

Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC) Application Form



Student's Name

Student No.

Course: HLT21107 - Certificate II Emergency Medical Service First Response
(Emergency Medical Responder)

Unit: HLTAMBFC301B
Communicate with Clients and Colleagues to Support Health Care

Unit Structure for Communicate with Clients and Colleagues to Support Health Care

This unit covers the skills required to exercise effective communication skills with clients and colleagues to support the delivery of client care services within the health industry

This unit applies to work in a range of health settings where direct client contact is involved Application of this unit should be contextualised to reflect any specific workplace communication requirements, issues and practices

What is RPL/RCC

RPL/RCC is the formal acknowledgment of skills and knowledge that you currently have. The application process requires you to provide evidence of, or demonstrate, your current ability to perform the requirements of the performance criteria of each of the performance criteria within the unit

RECOGNITION OF PRIOR LEARNING/ RECOGNITION CURRENT COMPETENCIES

- 1 For the purpose of **recognition of prior learning** (RPL) the applicant must:
 - Submit evidence of the skills and knowledge gained while on-the-job and which are relevant to this unit;
 - Submit evidence of the skills and knowledge gained in other contexts and which are relevant to this unit;
 - Show how these skills and knowledge are relevant to the requirements for this unit in this qualification; and
 - Record these skills and knowledge in an easily understood format which can be retained for future use.
- 2 For the purpose of **recognition of current competencies** (RCC) the applicant must:
 - Submit certification that you are registered to practice in your current occupation and what evidence your registration requires for you to be issued with your certificate to practise.

RPL/RCC recognises that students need not undertake training for skills they already possess. The skills and knowledge may have been obtained through:

- * Formal training
- * Work experience
- * Life experience

If you can show (via this application form and/or interview) that you have the required skills or knowledge then you will be granted a RPL/RCC for this unit, and exempt from completing the work required for this unit.

Assessing yourself for RPL/RCC

The first thing to do is to do a self assessment. You are the most appropriate person to make judgements about your knowledge and skill levels.

The **performance criteria** for each element of this unit are provided on the following pages. Read each **performance criteria** for each element of this unit and then ask yourself if you know how to do that and how you can demonstrate this from your work environment, life experience or from any previous training undertaken.

EXAMPLES OF EVIDENCE FOR RPL APPLICATION

You are required to provide tangible evidence to support your RPL/RCC application. Remember that a single piece of evidence can be used to meet more than one performance criteria in any unit. Following is a list of types of evidence that can be used and will help the assessment of your portfolio. Include anything that you feel is relevant and will help you to meet the performance criteria.

- Confidential documents / privacy
- Handouts/samples
- Job/Position Description
- Evaluation forms
- Memos (you have drafted)
- Scripts
- Checklists
- Letter/s of validation
- Completed job cards
- Letters (you have drafted)
- Feedback sheets/ surveys
- Copy of daily 'To do list'
- Booking sheets
- Department documents
- Diary entries
- Drawings/plans you have created
- Brochures/Flyers you have produced
- Assessment tools you may have used
- Forums/meetings/conferences/seminars you have helped organise
- Minutes of meetings (that involve you doing an action with a result) and Agendas
- Personal statements written by you about you (opportunity to explain in detail your activities, explain planning process, decision making, outcomes etc)
- Bookkeeping/other financial records you have set up/maintain
- Video recordings / photographs of you undertaking activities
- Training needs analysis/goals/session plan
- Letters of support/appreciation
- Notation's made on documents
- Kits/induction tools
- Performance appraisals/review
- Procedures/Policy
- Pro-formas / forms you use
- Promotional material
- Records
- Organisational Chart (with names)
- Budgets/costing sheets etc
- References from supervisor/peers
- Booking sheets
- Budgets/costing sheets etc
- Email correspondence
- Fax messages
- Certificates/Qualifications
- Outline of organisation that you work for
- References from previous employers
- Spreadsheets
- Standards used
- Statements from supervisors/peers
- Statements of Attainment
- Team projects (outlining your roles)
- Training Diary
- Units of competence
- Witness testimonies
- Workplace evidence
- Review of logbooks
- Team meeting notes
- Reports you have drafted
- Resume, Curriculum Vitae
- Role plays
- Samples of work
- Schedules
- Witness testimony or third party reports
- References from supervisor/peers

How to present your evidence

Submit an **Evidence Summary Sheet** by:

1. Write down and number each element. Under each element number the performance criteria for that element.
2. Indicate which evidence covers which performance criteria for each element (evidence may cover more than one).
3. Present the evidence summary at the front of your evidence portfolio. Present your portfolio with dividers for each unit. Where evidence is relevant to more than one unit, ensure that it is labelled that way.

Example of Evidence Summary Sheet

AMCM40104 Certificate IV in Competitive Manufacturing Unit: AC432A Analyse manual handling		
Nominal hours: 25 hours	Type of Unit: Core	Prerequisite: None
Elements and Performance criteria	Suggested evidence	
1.	Assess manual handling risks	
1.1	Identify manual handling hazards in work area	Copy of a signed off Job Hazard Assessment Form (or similar workplace document) applicant has conducted or been involved with Email outlining manual handling assessment Copy of organisation's Manual Handling policy and procedure

It is essential to gain RPL that the RPL/RCC Assessor is completely satisfied with the credibility of your RPL claim.

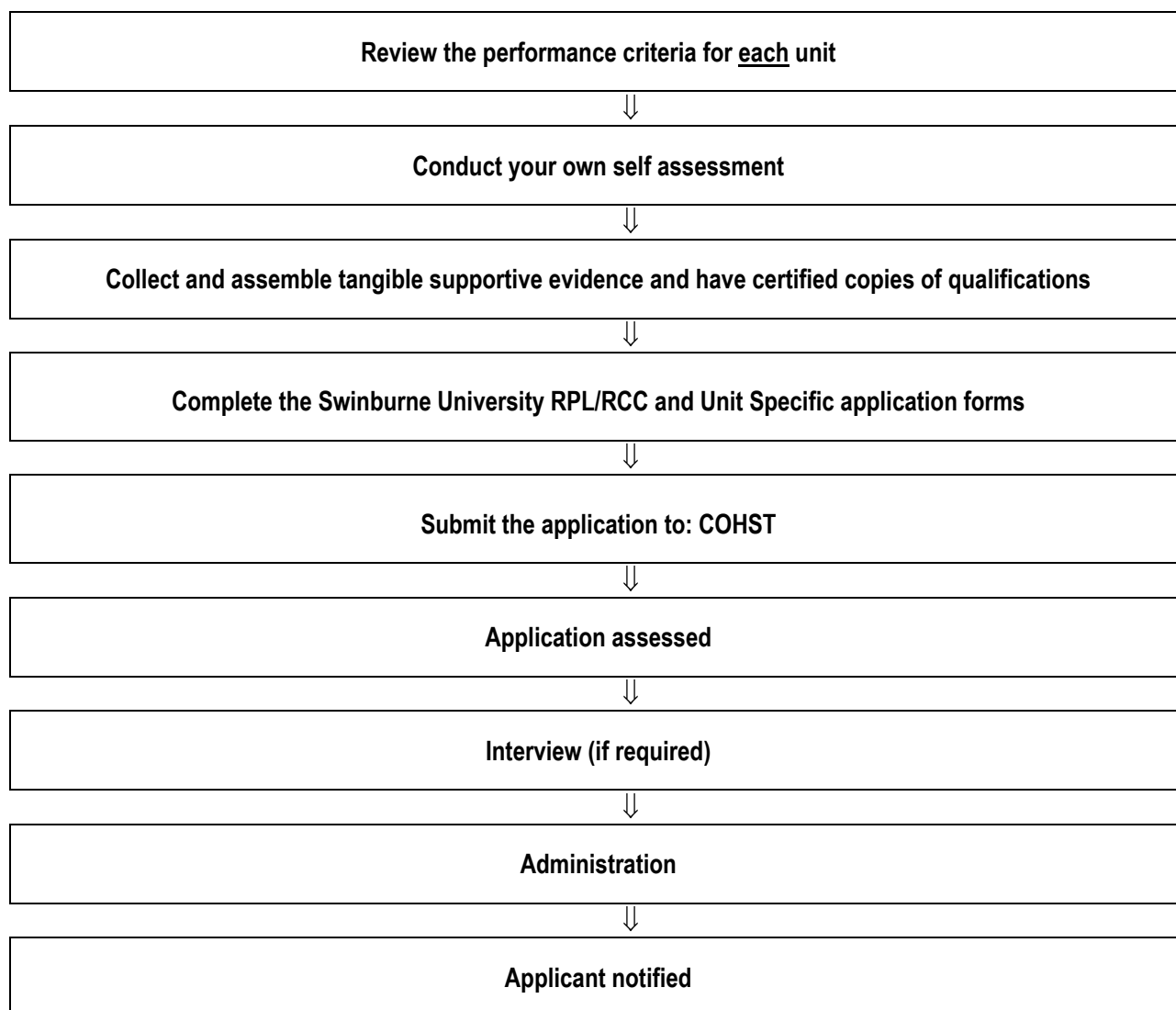
Assessment of an RPL/RCC Application

When you have submitted your RPL application, and provided appropriate evidence to support your claim, your application will be processed according to the following procedure:

- * A unit and RPL/RCC expert will assess your application against the assessment criterias and will contact applicants to let them know;
 - 1) The units that they have been granted RPL/RCC or
 - 2) Details of those units where further evidence is required or
 - 3) Recommend additional training where required or
 - 4) To produce current certification to show you are registered to practice in your current occupation or
 - 5) Details regarding an RPL/RCC interview (if required) or

RPL/RCC Interview

You may be asked to attend an interview because there is some doubt regarding the evidence you have supplied. The purpose of the interview is to allow you the opportunity to confirm the evidence to support your claim. The RPL/RCC Assessor may require you to demonstrate or answer direct questions regarding the performance criteria of the unit.

RPL/RCC ASSESSMENT SUMMARY**Instructions:**

Please read each of the elements for this unit on the following pages. If you have the experience or knowledge described in the elements/performance criteria then:-

- Tick the box next to the element
- List what evidence you will provide to demonstrate this experience.

You **MUST** provide evidence for each element with this RPL application. If one piece of evidence covers all the elements please state how this is so in each element.

- Please note **IT WILL NOT SUFFICE TO SAY THAT YOU GAINED EXPERIENCE FROM ONE PARTICULAR JOB OR COURSE/CERTIFICATION.** You need to state:
 - How you gained this experience/certificate to practise.
 - How it is relevant to the unit/element/performance criteria you are applying for
 - How long was the job/course(dates) or validation date of certificate to practise and expiry date.
 - Who can vouch for the work that you did – signed letter of employer, supervisor/manager or certified transcript of course listing all the units and your marks. (see examples of evidence)
 - What specific tasks/assignments you completed relevant to the unit and evidence to prove this.
- **Please provide additional written pages if necessary.**
- If the evidence has been gained from another course/qualification (which is not the same as the unit number you will be undertaking, please attach a copy of the certified copy transcript of your qualification (listing all the units/subjects studied and your marks) with your evidence.

Student's Name

Student No.

If you can answer yes to all the performance criteria below for this unit then you might be eligible for RPL/RCC.

Note: RPL/RCC can only be granted for whole units (but not for whole assignments as some Assignments are made up of several units)

UNIT: Communicate with Clients and Colleagues to Support Health Care

Nominal hours for this unit

Element 1	Exercise effective communication techniques	OFFICE USE ONLY Assessor
-----------	---	-----------------------------

	Performance Criteria	List the evidence to support your claim	Sufficient	Further evidence required
--	----------------------	---	------------	---------------------------

1.1	Use verbal and non-verbal <i>communication</i> constructively to achieve planned work outcomes			
1.2	Ensure all <i>communication</i> with clients and colleagues reflects an understanding and respect for <i>individual differences</i> and needs			
1.3	Introduce oneself appropriately when required			
1.4	Use interviewing and active listening techniques where needed to identify and confirm work and/or client requirements			
1.5	Ensure <i>communication</i> is clear and relevant to situation, context and activities undertaken			
1.6	Use touch and other non-verbal means of <i>communication</i> prudently, carefully and only as appropriate			
1.7	Seek advice about <i>communication</i> difficulties with clients or colleagues from supervisor or other <i>appropriate person</i> and implement as required			
1.8	Seek advice and assistance from appropriate sources as required to maintain and <i>develop</i> effective communication skills			
1.9	Adjust own style to incorporate advice that addresses performance issues to maintain the agreed standard of effective <i>communication</i>			

2. Convey and receive information using available modes of communication	2.1	Use communication codes and <i>equipment</i> correctly	
	2.2	Acknowledge and/or clarify information received using active listening	
	2.3	Check to ensure information conveyed has been received and correctly understood	
3. Follow routine <i>instructions</i>	3.1	Ensure workplace instructions are interpreted correctly and carried out within agreed time frames	
	3.2	Seek clarification of work <i>instructions</i> when required to ensure understanding	
	3.3	Refer any difficulties in carrying out instructions to supervisor or <i>appropriate person</i> to ensure required work outcomes	
4. Communicate with clients	4.1	Establish rapport through open, sensitive and confident manner	
	4.2	Inform client (or their agent) about <i>client care procedures</i> in a manner, and at a time consistent with the overall needs of the client and situation as a whole	
	4.3	Obtain information from client or others showing the firmness, sensitivity and respect for confidentiality demanded by the situation	
	4.4	Recognise and respect religious, social and cultural differences between individuals that may require special communication skills or <i>client care procedures</i>	
5. Complete <i>reports</i> as required	5.1	Complete reports/records as required to the standard expected in the workplace	
	5.2	Ensure reports are clear and accurate and completed correctly within identified time frames	
6. Present a positive image of the organisation to the public	6.1	Conduct communication with the public in a courteous manner and respecting privacy	
	6.2	Ensure standards of personal presentation are appropriate to the organisation	

Element 1		Plan and Prepare in OH&S Process		OFFICE USE ONLY	
	Performance Criteria	Tick	List the evidence to support your claim	Sufficient	Further evidence required
1.1	Identify <i>hazards</i> in the work area, and take action to control risk	<input type="checkbox"/>			

1.2	Report residual risk according to organisation procedures	<input type="checkbox"/>			
1.3	Carry out pre-start checks as required according to work procedures	<input type="checkbox"/>			

Element 2		Conduct Work Safely		OFFICE USE ONLY	
	Performance Criteria	Tick	List the evidence to support your claim	Sufficient	Further evidence required
2.1	Use <i>personal protective equipment</i> correctly and maintain when required	<input type="checkbox"/>			
2.2	Follow work procedures and workplace instructions for ensuring safety when planning and conducting work	<input type="checkbox"/>			
2.3	Report <i>incidents</i> and injuries to designated personnel	<input type="checkbox"/>			
2.4	Undertake <i>OHS housekeeping</i> in work area	<input type="checkbox"/>			
2.5	Manage own levels of stress and fatigue to ensure ability to work safely	<input type="checkbox"/>			

Element 3		Participate in OH&S Consultative Activities		OFFICE USE ONLY	
	Performance Criteria	Tick	List the evidence to support your claim	Sufficient	Further evidence required
3.1	Make a constructive contribution to workplace meetings, workplace inspections or other OH&S consultative activities	<input type="checkbox"/>			
3.2	Raise OHS issues with designated personnel according to organisation procedures	<input type="checkbox"/>			
3.3	Provide input to improve workplace OHS systems and processes, according to organisation procedures, to eliminate hazards or reduce risk	<input type="checkbox"/>			
3.4	Maintain and update own knowledge of OHS issues as they apply to workplace systems, equipment and processes	<input type="checkbox"/>			

Element 4		Follow Emergency Response Procedures		OFFICE USE ONLY	
	Performance Criteria	Tick	List the evidence to support your claim	Sufficient	Further evidence required
4.1	Identify and report <i>emergency situations</i>	<input type="checkbox"/>			
4.2	Follow organisation procedures for responding to emergencies	<input type="checkbox"/>			
4.3	Apply knowledge of roles and responsibilities of OH&S representatives and OH&S committees	<input type="checkbox"/>			

APPLICANTS PLEASE CHECK:

- THAT YOU HAVE TICKED OFF EACH ELEMENT OF THIS UNIT
- WRITTEN IN EACH ELEMENT HOW YOU HAVE GAINED THE EXPERIENCE STATED (ADDED ADDITIONAL WRITTEN PAGES IF NECESSARY)
- ATTACHED EVIDENCE TO SUPPORT YOUR CLAIM FOR EACH ELEMENT
- ENSURED THAT ANY QUALIFICATION TRANSCRIPTS HAVE BEEN CERTIFIED

UNIT: HLT0HS200A Participate in OH&S Process

Element	Element	√ RPL/RCC CLAIM	√ Attach supporting evidence
1	Plan and Prepare to work safely	<input type="checkbox"/>	<input type="checkbox"/>
2	Conduct work safely	<input type="checkbox"/>	<input type="checkbox"/>
3	Participate in OH&S Consultative Activities	<input type="checkbox"/>	<input type="checkbox"/>
4	Follow Emergency Response Procedures	<input type="checkbox"/>	<input type="checkbox"/>

NEXT

Complete the **RPL Tracking Record Form** on the following pages –

- 1 Write in your details and contact information
- 2 Sign the **RPL Tracking Record Form** where indicated on both pages.
- 3 Send this completed application form and **ALL EVIDENCE** to :

RPL APPLICATIONS, COHST, Swinburne University, Mail No H71, PO Box 218, Hawthorn, VIC 3122

- Once COHST has received your application for RPL allow up to 5 weeks for RPL to be processed.
- If COHST is **NOT SATISFIED** with the evidence provided you will be asked to come in for a **Presentation of Evidence Interview** and be assessed on your RPL /RCC claims.
- If COHST finds that your RPL application is correct you will be notified and credited for the unit and will not have to do course work for that unit. Please note that some assignments have multiple units, so you might have to complete part of an assignment which contains units you have not received RPL for.

Student's Name

Student No.

Assessors Comments (OFFICE USE ONLY)

Element number where Gap Training/Learning is required	Evidence/Training/Learning still required			
Assessor Comments -				
Final student result for the competency (please circle)			RPLC	RPLN
Name of Assessor:				
Signature of Assessor:		Date		

Assessor please note: Sign where indicated on the Tracking and Assessment Outcome forms on the following pages, they will be the only forms forwarded to Swinburne Student Administration.

**SWINBURNE**

University of Technology

TAFE Division

Year : 2008

RPL/RCC TRACKING RECORD

CONTACT DETAILS				
STUDENT SURNAME		FIRST NAME		STUDENT NO.
ADDRESS				
CONTACT DETAILS		HOME PHONE		
MOBILE		WORK PHONE		
EMAIL				
OCCUPATION				
EMPLOYER				
DURATION OF EMPLOYMENT				
COURSE CODE	HLT21107			
COURSE NAME	Certificate II in Emergency Medical Service First Response			

SELECTED RPL UNITS		
UNIT CODE	UNIT TITLE	EVIDENCE GIVEN
HLTOHS200A	Participate in OH&S Process	

PLANNING INTERVIEW		
DATE		
PLACE		
ASSESSOR		
CONTACT NO.	PH:	MOB.
Other teachers or subject matter experts	Name	Contact

SCHEDULED DATES FOR PRESENTATION OF EVIDENCE INTERVIEW	

SIGNED BY STUDENT	
DATE	

SIGNED BY ASSESSOR	
DATE	

