

BSB50420

Diploma of Leadership & Management

# RPL Workshop

Self-Assessment Checklist & Questions



Centre for Community Welfare Training



## Acknowledgements

This work has been produced by the Centre for Community Welfare Training (CCWT) by Lesley Furneaux-Cook, Manager, Diploma of Leadership and Management.

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## Self-Assessment Information

### What is self-assessment?

Self-assessment is a way for you to decide whether you would like to continue with the Recognition process for the Diploma of Leadership & Management. Self-assessment involves you asking yourself questions and thinking about your experiences that might be relevant to the unit/s contained in the qualification.

If you determine you do not have enough relevant experiences, you can save yourself the work involved in applying and can consider the Blended Learning Pathway.

RPL is often seen as the easy way to gain a qualification. However, there is no easy way to achieve a whole Diploma. The best chance of success comes when you choose the most appropriate pathway.

## Self-Assessment Process

### STEP 1

#### Complete Self-Assessment Checklist

Complete the Self-Assessment Checklist. This can be found in Section 2. The checklist contains examples of the types of experiences and roles that may have provided you with the skills and knowledge required in the Diploma. This list contains the units in the RPL workshop. It is not exhaustive—you may have other experiences that are not mentioned here. There is also a list of the types of evidence that you could use to support your Recognition application. Consider the experiences and evidence you have and ask yourself if you have the work experience required for this qualification?

If your responses are positive, please continue with [Step 2](#)

If your responses are negative, please still complete [Step 2](#), remembering that the above considerations will impact on your final decision.

### STEP 2

#### Complete Self-Assessment Questions

Complete the Self-Assessment Questions. Please read each question and tick the rating that best describes your situation. At the end of the questions, add up the number of ticks and number of crosses and check your responses with the statements at the bottom of the Self-Assessment Questions. This will help you to decide whether you have enough appropriate experience to continue with a Recognition application.

## STEP 3

### Complete Self-Assessment LLN (Language, Literacy, Numeracy) Tool

This LLN Self-assessment Tool is designed to assess the core skills of **learning, reading, writing, oral communication** and **numeracy** as described in the Australian Core Skills Framework (ACSF). It is a quick “snapshot” of where you are in relation to the levels required in 5 areas needed to successfully gain the Diploma. This is not a test. CCWT will use this information as well as your application, Self-Assessment checklist/questions and your discussions with staff to see how we can best support you through your qualification.

## STEP 4

### Decide whether to continue with RPL

Consider your responses to the *Self-Assessment Checklist*, the outcomes of the *Self-Assessment Questions* and *Self-Assessment LLN Tool*. If they **strongly indicate** that you have the skills and knowledge for this qualification and are able to provide evidence to demonstrate this, please proceed with your application. **(GO TO STEP 5)**

Please read through this information package carefully. If you have any questions, we can provide additional information and help you with the selection process.

If the results are mixed, please email the Learning and Development Project Manager Diploma of Leadership & Management:

[lesley@acwa.asn.au](mailto:lesley@acwa.asn.au)

If the results of the *Self-Assessment Checklist*, *Self-Assessment Questions* and *Self-Assessment LLN Tool* indicate that you would have difficulty demonstrating your skills, knowledge and LLN levels for this unit, consider the Blended Learning Pathway. You can contact the Manager Diploma of Leadership & Management CCWT to discuss these options.

## STEP 5

### Apply

Complete and attach the following:

- RPL Workshop Application Form (pages 7 to 20)
- CV/resume
- Copies of qualifications and/or transcripts
- Current job description (and previous where relevant)
- Self-Assessment Checklist
- Self-Assessment Questions
- Self-Assessment LLN Tool

# Self-Assessment Checklist

## This is STEP 1

This is a guide to experiences you may have had that would give you the required skills and knowledge for this qualification.

### Please tick the boxes that relate to your experience:

- Coordinating specific programs or projects within community service organisations
- Supervising a small number of lower classified workers or volunteers
- Experience as a first-line manager working under the supervision of a service or centre manager who has overall responsibility for the service
- Resolving problems and issues in the workplace within organisational guidelines
- Other

### Please tick the boxes which are (or sound similar) to job roles you have had:

- Assistant Manager
- Care Coordinator
- Coordinator
- House Coordinator
- Local Area Coordinator
- Program Coordinator
- Program/Project Manager
- Project Officer
- Respite Coordinator
- Shift Supervisor
- Supervisor
- Team Leader
- Unit Coordinator
- Unit Manager
- Volunteer Coordinator
- Other (please list)

**Please tick the boxes, which relate to evidence you can use:**

- A current resume/CV
- Job description
- Certificates/transcripts listing same/similar units completed within the last 5 years
- Certificates of Attendance/Participation for training or workshops you have attended within the last 3 years
- Any other workplace document you think relevant

## Self-Assessment Questions

### This is STEP 2

In this section, you will be asked a few questions relating to each unit within the Diploma of Leadership & Management. These questions are designed to help you determine your decision to undertake the Diploma RPL Workshop.

Next to each question, you will be asked to tick either of the options:

**Regularly**  
**Sometimes**  
**Never**

If you tick “**Regularly**” for more than half the questions, then you should consider undertaking the Recognition process.

If you tick “**Sometimes**” for more than half the questions, then you should contact the Learning and Development Project Manager for the Diploma of Management at [lesley@acwa.asn.au](mailto:lesley@acwa.asn.au) to discuss this further.

If you tick “**Never**” for more than half the questions, then you should consider an alternative learning pathway (such as attending the workshops at CCWT). You may also email the Manager, Diploma of Leadership & Management at [lesley@acwa.asn.au](mailto:lesley@acwa.asn.au) to discuss this further.

A “**Totals**” section is provided at the bottom of each page and on the last page to assist you with this process.

**UNIT BSBPEF501**

**Manage personal and professional development**

This unit requires you to demonstrate that you can manage your own performance and professional development opportunities and those of others, with a particular emphasis on setting and meeting priorities, analysing information, and using a range of strategies to develop further compliance.

Evidence of the following is essential:

- Personal development plan with career objectives and an action plan
- Assessing others work goals and providing support

		Regularly	Sometimes	Never
1	Do you participate in professional development activities to address needs and priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you seek feedback from others on your development needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you support others to develop work goals and plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you assess others work goals, so they align with those of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you use technology to manage team/work priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do you aim to achieve a balance between work and life activities for yourself and others in your team/work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/6	Sometimes	/6	Never	/6
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## UNIT BSBLDR522

### Manage people performance

This unit requires you to demonstrate that you can establish and maintain systems to manage the performance of staff who report directly to you. This includes allocating work, development of key performance indicators, coaching and feedback and termination procedures.

Evidence of the following is essential:

- Allocate work after consultation with relevant personnel and available resources
- Understand and apply performance management systems including KPIs
- Techniques in providing feedback and coaching for improvement in performance
- Knowledge of relevant legislation

		Regularly	Sometimes	Never
1	Do you allocate work according to organisational needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you conduct performance appraisals or other performance management interviews with your staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you have established systems for monitoring the work performance of your staff, and do you implement these?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you provide coaching and other support to your staff to improve their work skills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you carry out poor work performance and termination procedures with staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/5	Sometimes	/5	Never	/5
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## UNIT BSBTWK502

### Manage team effectiveness

This unit requires you to take a leadership role in the development of team plans, leading and facilitating teamwork and liaising between your team and management of the organisation.

Evidence of the following is essential:

- A range of techniques that can be used to build work teams, strengthen communications in the team and resolve conflict
- Methods for engaging with stakeholders and obtaining advice from outside the work team, to ensure team is focused and on track

		Regularly	Sometimes	Never
1	Do you develop and then implement a work plan for your team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you develop strategies to ensure that team members have input into planning, decision-making and operational aspects of their work team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you provide feedback to team members to encourage, value and reward contributions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you deal with any unresolved issues, concerns and problems that are raised by your team, or about your team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/5	Sometimes	/5	Never	/5
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## UNIT BSBCMM511

### Communicate with influence

This unit requires you to demonstrate skills and knowledge required to present and negotiate persuasively, lead, and participate in meetings and make presentations to customers, clients and other key stakeholders.

Evidence of the following is essential:

- Participate in and lead at least two meetings which demonstrates your ability to listen effectively, present reliable information and answer questions clearly and concisely
- Prepare and make a presentation to two different groups which demonstrates adaptability in meeting different audience needs

		Regularly	Sometimes	Never
1	Do you identify information needs of audience and prepare a position in line with purpose of communication?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you identify and document potential issues and problems as raised by stakeholders and prepare your supporting arguments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you conduct meetings and contribute to discussions while seeking consensus on meeting objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you consider a range of communication channels for a presentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you make presentations that reflect the tone, structure, style of communication of your target audience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do you provide an opportunity for audience to ask questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Do you evaluate your presentation and identify areas for improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/7	Sometimes	/7	Never	/7
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## UNIT BSBOPS502

### Manage business operational plans

This unit requires you to demonstrate the skills and knowledge necessary to develop and monitor the implementation of operational plans to support efficient and effective workplace practices and organisational productivity. You also need to be able to show that your operational plan supports the organisation's required outcomes.

Evidence of the following is essential:

- Management of an operational plan for at least one business or work area
- Understanding of all the elements of an operational plan including consultation, resource allocation, budgeting, contingency plans, KPIs and monitoring processes

		Regularly	Sometimes	Never
1	Are you responsible for the development of an operational plan for your section or team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you include the development of key performance indicators to measure performance in your operational plan(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you develop contingency plans and implement when necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you monitor and review performance systems and processes to assess progress in achieving targets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you analyse and interpret budget and actual financial information to monitor and review profit and productivity performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do you implement strategies to improve areas of under performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/6	Sometimes	/6	Never	/6
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## UNIT BSBSTR502

### Facilitate continuous improvement

This unit requires you to demonstrate how you lead and manage continuous improvement processes, with a particular emphasis on the development of systems and the analysis of information to monitor and adjust performance strategies and to manage opportunities for further improvements.

Evidence of the following is essential:

- Leadership and management of continuous improvement systems and processes for at least one organisation or work area
- Ability to address organisational sustainability requirements
- Incorporation of mentoring, coaching and other support to enable individuals to participate in continuous improvement processes

		Regularly	Sometimes	Never
1	Do you identify and define improvement needs & opportunities for the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you develop strategies for consultation in Continuous Improvement (CI) and encourage team members to participate in the decision-making process and their feedback captured in the ongoing implementation of the improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you establish systems to monitor the progress of the CI process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you support and coach individuals and team members to assist in the implementation of the CI process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you evaluate the outcomes of the CI process, seek feedback from stakeholders and record your findings in your organisation's systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/5	Sometimes	/5	Never	/5
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## UNIT BSBCRT511

### Develop critical thinking in others

This unit describes the skills and knowledge required to develop critical and creative thinking skills in others within a workplace context.

Evidence of the following is essential:

- Develop an environment for an organisation or work area that supports the application of critical and creative thinking methods
- Understand models of critical and creative thinking relevant to your organisation
- Leading a team and individuals to develop their own critical & creative thinking skills

		Regularly	Sometimes	Never
1	Do you identify individual and team knowledge gaps and facilitate formal and informal learning opportunities for addressing identified gaps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you develop processes that create a safe environment for critical and creative thinking approaches?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you facilitate opportunities for team members to apply critical thinking skills to workplace problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you identify additional support required for teams and individuals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you develop recommendations for improvements in future learning arrangements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/5	Sometimes	/5	Never	/5
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**UNIT BSBPEF502**

**Develop and use emotional intelligence**

This unit describes the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness, and relationship management in the workplace.

Evidence of the following is essential:

- Demonstrate emotional intelligence in relation to at least two different work tasks
- Promote development of emotional intelligence in others on at least one occasion

		Regularly	Sometimes	Never
1	Are you aware of your own emotional strengths and weaknesses and their impact on others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you identify and manage your personal stressors and triggers in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you respond to the emotional states of co-workers and assess their emotional cues that demonstrates your flexibility and adaptability in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you consult with others to identify improvement areas for your own emotional intelligence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you create opportunities for others to express their thoughts and feelings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Do you encourage a positive emotional climate in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/6	Sometimes	/6	Never	/6
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**UNIT BSBLDR523**

**Lead and manage effective workplace relationships**

This unit requires you to be able to establish and manage processes and procedures that support workplace relationships.

Evidence of the following is essential:

- Implement processes to manage ideas and information on at least two occasions, including: consulting with others to achieve work responsibilities
- Develop and implement processes and systems to manage difficulties on at least two occasions, including identifying, planning, and resolving conflicts

		Regularly	Sometimes	Never
1	Do you ensure that there are consultation processes for workers to contribute to their work roles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you develop processes for conflict management in line with your organisation's processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you collaborate with and support your team to perform work tasks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you identify and address issues in workplace relationships according to processes established?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do you understand legislation relevant to managing effective workplace relationships?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/5	Sometimes	/5	Never	/5
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## UNIT CHCMGT005

### Facilitate workplace debriefing and support processes

This unit describes the skills and knowledge required to monitor and support workers. This includes implementing support processes to manage stress and emotional wellbeing of self or colleagues working in varied health and community service contexts. It also involves facilitating structured debriefing sessions to colleagues following incidents with the potential to impact on health and wellbeing.

		Regularly	Sometimes	Never
1	Do you monitor stress and emotional wellbeing of colleagues, and where issues arise, take appropriate action?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Do you plan, prepare and conduct debriefing in line with organisation standards and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do you identify indicators of risk to self or others and respond according to the degree and nature of the risk?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you identify and promptly respond to colleagues needing additional support and refer in accordance with organisation guidelines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>TOTALS</b>	Regularly	/4	Sometimes	/4	Never	/4
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Add your totals here for the whole Diploma via RPL workshop:

UNIT	Regularly	Sometimes	Never
BSBPEF501			
BSBLDR522			
BSBTWK502			
BSBCMM511			
BSBOPS502			
BSBSTR502			
BSBCRT511			
BSBPEF502			
BSBLDR523			
CHCMGT005			
TOTAL			

To complete the Diploma of Leadership & Management RPL workshop, you need to demonstrate your competency for the 10 units listed above. If you have most of your responses in the **Regularly** and **Sometimes** categories, you may be able to achieve RPL in these units of competency. Download the RPL Workshop Application Pack, complete and send to CCWT. We will then contact you regarding your remaining 2 units.

If you require further information regarding this process, please contact the Leadership Manager on: [lesley@acwa.asn.au](mailto:lesley@acwa.asn.au)

# Self-Assessment LLN Tool

## This is STEP 3

In this section, you will be asked a few questions relating to each unit within the Diploma of Leadership & Management. These questions are designed to help you determine your decision to undertake the Diploma RPL Workshop.

### Instructions:

There are 3 tasks for you to complete. Please read each description and instructions carefully and attach your answers. If you have any questions, please do not hesitate to contact a CCWT Learning and Development Project Manager.

### Task 1 (Writing and Learning)

Recommended length: 100-150 words

Format: typed

Use paragraphs, correct spelling and grammar (i.e., no dot points)

Tell us about the reasons why you have decided to undertake this qualification. Include in your response: what are your expectations, how will it positively impact your organisation/client delivery.

### Task 2 (Reading and Learning)

The link below relates to an article on Teams. It is a topic that is part of the RPL workshop.

Recommended length: 100-150 in total

Format: Typed

Use paragraphs, correct spelling and grammar (i.e., no dot points)

Click on the link, read the article and respond to the following questions

[http://www.mindtools.com/pages/article/newLDR\\_86.htm](http://www.mindtools.com/pages/article/newLDR_86.htm)

1. Considering your current team, what stage according to Tuckman, would best describe it and why?
2. In your experience how do you best keep motivation within the whole team?

### Task 3 (Numeracy)

Purpose of Task: This task requires you to interpret numerical information.  
Review the scenario below and respond to the questions that follow.

#### Scenario: Evaluate success of training program

Six months ago, your organisation conducted a training program on customer service skills for 186 employees. You recently conducted a survey of employees who participated in this program to find out how many completed the work-based assessment tasks. The survey results are displayed in the chart on the next page.

Assessment Progress	TOTAL	%
Employees who completed work-based tasks	130	
Too busy at work	6	
On break or extended leave	2	
Awaiting sign-off by Manager	2	
Has not made it a priority	22	
Did not respond to survey	24	
<b>TOTAL</b>	<b>186</b>	

1. What percentage of employees completed the work-based tasks?

2. How many employees have not completed the work-based tasks?

LLN Tools adapted from [http://www.precisionconsultancy.com.au/acs\\_framework](http://www.precisionconsultancy.com.au/acs_framework)

## Deciding to continue with RPL

### This is STEP 4

Consider your responses to the *Self-Assessment Checklist*, the outcomes of the *Self-Assessment Questions* and *Self-Assessment LLN Tool*. If they **strongly indicate** that you have the skills and knowledge for this qualification and can provide evidence to demonstrate this, please proceed with your application. (**GO TO STEP 5**)

Please read through this information package carefully. If you have any questions, we can provide additional information and help you with the selection process.

If the **results are mixed** or if you are unsure about your responses or what the questions mean, please discuss this with the Leadership Manager at CCWT on 89749824 or email:

[lesley@acwa.asn.au](mailto:lesley@acwa.asn.au)

If the results of the *Self-Assessment Checklist*, *Self-Assessment Questions* and *Self-Assessment LLN Tool* indicate that you would have difficulty demonstrating your skills, knowledge and LLN levels for this unit, you will need to consider an alternative training pathway, rather than the Recognition pathway. You can contact the Leadership Manager to discuss these options.

## Apply

### This is STEP 5

Complete the RPL Workshop Application Form and attach the following:

- CV/resume
- Copies of qualifications and/or transcripts
- Current job description (and previous where relevant)
- Self-Assessment Checklist
- Self-Assessment Questions
- Self- Assessment LLN Tool

### What happens next?

An assessor at CCWT will review:

- the evidence you have attached
- your Self-Assessment Checklist, Questions & LLN Tool

**CCWT will contact you to discuss your next step!**