

Recognition of Prior Learning (RPL) Pack

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| Competency Unit | BSBWOR401A Establish effective workplace relationships | | | |
| Unit Descriptor | This unit of competency This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and team members. At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others. | | | |
| Client Candidate Name | Third Party Employer Representative Name | RTO Assessor Name | | |
| Signature | Signature | Signature | | |
| Date | Date | Date | | |
| Supplementary evidence has been provided for this unit <input type="checkbox"/> | | Supervisor <input type="checkbox"/> | Client <input type="checkbox"/> | Colleague <input type="checkbox"/> |
| | | | Supplementary evidence has been verified and attached for this unit <input type="checkbox"/> | |

Skills and Attitudes Assessment

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| How am I going to be assessed and what do I need to provide my assessor? | <p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to appropriate documentation and resources normally used in the workplace. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: demonstration of techniques in managing poor performance and communicating effectively; direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; observation of performance in role plays; observation of presentations; oral or written questioning to assess knowledge of relevant legislation; review of consultation processes implemented to encourage employees to contribute to issues related to their work; review of documentation outlining reviewing of workplace outcomes. <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p> | | | | | | Notes by Assessor | |
| | | Self Evaluation Assessment 1 | Third Party testimonial Assessment 2 | RTO Verification Assessment 3 | Task/s Verified by Candidate | Task/s Verified by Supervisor | | Task/s Verified by Assessor |
| | | Yes | No | Yes | No | Yes | No | |
| | <i>coaching and mentoring skills to provide support to colleagues</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>literacy skills to research, analyse, interpret and report information</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>relationship management and communication skills to: deal with people openly and fairly; forge effective relationships with internal and/or external people, and to develop and maintain these networks; gain the trust and confidence of colleagues; respond to unexpected demands from a range of people; use supportive and consultative processes effectively.</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>range of methods and techniques for communicating information and ideas to a range of stakeholders.....</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>range of methods and techniques for developing positive work relationships that build trust and confidence in the team.....</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>accessing and analysing information to achieve planned outcomes.....</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>techniques for resolving problems and conflicts and dealing with poor performance</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>knowledge of the theory associated with managing work relationships to achieve planned outcomes.</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>Manages a number of different tasks within the job.....</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>Responds to problems, breakdowns, changes to routine</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <i>Demonstrates a positive attitude and responsibility to work</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

RTO (Office) use only The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined Yes No

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| <p>Collect, analyse and communicate information and ideas Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance Communicate ideas and information in a manner which is appropriate and sensitive to the cultural and social diversity of the audience and any specific needs Implement consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regard to outcomes Seek and value contributions from internal and external sources in developing and refining new ideas and approaches Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required</p> | <p>Develop trust and confidence Treat all internal and external contacts with integrity, respect and empathy Use the organisation's social, ethical and business standards to develop and maintain effective relationships Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance Adjust interpersonal styles and methods to meet organisation's social and cultural environment Encourage other members of the work team to follow examples set, according to organisation's policies and procedures</p> | <p>Develop and maintain networks and relationships Use networks to identify and build relationships Use networks and other work relationships to provide identifiable benefits for the team and organisation Manage difficulties into positive outcomes Identify and analyse difficulties, and take action to rectify the situation within the requirements of the organisation and relevant legislation Guide and support colleagues to resolve work difficulties Regularly review and improve workplace outcomes in consultation with relevant personnel Manage poor work performance within the organisation's processes Manage conflict constructively within the organisation's processes</p> |
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Feedback provided to candidate: Candidate signature:

RTO (Office) use only **Assessment Outcome** *Competent* *Not yet competent* **Candidate appeals the outcome** *Yes* *No* *Initials*..... *Details of appeal:*

Knowledge Assessment

Competency Unit

BSBWOR401A Establish effective workplace relationships

I have supporting documentary evidence to demonstrate that I already attain the required knowledge for this unit and the evidence is attached

Alternatively:
For each of the following criteria, please provide an example of how you have met the requirement in the workplace. If there is insufficient space, attach additional pages. Please attach supporting evidence where possible.

Collect, analyse and communicate information and ideas (Use the following as a guide to your answer)

- **Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance**
- **Communicate ideas and information in a manner which is appropriate and sensitive to the cultural and social diversity of the audience and any specific needs**
- **Implement consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regard to outcomes**

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- **Seek and value contributions from internal and external sources in developing and refining new ideas and approaches**
- **Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required**

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Initials of Trainer/Assessor_____

Initials of Candidate_____

