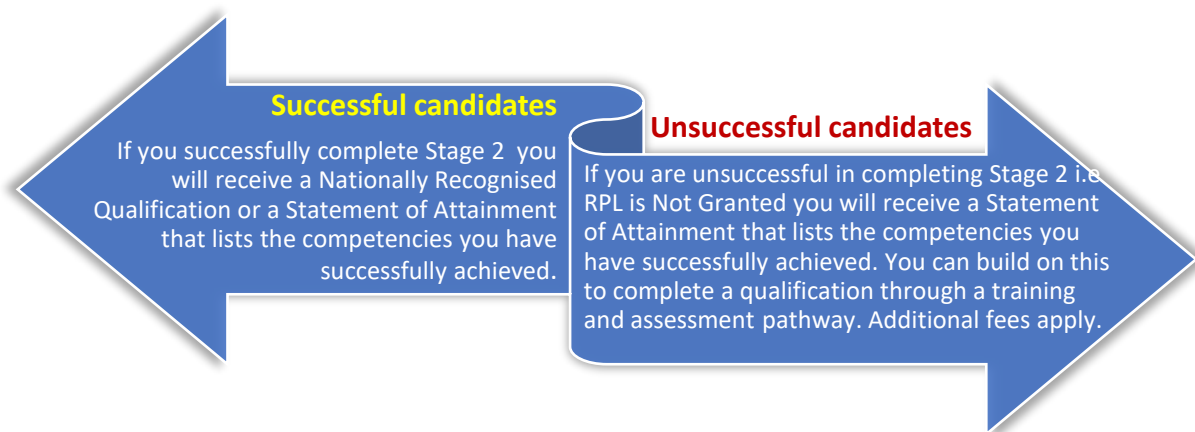
Your Assessor will review the Competency Conversation. The following information describes the next process in detail.

Part 4. Final Payment and Notification of Assessment Outcome

Final Payment

Please pay the remaining 50% of your Stage 2 payment as per invoice.

Notification of Assessment Outcome



Part 5. Appeals, Grievances, Feedback and Complaints

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).

If the learner is not satisfied with the action and decision taken by the assessor, then the appeal may be placed with the Head of Studies. 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 the Head of Studies;

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.