Recognition of Prior Learning

Working together to recognise your skills

STUDENT HANDBOOK 2016
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Introduction

You have skills
Do you know that you are producing evidence every day that will help you gain a qualification? When you can do something confidently and well, you can say you are skilled.

You already use many skills in everyday living to:
- operate in your workplace
- contribute to family life
- be active in the community
- manage your personal affairs.

Recognition of Prior Learning is about showing evidence of these skills.

Qualifications
A qualification is simply a formal recognition of your skills. In administrative roles, you will have built up a range of skills and abilities in the workplace through experience, formal and informal training and workshops. This ‘bank’ of skills, knowledge and abilities can be measured against nationally recognised industry standards.

The Department of Primary Industries, through Tocal College, has a process to help people to assess their skills and abilities against these standards.

Benefits
The Tocal Recognition of Prior Learning process:
- identifies the skills and knowledge used in both work and life
- highlights opportunities for personal and professional development
- builds self-confidence
- shows that many skills are transferable to other roles or careers
- establishes a springboard into other areas, such as university courses, consultancy roles, roles on boards and committees, scholarships and grants
- assists in demonstrating that you are complying with Duty of Care, Codes of Conduct and legislation
- demonstrates professionalism that can assist in applying for finance or jobs.

This handbook explains the steps to have your skills formally recognised, to obtain qualifications in business administration.
Methods of Assessment
Assessment for Recognition of Prior Learning can be carried out two different ways:

1. Interview
You can arrange an appointment for an interview at your workplace or home. (Conditions apply to the availability of this service). This involves a review of the evidence you present to support your case. In most cases the assessment takes 3 to 4 hours.

2. Desk audit
You can prepare a detailed written submission following the guidelines in this handbook and the TOCAL Sheets. This is forwarded to the Recognition of Prior Learning Coordinator for review and assessment. If there are any deficiencies in the case or further evidence is required, you will be given detailed feedback and advice to help you complete your case. This process takes more time and effort to collect and present your case effectively than the interview process.

“Professional development has always been instrumental in creating new opportunities and direction for my career ... as your role in a company expands and additional functions are undertaken your knowledge and skill base expands ... a Certificate or Diploma course (by skills recognition) represents your skills and experience, and offers additional training to give you a qualification that will enhance your career choices. ”

Maryanne Nolan, Manager – Market Access, Riverina Citrus
The steps to Recognition of Prior Learning by interview

**Step 1**
Read this handbook and talk to Tocal College Recognition of Prior Learning staff (see Contacts on page 9) to select the qualification and units that best match your skills and experience.

**Step 2**
Decide the qualification you will apply for by:
- matching your work role with the qualification, for example
  - Office supervisor or executive assistant - Diploma or Advanced Diploma
  - Experienced administrative officer – Certificate IV
- determining the units that match your skills and experience by looking at the list of units on page 10. Note the code that applies to each unit.

**Step 3**
Send the list of units you have selected to Tocal College Recognition of Prior Learning staff. When you have done this you will receive the TOCAL assessment sheets for the units you have selected. Example TOCAL sheets are on page 16.

**Step 4**
Compare your knowledge and skills with the TOCAL sheet for each unit. Confirm your selection with Tocal College Recognition of Prior Learning staff.

**Step 5**
Prepare your case.
- Update your CV/resume. See page 19 for more information.
- Complete a position description if appropriate – See page 21.
• Complete the TOCAL sheets for each unit before the interview. That is:
  - T (Training) – Gather original documents of any training (certificates, qualifications, licences, workshops) you have completed. Photos of these will be taken during the interview.
  - O (Observe) – Collect samples of your work that demonstrate aspects of each skill. Some samples may apply to more than one unit. At the interview you may be asked to demonstrate or describe your skills.
  - C (Confirm) – At the interview you will be asked to nominate relevant referees for each unit. Again this referee may be used for more than one unit.
  - A (Answers) – Answer the questions on each TOCAL sheet in the text box provided. See examples of TOCAL sheet on page 16.
  - L (Life Experience) – At the interview, Tocal staff will collate a summary of your life experience from your resume and interview discussions. These experiences may not necessarily be related to work.

**Step 6**
Contact Tocal College Recognition of Prior Learning staff to make an appointment for an interview. At the interview you will present your evidence.

**Step 7**
The interview is an informal process that allows Tocal College Recognition of Prior Learning staff to collect your evidence and gives you the opportunity to expand on what you have written. If more information is needed a ‘To Do’ list will be left with you to complete.

**Step 8**
The Tocal College Recognition of Prior Learning staff will then submit your completed case to the College Credential Committee. Your case will be assessed and you will be informed of the decision. In most cases this will mean you are awarded a qualification. If a qualification is not awarded you may:
  - complete the remaining units
  - submit further information to the committee
  - appeal the decision of the panel
  - decide on how to fill any gaps in your skills. This should be discussed with your assessment officer.

**Step 9**
When your qualification is awarded you will be invited to attend a graduation ceremony. You will be issued with a transcript listing the units you have achieved (see page 18 for a sample transcript) together with your Certificate.
Cost

Charges for Recognition of Prior Learning are based on a per unit charge as outlined below. An application fee and minimum charge of $850.00 must be paid when you apply for assessment of any of the full qualifications listed below. The fees per unit listed below are charged when you apply for Recognition of Prior Learning of individual units (not the full qualification). Assessment will not commence until payment has been received.

Fees are based on charges as follows:

<table>
<thead>
<tr>
<th>Number of units</th>
<th>Full Qualification</th>
<th>Per unit of competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV</td>
<td>10 units</td>
<td>$1570</td>
</tr>
</tbody>
</table>

It is proposed that the fee for Recognition of Prior Learning assessment be set as follows:

| Assessment by Workplace Interview: | 100% of the above fee |
| Assessment by Desk Audit:         | 100% of the above fee for all Certificate qualifications |
|                                  | 70% of the above fee for all Diploma and Advanced Diploma qualifications |

If you have already completed a unit (or units) through Tocal College or any other Registered Training Organisation (RTO) a different fee applies. There is an administration fee of $60.00 per unit and issue of a Statement of Attainment for units of competence by mutual recognition of qualifications issued by other RTOs.

Please note that this fee only applies where you can supply direct evidence by transcript or testamur that you have been assessed by an RTO and gained specified units under a current National Training Package. If you are unsure please contact the Recognition of Prior Learning Coordinator.

“My overall experience with skills recognition for Certificate IV in Business Administration was very good. Although it takes time to gather all the information required it is well worth it and beats the time you would need to sit in a classroom to gain your qualification.”

Ruth Luckner, Event Services Officer, Tocal Field Days.
RPL policies

- The fee structure at the date of the first invoice will apply for a period of twelve months from that date.

- Fees for Recognition of Prior Learning may increase from time to time without notice. If you apply for Recognition of Prior Learning after your enrolment has expired (after twelve months), then current fees as listed on the Tocal internet site will be charged.

- You will be given six months after enrolment to complete your application for Recognition of Prior Learning. After that period, your case will be archived.

- Before we archive an incomplete case, you will be given the option of receiving a Statement of Attainment for units of competence that you have achieved. Those units will be charged at the rate current at the time you enrolled.

- Before we archive your case, you will be given one month’s notice.

- If you want your case reactivated, you will need to pay a fee of $500. This $500 will be deducted from the total cost of the Recognition of Prior Learning case, once the case has been finalised. Once we reactivate a case, the six months archive rule outlined above will again apply.

- For information on Tocal College refund and appeals policies see www.tocal.nsw.edu.au/student-policies.

Contact

Murrumbidgee Rural Studies Centre, Yanco

Carolle Leach

Direct Phone: 02 6951 2634
Facsimile: 02 6955 2620
Email: carolle.leach@dpi.nsw.gov.au

Website: www.tocal.nsw.edu.au

Toll Free: 1800 025 520
Qualification requirements

All the qualifications have different requirements – you will need to study the requirements for each qualification carefully.

The requirements are laid out below for Certificate IV in Business Administration and the Certificate IV in New Small Business.
BSB40515 Certificate IV in Business Administration

Packaging Rules
A total of 10 units of competency must be completed.

Select a minimum of 5 Group A units. The remaining 5 units may be selected from Group A, Group B or the Imported Units list below.

Group A
- BSBADM405 Organise meetings
- BSBADM406 Organise business travel
- BSBFIN401 Prepare financial reports
- BSBINM401 Implement workplace information system
- BSBITA401 Design databases
- BSBITU402 Develop and use complex spreadsheets
- BSBITU404 Produce complex desktop published documents
- BSBWRT401 Write complex documents

Group B
- BSBADM407 Administer projects
- BSBCCM401 Make a presentation
- BSBCCUS401 Coordinate implementation of customer service strategies
- BSBCCUS402 Address customer needs
- BSBEBU401 Review and maintain a website
- BSBFINA402 Report on financial activity
- BSBMKG413 Promote products and services
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBREL401 Establish networks
- BSBSSUS401 Implement and monitor environmentally sustainable work practices

Imported Units
- BSBINM301A Organise workplace information
- BSBMGT401A Show leadership in the workplace
- BSBMGT402A Implement operational plan
- BSBWOR402A Promote team effectiveness
- BSBRKG402B Provide information from and about records
- BSBWOR404A Develop work priorities
BSB40415 Certificate IV in New Small Business

Packaging Rules
Completion of ten (10) units made up of four (4) core units and six (6) elective units.

Elective units
- all six (6) elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- one (1) elective unit may be selected from a Certificate III or Diploma qualification, if not listed below. Selected units must be relevant to job outcomes, local industry requirements and the qualification level.

Core units
BSBSMB401  Establish and comply with legal and risk requirements of small business
BSBSMB402  Plan small business finances
BSBSMB403  Market the small business
BSBSMB404  Undertake small business planning

Elective units

Resource management
BSBADM409  Coordinate business resources

Customer Service
BSBCUS401  Coordinate implementation of customer service strategies
BSBCUS402  Address customer needs

E-Business
BSBEBU401  Review and maintain a website

Financial Administration
BSBFIA402  Report on financial activity

 Intellectual Property
BSBIPR405  Protect and use intangible assets in small business

Innovation
BSBINN301  Promote innovation in a team environment
International Business
BSBINT303 Organise the importing and exporting of goods

Management
BSBMGT404 Lead and facilitate off-site staff

Relationship Management
BSBREL401 Establish networks
BSBREL402 Build client relationships and business networks

Research
BSBRES401 Analyse and present research information

Small and Micro Business
BSBSMB201 Identify suitability for micro business
BSBSMB301 Investigate micro business opportunities
BSBSMB405 Monitor and manage small business operations
BSBSMB406 Manage small business finances
BSBSMB407 Manage a small team
BSBSMB408 Manage personal, family, cultural and business obligations
BSBSMB409 Build and maintain relationships with small business stakeholders
BSBSMB410 Review and implement energy efficiency in business operations
BSBSMB411 Manage specialist external advisory services
BSBSMB412 Introduce cloud computing into business operations
BSBSMB413 Design a digital action plan for small business
BSBSMB414 Time management for small business

Sustainability
BSBSUS401 Implement and monitor environmentally sustainable work practices

Imported Units
FNSACC406 Set up and operate a computerised accounting system
PSPGOV407B Provide a quotation
SIRXQUA002A Lead a team to foster innovation
Evidence

Essential evidence:
- Statement of Attainment or attendance from a training course
- Current Resume (see page 19)
- Academic transcripts (originals or certified copies)
- Proof of identity eg: Drivers Licence
- A position description for your current job if appropriate (see page 21)

What is evidence?

Verbal
- Discussion, description, explanation of work task
- Analysis of ideas and concepts
- Solving problems
- Answering questions

“Collating evidence was a little daunting at first, and I didn’t realise I had so many skills that would contribute to a qualification. At the interview this information was drawn out and included in my case.”

Denise Presland, Domestic Services Manager, Tocal Agricultural Centre.

Practical
- Following correct procedures / practices
- Demonstrating/ performing work tasks and procedures
- Dealing with difficulties and problems
- Achieving required outcomes and goals

Written
- Workplace documents, reports, graphs, plans and correspondence
- Written assignments, projects, quizzes, tests, essays or case studies

Product
- Finished work products, artefacts, objects, portfolios
- Fixing and repairing work-related equipment

Third Party
- Employer, supervisor, trainer, coach, mentor and work colleagues as reports, testimonials
- Educational institutions as training records and qualifications
Rules of Evidence
Evidence that is submitted or gathered at an interview must meet the following rules of evidence:
- **Valid**: evidence of broad range of knowledge with practical application
- **Authentic**: your own work / original documents
- **Sufficient**: evidence of skills and knowledge from a number of occasions
- **Current**: evidence from the within the past 5 years

Other evidence can include:
- Workplans
- Monthly reports
- Financial reports
- OHS documents and meeting
- Training notes
- Feedback from customers
- Workplace reports, journals, diaries or calendar of events
- Photographic or written demonstration of achievements
- Staff evaluations from employers and employees
- Permits or licences you hold
- Memberships held
- People you could approach to supply letters of support. This may include those familiar with your achievements such as consultants, accountants, technical or advisory officers, employers, supervisors, managers, the members of a social, sporting or community club.

Note: at the interview we will discuss your role in developing some of these documents.

Not everything has to be produced in written form. We can gather evidence to support your application by talking to you at the interview.

The idea is for you to demonstrate your knowledge and skill in the easiest possible way. One piece of evidence may cover several units.

Our role is to help you demonstrate what you know - not what you don’t know. We are also there to help you plan your future training needs.

On the next page you will find an example of a TOCAL sheet for the Certificate IV unit ‘Implement workplace information system’ and on page 17 is a TOCAL sheet for the Certificate IV unit ‘Market the Small Business’.
BSBINM401A Implement workplace information system

The candidate has been involved in implementing and maintaining systems that allow workplace information to be gathered, presented and distributed effectively.

| T | TRAINING - Have you done any formal or informal training in this unit? |
| T | If you have undertaken relevant studies, please have on hand the subject outlines and copies of your results (e.g., TAFE subjects, Agricultural College units, University qualifications). |
| T | List key seminars, workshops and conferences that have helped you gain the skills in this unit. Documents or certificates of these should be included. |

| O | OBSERVE - Can you demonstrate aspects, show and provide samples of your work in this particular unit to the assessor? |
| O | At the time of your workplace visit, the assessor will observe or collect copies of . . . |
| O | • Reports arising from information you have sourced and analysed. |
| O | • Correspondence and meeting reports |
| O | • Policies & procedures |
| O | • Position description |
| O | • Business plans, budgets, estimates, and resource plans and proposals |
| O | • Demonstrate your use of storage and retrieval systems |
| O | The above are ideas to trigger your collection of samples that will help you to confirm your competency. Not all will be relevant to your situation. |

| C | CONFIRM - Can you get support from others to confirm your skills? |
| C | After the interview, you may need a letter of support to verify and confirm your experience in this unit. The template for the letter, with the description of this unit of competency at the top of this page, will be provided by Tocal Staff. |

| A | ANSWER – Please respond to these questions: |
| A | 1. What information do you require in your position? |
| A | 2. What sources of information do you use? |
| A | 3. How do you analyse, report and record information? |
| A | 4. What recommendations have you made in the past twelve months to improve the information system? |
| A | 5. How are plans and budgets presented? |
| A | Your written and/or verbal responses will help confirm that you have the required breadth and depth of knowledge related to this unit. |

| L | LIFE EXPERIENCE – Please list your experience in this unit: |
| L | At the interview, staff will collate a summary of your activities from your resume that demonstrates your life experiences in this unit. These may not necessarily be related to work. |
BSBSMB403A Market the small business

The candidate has been involved in developing and implementing marketing strategies, and monitoring and improving market performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

<table>
<thead>
<tr>
<th>TRAINING - Have you done any formal or informal training in this unit?</th>
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<tbody>
<tr>
<td>If you have undertaken relevant studies, please have on hand the subject outlines and copies of your results (eg TAFE subjects, Agricultural College units, University qualifications)</td>
</tr>
<tr>
<td>List key seminars, workshops and conferences that have helped you gain the skills in this unit. Documents or certificates of these should be included.</td>
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</table>

<table>
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<tr>
<th>OBSERVE - Can you demonstrate aspects, show and provide samples of your work in this particular unit to the assessor?</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the time of your workplace visit, the assessor will observe or collect copies of...</td>
</tr>
<tr>
<td>• Presentation and display of products</td>
</tr>
<tr>
<td>• Product range and mix</td>
</tr>
<tr>
<td>• Promotion and advertising</td>
</tr>
<tr>
<td>• Marketing strategies and objectives/plan</td>
</tr>
<tr>
<td>• Reports on performance</td>
</tr>
<tr>
<td>• Staff development</td>
</tr>
<tr>
<td>• Website/brochures</td>
</tr>
<tr>
<td>• Customer feedback mechanisms</td>
</tr>
<tr>
<td>• Market research</td>
</tr>
<tr>
<td>The above are ideas to trigger your collection of samples that will help you to confirm your competency. Not all will be relevant to your situation.</td>
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</tbody>
</table>

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<tr>
<th>CONFIRM - Can you get support from others to confirm your skills?</th>
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<tr>
<td>After the interview, you may need a letter of support to verify and confirm your experience in this unit. The template for the letter, with the description of this unit of competency at the top of this page, will be provided by Tocal Staff.</td>
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<thead>
<tr>
<th>ANSWER – Please respond to these questions:</th>
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<tbody>
<tr>
<td>1. What are the key strengths and weaknesses of your business?</td>
</tr>
<tr>
<td>2. Provide 2 examples of how you could profile your current and potential customers</td>
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<tr>
<td>3. What is your product mix and the variety of customers you service?</td>
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<tr>
<td>4. How are your products distributed and why have you selected this/these methods?</td>
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<tr>
<td>5. Describe your promotional activities</td>
</tr>
<tr>
<td>6. How do you monitor your marketing strategies? Describe your techniques</td>
</tr>
<tr>
<td>7. Describe 2 changes you have made to improve your marketing plan</td>
</tr>
<tr>
<td>Your written and/or verbal responses will help confirm that you have the required breadth and depth of knowledge related to this unit.</td>
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<tr>
<th>LIFE EXPERIENCE – Please list your experience in this unit:</th>
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<tbody>
<tr>
<td>At the interview staff will collate a summary of your activities from your resume that demonstrate your life experiences in this unit. These may not necessarily be related to work.</td>
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Sample transcript

Tocal College
National Provider Number: 91166

ABN: 72 189 919 072

ACADEMIC TRANSCRIPT

Ann E Staff  Student ID: 9877309
BSB40507 Certificate IV in Business Administration

<table>
<thead>
<tr>
<th>Comp Code</th>
<th>Competency</th>
<th>Result</th>
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<tbody>
<tr>
<td>BSBADM405B</td>
<td>Organise meetings</td>
<td>C</td>
</tr>
<tr>
<td>BSBADM406B</td>
<td>Organise business travel</td>
<td>C</td>
</tr>
<tr>
<td>BSBFIA401A</td>
<td>Prepare financial reports</td>
<td>C</td>
</tr>
<tr>
<td>BSBINM401A</td>
<td>Implement workplace information system</td>
<td>C</td>
</tr>
<tr>
<td>BSBITA401A</td>
<td>Design databases</td>
<td>C</td>
</tr>
<tr>
<td>BSBITU402A</td>
<td>Develop &amp; use complex spreadsheets</td>
<td>C</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
<td>C</td>
</tr>
<tr>
<td>BSBADM407B</td>
<td>Administer projects</td>
<td>C</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs</td>
<td>C</td>
</tr>
<tr>
<td>BSBUSUS301A</td>
<td>Implement and monitor environmentally sustainable</td>
<td>C</td>
</tr>
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<td></td>
<td>work practices</td>
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###############################END OF RESULTS– NO ALTERATIONS OR ERASURES###############################
This student has satisfied the requirements for this certificate.

Principal
Tocal College

Print Date: 21 September 2016

Result codes
C  = Competency standard met in workplace at time of assessment
NC = Not competent
WD = Withdrawn
CNA= Attended - Chose no assessment
T  = Credit transfer
Resume writing

Your resume is a valuable tool. Do not underestimate the importance of this document in shaping your future career. Always ensure that your resume provides a positive reflection of your skills, knowledge and professionalism.

Time should be given to the careful planning and development of your resume. This is an important document in your life and care needs to be taken to ensure it portrays you will. Be prepared to redraft your resume several times before you reach a final product with which you are satisfied.

A successful resume should include:
- information that is relevant, concise and correct
- conveys the right message to prospective employers or stakeholders
- highlights your strengths and achievements
- inspires confidence from the prospective employer or stakeholder
- is a truthful representation of your abilities
- encourages the reader to know more about you.

10 Top Tips for Resume Preparation
1. The layout is important – use adequate spacing to ensure your resume is easy-to-read.
2. Always proof read and spell check (wherever possible) your resume, and when you think it is correct, proof read it again.
3. Remember to include contact details phone, fax, e-mail.
4. Keep personal details to a minimum – it is not necessary to include date of birth, marital status, etc.
5. Did not date your resume.
6. Use reverse chronological order – most recent work experience first.
7. Use short statements or bullet points – making it easier and quicker to read.
8. Use capital and/or bullet points – avoid excessive use of fonts or graphics.
9. Portray yourself as someone who is active, uses your brain and gets things done.
10. Include duties performed and significant achievements.
Sample resume

NAME: Your full name (don’t use nicknames)

ADDRESS: Your current residential address

TELEPHONE: Home number
Business number
Fax number
Mobile number
E-mail address

EDUCATION: Most recent educational qualification should be listed first

Qualifications

Training courses

Include at least the course title and where appropriate the institute where you completed the training.

List short courses and workshops.

MEMBERSHIP/COMMITTEES

For example school board, CWA, Rural Fire Service, DFA. Also state if you were/are Chairperson or Secretary

COMPUTER SKILLS

Software packages e.g. Windows, Microsoft Word, Microsoft Excel and competence - limited use, competent, extensive in-depth use

EMPLOYMENT SUMMARY

This should be a brief review. List positions held starting with your current position

HOBBIES AND/OR INTERESTS

This does not have to be included but gives a guide as to what you want to do and other skills you might have.
Position Description

Position title:

This position reports to:

Positions I work closely with:

Position summary:

List of responsibilities and duties of the position:

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Code of Practice for Assessors

Tocal College has adopted the international code of ethics and practice that is described in the Training Package for Assessment and Workplace Training.

Tocal College Code of Practice for Skills Assessors

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity.
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes.
- The rights of the candidate are protected during and after the assessment.
- Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes.
- The candidate is made aware of rights and processes of appeal.
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- An assessment review process with a separation of duties is established to ensure that personal preferences bias and prejudice of an assessor does not affect the assessment process.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures.
- Assessment tools, and procedures are consistent with equal opportunity legislation.
- The candidate is informed of all assessment reporting processes prior to the assessment.
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- Confidentiality is maintained regarding assessment results.
- Results are only released with the written permission of the candidate(s).
- The assessment results are used consistently with the purposes explained to the candidate.
- Self-assessments are periodically conducted to ensure current competencies against the Assessment and Workplace Training Competency Standards.
- Professional development opportunities are identified and sought.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.
Request for further information

Yes, please contact me.

I am interested in how to gain a qualification in business administration.

This form does not commit you to anything. It will allow us to get in contact with you and start assisting you with your application.

Name: 

Position: 

Postal Address: 

Phone Numbers: 

BH_________________________ AH______________________

Mobile_________________________ Fax______________________

E-mail: ________________________________

Return this form to:

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