

CREDIT TRANSFER – RPL APPLICATION & NOTIFICATION – C3 FITNESS MOD 10 – PERSONAL DEVELOPMENT



Student Details: Student Details

	Family Name		Given Name (s)	
	Date of Birth	Title (Mr, Mrs, Miss, Ms, Other)	Gender (M) Male or (F) Female	
	Address (Number & Street)			
	Suburb or Town	Student No:		
	Home Phone No	Mobile Phone No	Work Phone No.	
	Email Address			

Course Title Course Title and Code

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MODULES Modules/Units of Competency upon which Credit Transfer / RPL application is based

Module Name	Year	Training Sense Code	Training Sense Module Title	CT	RPL	Recommended	Not Recommended	Date
C3FIT-MOD10-PERS DEVEL		BSBCMN301A	Exercise initiative in a business environment					
		BSBCMN302A	Organise personal work priorities and development					
		SRXGRO003A	Provide leadership to groups					
		BSBFLM303A	Contribute to effective workplace relationships					
		SRXGCST03A	Process client complains					
		BSBCMN312A	Support innovation and change					

I hereby declare that the information entered on this form and any attachments is true and correct Students Signature Date:	RPL Assessor Name: RPL Assessor Signature Date:
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THIRD PARTY WORKPLACE REPORT

Candidate's name (Insert your name in the space provided))	
Employer	
Module No Cluster Name	MODULE 10– PERSONAL DEVELOPMENT IN THE WORKPLACE
Unit of Competency/Competencies	<p><i>SRXGRO003A - Provide leadership to groups</i></p> <p><i>BSBFLM303A - Contribute to effective workplace relationships</i></p> <p><i>SRXGCST03A - Process client complaints</i></p> <p><i>BSBCM302A - Organise personal work priorities and development</i></p> <p><i>BSBCM312A Support Innovation & Change</i></p> <p><i>BSBCM301A-Exercise initiative in a business environment</i></p>

Instructions:

At the completion of this competency, candidates should be able to:

SRXGRO003A - Provide leadership to groups

- Demonstrate appropriate standards of performance
- Influence individuals and groups
- Make decisions
- Facilitate group decision-making
- Demonstrate appropriate leadership styles

Assessment must confirm sufficient knowledge of leadership styles, group dynamics, decision making and problem solving processes applied to different situations and client groups

Assessment must confirm the ability to apply this knowledge and appropriate techniques to:

- lead different client groups in an activity specific context
- display personal and professional integrity
- effectively respond to unexpected demands and pressures
- handling of uncertainty and conflict in a positive manner
- seeking of feedback regularly from others on own performance and acting on constructive criticism
- use of self-diagnosis and continuous improvement processes to enhance the quality of personal performance
- use clear and concise communication of information to colleagues, supervisors and clients
- consistently perform to agreed outcomes
- demonstration of an understanding of group dynamics
- provision of leadership to the group in varying contexts and situations
- use of a range of leadership styles

BSBFLM303A - Contribute to effective workplace relationships

- Gather, convey and receive information and ideas
- Develop trust and confidence
- Build and maintain networks and relationships
- Manage difficulties to achieve positive outcomes

Assessment must confirm the ability to apply this knowledge and appropriate techniques which:

- Establishes and maintains positive work relationships
- Develops trust and confidence
- Accesses and analyses information to achieve planned outcomes
- Resolves problems and conflicts effectively and efficiently

SRXGCST03A - Process client complaints

- Respond to complaints
- Refer complaints

Assessment must confirm sufficient knowledge of:

- complaints procedures
- organisation's policies and procedures regarding processing of and response to complaints

Assessment must confirm the ability to apply this knowledge and appropriate techniques to

- receive and process complaints to the organisation's standard and in an appropriate time frame
- recommend appropriate course of action for organisation and/or client (if applicable)

BSBCMN302A - Organise personal work priorities and development

- Organise and complete own work schedule
- Monitor own work performance
- Develop and maintain own competence level

Assessment must confirm sufficient knowledge of:

- Preparing work plans
- Prioritising and scheduling work objectives and tasks
- Seeking and acting on feedback from clients and colleagues
- Reviewing own work performance against achievements through self-assessment
- *Accessing learning opportunities to extend own personal work competencies*

BSBCMN312A Support Innovation & Change

- Clarify ideas to improve work practices
- Advise on innovative work practices
- Support implementation of new work practices

Assessment must confirm sufficient knowledge of:

- ideas for change are communicated effectively
- Giving feedback and advice to colleagues on processes of implementation
- Change is supported

BSBCMN301A-Exercise initiative in a business environment

- Model high standards of business practices
- Influence individuals and groups positively
- Make informed decisions

Assessment must confirm the ability to apply this knowledge and appropriate techniques which:

- Giving constructive feedback
- Communicating priorities and goals and actions
- Facilitating achievement of personal goals and work objectives
- Working effectively in a team environment
- Consulting with colleagues to encourage a process of continuous improvement

Can the candidate:	Yes	No
SRXGRO003A - Provide leadership to groups		
Ensure performance standards serve as a role model for others	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Demonstrate a level of personal and professional integrity that promotes confidence and respect in others	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Demonstrate appropriate interpersonal styles and methods that encourage and guide individuals/group to achieve goals and targets	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Provide clearly communicated expectations, roles and responsibilities to individuals and groups	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Recognise and encourage efforts and contributions of individuals and groups	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Explain ideas and information in a clear and persuasive manner which gains the acceptance and support of the individual/group members	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Demonstrate negotiation and conflict resolution strategies to resolve potential problems	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Develop plans to implement the decision(s) and attain agreement with the relevant individuals/group	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Establish feedback processes to monitor the implementation and impact of the decision	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Facilitate the process for group decision-making and communicate consequences of group decision	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Adopt a style of leadership that encourages individual input into group decision-making processes	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify a range of leadership styles	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify factors affecting the application of each style	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify predominant personal leadership styles and take steps to expand the range of options	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Demonstrate a leadership style appropriate to the group composition, situation and workplace environment	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BSBFLM303A - Contribute to effective workplace relationships		

Collect information to achieve work responsibilities from appropriate sources	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Ensure the method(s) used to communicate ideas and information is appropriate to the audience	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Ensure communication takes into account social and cultural diversity	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Seek input from internal and external sources, in developing and refining new ideas and approaches	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Treat people with integrity, respect and empathy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Use the organisation's social, ethical and business standards to develop and maintain positive relationships	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Gain and maintain trust and confidence of colleagues, customers and suppliers through competent performance	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Adjust interpersonal styles and methods to the social and cultural environment	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Use networking to identify and build relationships	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Ensure networks and other work relationships provide identifiable benefits for the team and organisation	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Take action to maintain the effectiveness of workplace relationships	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify and analyse problems, and take action to rectify the situation with minimal disruption to performance	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Provide colleagues guidance and support to resolve their work difficulties	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Manage poor work performance within the organisation's processes	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Manage conflict constructively within the organisation's processes	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Negotiate difficult situations to achieve results acceptable to the participants, and which meet organisation's and legislative requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
SRXGCST03A - Process client complaints		
Process complaints in accordance with organisational procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Obtain, document and review necessary reports relating to the complaint(s)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Determine course of action, taking into account applicable laws, company policies and codes	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Negotiate a resolution to the complaint (where possible)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Maintain a register of complaints	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Inform the client, and record the outcome of the investigation (if applicable)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify complaints that require referral to other personnel or external bodies	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Refer complaints to appropriate personnel for follow up in accordance with individual level of responsibility	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Forward all relevant documents and investigation reports	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Follow up appropriate personnel to gain prompt decisions	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BSBCMN302A - Organise personal work priorities and development		
Understand, negotiate and obtain agreement on work goals and objectives in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Assess and prioritise workload to ensure completion within identified timeframes	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify factors affecting the achievement of work objectives and incorporate into work plans	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Use business technology efficiently and effectively to manage and monitor scheduling and completion of tasks	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Monitor and adjust personal work performance to ensure maintenance of job quality and customer service	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Seek feedback on performance from colleagues and clients and evaluate in the context of individual and group requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify and report variations in the quality of service and products in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Assess personal knowledge and skills against competency standards performance descriptions to determine development needs and priorities	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify and plan opportunities for improvement in liaison with colleagues	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Use feedback to identify and develop ways to improve competence within available opportunities	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify new skills and opportunities to develop them to achieve and maintain continuous learning	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Store and maintain records and documents relating to achievements and assessments in accordance with own requirements		
BSBCMN312A Support Innovation & Change		
Able to Identify Advantages, disadvantages and consequences of ideas Options are considered and discussed with colleagues	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Show that Feedback is reflected and used to improve ideas	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Consider Methods of communicating ideas	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Advice that is clear and consistent with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Advice that is realistic and relevant within context of current work practices and objectives	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Recommendations on required resources, timelines and roles and responsibilities for successful implementation of change	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Information about risk factors to identify potential constraints	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Feedback on innovations	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Adjust Work schedules to incorporate necessary modifications to existing work patterns and routines	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Use Business technology to manage and provide access to information on progress towards objectives of change	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Able to Provide Mentoring and coaching to support individuals and groups in the introduction of change	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Consult with individuals and teams to promote participation in change	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Able to Provide Advice on the impact of change in a manner accessible to designated personnel	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BSBCMN301A-Exercise initiative in a business environment		
Displays work practices are consistent with organisational requirements and with agreed roles and responsibilities	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Has identified personal work goals and prioritised and pursued them in accordance with organisation's goals and objectives	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Own work practices and behaviour have been amended to reflect performance feedback to promote continuous improvement	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Practices detrimental to the organisation have been identified and communicated within appropriate organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Initiative style is consistent with organisational requirements and agreed roles and responsibilities	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Opportunities have been identified and used to raise awareness and commitment to the goals and values of the organisation	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Negotiation skills have been used to promote group consensus and a common understanding of organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Has provided Coaching and mentoring assistance to individuals and groups to support the achievement of work priorities	YES <input type="checkbox"/>	NO <input type="checkbox"/>

All three parties listed below need to sign below to confirm that the trainee has met the Competencies of the Module. Please sign off below in the table.

The candidate's has met the standard required in demonstrating these competencies in the workplace.		YES <input type="checkbox"/>	NO <input type="checkbox"/>
	Name:	Signature	Date.
Employers Name			
Candidate's Name			

Office Use only: The Candidate has met the academic (knowledge) requirements of the module:		Office Use only: Competent <input type="checkbox"/> Date of completion/...../ 200.....	
Comments/ Observations/ Future direction:			
Not yet Competent <input type="checkbox"/>/...../ 2.....			
	Name:	Signature	Date.
Assessor Name			