



AUSTRALIAN COLLEGE OF
SPORT & FITNESS



RPL Candidate Guide

SIS50115 Diploma of Sport and Recreation Management - GENERAL

Recognition of Prior Learning (RPL) and Course Credit (CT) Candidate Guide

Qualifications

- Diploma of Sport and Recreation Management

A guide to recognition of prior learning for fitness professionals

'This is a modified document based on materials prepared by Innovation and Business Skills Australia Ltd, the original of which can be found on the IBSA website <http://www.ibsa.org.au>.'

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Introduction

Australia's fitness industry is recognised at home and abroad for its competitive, passionate and motivating group training and personal instruction. The backbone of this vibrant industry is the wide range of access to fitness activities, indoors and outdoors, no matter where you are in the country and the benefits fitness provides to healthy lifestyles.

National qualifications and skill sets in the fitness sector ensures skills and knowledge is formally recognised at a national level.

They do this by undertaking what is called recognition of prior learning (RPL) – a process that involves producing evidence of the skills and knowledge they already have, so that registered training organisations (RTOs) offering national qualifications can determine where they are equivalent to what is being taught.

Credit Transfer (CT) is also offered for units of competency that have been successfully completed at any RTO.

The aim of this guide is to help experienced sport and fitness professionals put together the evidence they need to apply for RPL and CT to be awarded a Statement of Attainment for the units outlined below in:

- Diploma of Sport and Recreation Management.

These units of competency from BSB Business Services Training Package, HLT Health Training Package and SIS Sport, Fitness and Recreation Training Package meet industry requirements for providing fitness training to individuals in a gym setting or community environment.

Candidates may be awarded RPL/CT for individual units of competency, complete modules or full qualifications. Candidates must be aware that some modules are delivered holistically, and as such, RPL of partial modules may not always be possible.

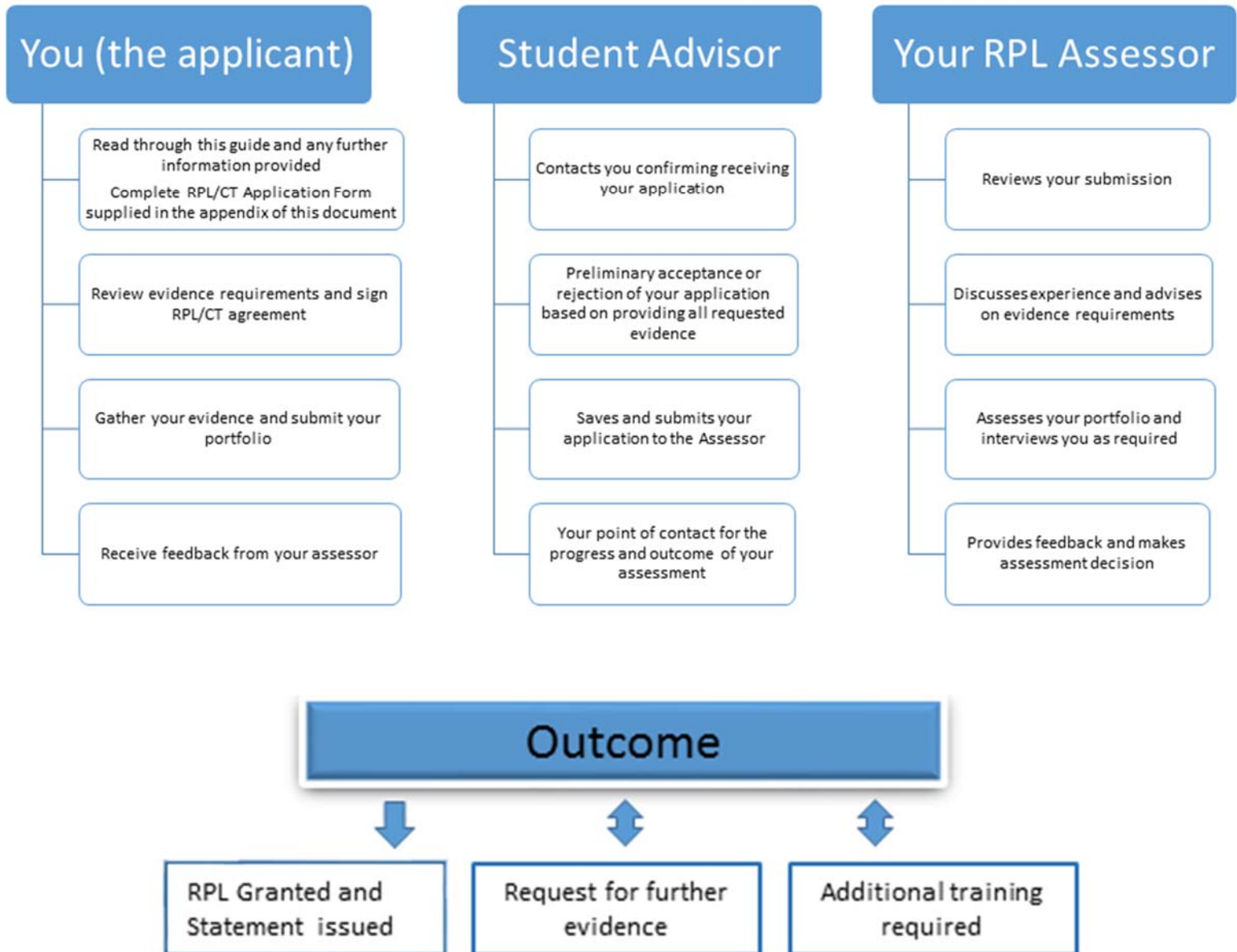
Modules and Units of Competency

The following tables show a list of the units of competency as they are delivered in modules in each qualification.

SIS50115 Diploma of Sport and Recreation Management

Unit Code	Unit of Competency Name
AHCBUS506A	Develop and review a business plan
BSBFIM601	Manage finances
BSBHRM405	Support the recruitment, selection and induction of staff
BSBLDR502	Lead and Manage effective workplace relationships
BSBMGT517	Manage operational plan
BSBMKG523	Design and develop an integrated marketing communications plan
BSBPMG522	Undertake project work
BSBRSK501	Manage risk
HLTWHS004	Manage work health and safety
SISXCCS002	Coordinate client service activities
SISXIND003	Maintain legal knowledge for organisational governance
SISXIND007	Develop and implement participation strategies
SISXMG001	Develop and maintain stakeholder relationships
BSBFIM501	Manage budgets and financial plans
BSBMGT502	Manage people performance
BSBMKG514	Implement and monitor marketing activities
SISXFAC004	Coordinate facility and equipment acquisition and maintenance
SISXFAC005	Manage stock supply and purchase
SISXIND006	Conduct sport, fitness and recreation events
SITXMPR006	Obtain and manage sponsorship

The RPL and CT Process



How to Submit an RPL/CT Application

Course Credit Procedure

1. Complete the RPL/CT Application Form in [Appendix 5 – RPL and CT Application Form](#).
2. Collate your evidence to support your application, using this guide to assist you.
3. Submit the Application Form and evidence via email. All evidence must be scanned as per scanning requirements below.
4. The initial application fee will be processed upon receiving your application as per your payment details on the application form.
5. Your application will then be assessed based on the evidence submitted. If the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency, the assessor may request further evidence. Further training may also be required.
6. The student will be advised of the outcome of the application via email.
7. The outcome will include a summary of relevant fees payable based on the number of modules/UOCs successfully exempted and the requirements for further assessment. These fees must be paid before the RPL assessment can be proceed further.
8. The student must sign their outcome agreement.
9. The student record will be updated according to the outcome of the application.
10. If the student does not agree with the outcome of the application, the student has the right to appeal using ALG's appeals process.

Document and Scanning Requirements

Please attach scanned copies of academic transcripts, course outlines, diplomas, degrees or other certifications. All documents must be in English. Translated documents must be from an authorised translation service.

Requirements of scanned documents:

- Documents must be scanned from the original documents. Scans from a photocopy or a faxed copy are not acceptable
- Documents must be scanned in colour
- Applicants must ensure no portion of the document is missing (look out for page numbers)
- Documents must be scanned at the original size. If the document is larger than A4 then the document should be scanned in A4 sized portions without size reduction
- If the document has markings or text on both sides e.g. a registration number then both sides must be scanned
- File size of any single document should not exceed 3MB
- ALG reserves the right to view original versions, conduct authenticity checks, of any scanned documents which accompany your application at any stage of the process.

Tips for Application

- Details must be provided, not just certificates or transcripts. Unless you provide certificates from another registered training organisation, certificates do not contain the detail needed to assess your training. Please provide detailed content of the studies you have undertaken and your experience.
- Details need to include hours of study for each unit and date/year studied
- Current competency – this requires that your skills have been used in the last 2-3 years. If you have studied more than 4+ years ago, you must provide evidence of current competency i.e. you have been working in that field and your skills are still current.
- Allow a minimum of 10 working days needed to review documents
- Review the competency list provided – and outline where your training covers these areas.

Fees

A non-refundable administration fee of \$85 per course will apply when you lodge your application.

The RPL fee payable will be determined by the assessment requirements, training requirements and the number of modules or units exempted.

The purpose of RPL is to reduce the time and/or cost associated with training. Your RPL fee will never exceed the cost of the course.

RPL fees must be agreed upon and paid prior to the finalisation of the RPL process.

Evidence

In applying for RPL/CT, you will be assessed against the requirements of the units listed in the relevant qualification as outlined previously. [Appendix 1 – Sample Unit of Competency - SISXCCS003 Address client needs](#) contains a copy of one of these units. You may wish to access www.training.gov.au and search for every unit in the qualification to assist you with your submission. Alternatively, use the table below as a basis for collecting evidence, your RPL assessor will also guide you in this regard.

After submitting your application, the RTO may require a meeting with you to discuss your experience and to advise on the most appropriate evidence for you to present in light of your experience and particular circumstances. This will be summarised in the RPL/CT agreement mentioned in the above diagram.

Generally speaking, most requirements can be covered through two types of evidence.

1. Authenticated documentation.
2. Videos of you teaching classes. If the RTO happens to be nearby, you may be able to arrange for the assessor to observe you teaching classes. This would eliminate the need for video recordings.

This evidence will be supplemented by:

- information about your experience in a fitness and sport environment supplied on the RPL application form you submit to the RTO (e.g. a copy of your resume)
- how you respond to questions the assessor asks during interviews

Approach the RPL process as you would a job interview. In that situation you submit documentation, such as:

- your application, which addresses selection criteria
- your resume
- copies of your qualifications including transcripts
- examples of work you have done
- references from current and previous employers

The information you provide at the application stage may be enough to grant RPL. For example, if you have previously studied the same unit of competency. A student who holds a valid first aid certificate would not be required to undergo an interview and there would be no need to provide further evidence in this case.

Your RPL assessor may request an interview by phone or in person if required. This will involve answering questions about aspects of the job. This is your opportunity to expand on what you submitted in written form. The interviewer may also discuss other types of evidence that must be submitted to satisfy RPL assessment.

Key Principles of Evidence

The standards under which RTOs operate are very specific about the types of evidence that must be submitted to support your assessment. Evidence must satisfy ALL of the following points:

Evidence must be:

valid	<ul style="list-style-type: none"> • directly related to the unit of competency
sufficient	<ul style="list-style-type: none"> • covers everything in the unit of competency • shows competency over a period of time • shows competency in different contexts
current	<ul style="list-style-type: none"> • relates to experience in the past two to three years
authentic	<ul style="list-style-type: none"> • can be clearly identified as evidence of your own competence.

Remember: your assessor must be satisfied that your evidence satisfies each of the key principles of evidence. If it does not, your assessor will ask for further evidence or will be unable to grant the RPL.

A range of documentation developed by the candidate may be used to show evidence of requirements. It is important to remember that to satisfy the rules of evidence, more than one piece of evidence may be required to demonstrate competency.

Below is a list of the types of evidence that can be used, but this is by no means exhaustive:

- Third-party verification that documentation was developed by the candidate
- Response to questions during an assessor interview (phone, skype or in person)
- References (written or verbal) from current and/or previous employers
- Resources developed by the candidate and verified by a third party
- Observation of the candidate undergoing practical tasks (video or direct)
- Verification by third party that the candidate has undergone practical tasks or displayed relevant knowledge
- Documented self, peer or employer evaluations of candidate's performance
- Evaluation sheets completed by clients or third parties
- A Statement of Attainment for a unit that has been obtained through having completed an accredited course in the past two or three years
- Outlines, reports, documentation, programs or sessions that have been completed by the candidate.

[Appendix 3 – RPL Evidence Samples – Diploma of Sport and Recreation Management](#) has been developed to provide guidance on the types of evidence that may satisfy your RPL request. Any evidence must be assessed against the performance criteria, performance evidence, knowledge evidence and assessment conditions of the unit.

Assessor interview

An interview may be conducted in person or by phone if required. In an interview, your assessor will be checking that you have the underpinning knowledge required by the units of competency. The good news is that many of the knowledge requirements are repeated across units.

Prior to meeting with your assessor, read through the required knowledge section of each unit of competency, as well as the elements and performance criteria and associated range statement. This will give you a clear picture of the underpinning knowledge required. Since your assessor will already have your documentary and video evidence, you may find questions that relate to those sections as well.

[Appendix 4 – Sample Interview Questions – Diploma of Sport and Recreation Management](#) shows sample questions that you can expect in the interview.

The RPL agreement

Once you have submitted your application and your first round of evidence, your assessor will provide you with a simple agreement that states:

- the supplementary evidence candidates must provide
- the timeframe for submitting evidence
- arrangements for the assessor interview (if needed) and other activities, such as video submission
- contact details for people who can authenticate documentary evidence that candidates provide
- cost to the candidate.

The Assessment Decision

Your assessor will make an assessment decision based on the evidence that you have provided. That decision may be:

1. Full RPL for the entire qualification (Statement of attainment issued)
2. Partial RPL for modules or units of competency within a qualification (Statement of attainment issued)
3. Request further information
4. Request further training
5. Require challenge tests to be completed

Right to Appeal

As with all assessment decisions, students have the right to appeal the assessment decision. The process for appeal is documented in the Student Handbook.

Reasonable adjustment

Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a special need. A reasonable adjustment can be as simple as changing a written exam question to a question that is asked orally, or providing additional time for completion.

Reasonable adjustment must NOT affect the rigour or intent of the requirements of a unit of competency. For instance, if a unit requires students to complete a form, it would not be 'reasonable' to have them respond orally. Your RPL assessor will reasonably adjust any assessment where possible if you inform them of a special need to do so.

Outcome of Application

This process to identify whether there will be any credit given to the selected course/s will be completed within 10 working days.

If credit is given, a course credit document will be issued stating the components within the course that the student is exempt from completing.

If no credit is given, the candidate will be provided with information as to why the application was unsuccessful and advise the next steps to gaining the qualification.

Appendix 1 – Sample Unit of Competency - SISXCCS003 Address client needs

SISXCCS003 Address client needs

Modification History

Release	Comments
<i>Not Applicable.</i>	

Application

This unit describes the performance outcomes, skills and knowledge required to manage ongoing and sometimes complex relationships with clients. It requires the ability to match client services to client needs and to be familiar with service provision options that can be negotiated with the client and customised to meet their needs.

This unit applies to individuals who work in a client service delivery role such as program developers and coordinators, competition organisers, trip leaders, after-school or holiday-care coordinators, logistics coordinators and sports trainers in work environments such as community recreation centres, aquatics centres and camps.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Competency Field

Client and Customer Service.

Unit Sector

Cross-Sector.

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify client needs.	1.1 Establish rapport with clients. 1.2 Identify and confirm client needs, expectations and preferences. 1.3 Explain available services to client using appropriate communication strategies.
2. Recommend services.	2.1 Develop and maintain knowledge of client services. 2.2 Research and compare other relevant available services. 2.3 Match client needs to available services and respond to client queries and requests. 2.4 Identify gaps in service provision in relation to client needs. 2.5 Recommend alternative services when needs cannot be met.
3. Customise services.	3.1 Assist client to evaluate service options according to their needs. 3.2 Determine and prioritise preferred service option. 3.3 Identify potential areas of difficulty in client service delivery and take action to meet needs. 3.4 Develop customised solutions specific to customer requirements.

	3.5 Negotiate and confirm solutions with client.
4. Confirm services.	4.1 Complete documentation as required according to organisational policies and procedures. 4.2 Refer client to appropriate personnel and follow up to ensure satisfaction with service provision.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skills	Description
Reading skills to:	Interpret documentation in relation to service delivery.
Problem-solving skills to	Negotiate modifications and solutions to address specific client needs.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide professional and personalised client services within commercial time constraints and designated response times that meet client expectations in relation to at least three of the following:
 - general assistance
 - special requests
 - fitness programs
 - recreational activities
 - aquatics based programs
 - sport based programs
- communicate with customers from each of the following categories in providing a total client service experience:
 - different ages
 - different social and cultural backgrounds
 - special needs
- negotiate with client to address any areas where clients are experiencing difficulties or concerns
- customise services to the individual's needs.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- relevant legislation related to customer service:
 - consumer law
 - equal opportunity
 - work health and safety/occupational health and safety
 - promotions
- organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints:
 - communication protocols
 - complaint procedures
 - customer service procedures
 - reporting procedures
 - personal presentation
 - privacy
 - record keeping procedures
- detailed product knowledge to recommend customised solutions to meet client needs
- services offered by other providers to make recommendations to clients when their needs cannot be met
- principles and benefits of enhanced customer service experiences and positive communication
- techniques to anticipate customer preferences, needs and expectations throughout the service experience
- methods for enhancing service delivery in response to staff and customer feedback
- conflict resolution strategies to enable safe and satisfactory delivery of client service and resolution of complaints
- the specific industry sector:
 - professional service standards and protocols for service industry personnel
 - attitudes and attributes expected by the service industries to work with customers
 - different customer service needs and expectations
 - the particular organisation:
 - designated response times for providing service and resolving complaints
 - customer service policies and procedures, including those for complaint handling
 - promotional services offered.

Assessment Conditions

Skills must be demonstrated in:

- a client service delivery environment. This can be a workplace or simulated environment.

Assessment must ensure use of:

- documentation related to service provision and organisational policies and procedures for customer service:
- staff codes of behaviour
- documentation requirements
- quality systems, standards and guidelines
- customer service and feedback requirements
- clients with whom the individual can interact; these can be:
 - clients in an industry workplace who are assisted by the individual during the assessment process or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Unit Mapping Information

SISXCCS404A

Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>

Appendix 2 – Sample RPL and CT Agreement and Outcome Letter

Candidate's Name:			
Assessor's Name:			
RPL fee payable			
Qualification/ Units of Competency assessed	<Qualification or units>		
Evidence Provided			
Assessment decision by unit	SISFFIT523A	Deliver prescribed exercise to clients with cardiorespiratory conditions	FE
	SISFFIT524A	Deliver prescribed exercise to clients with metabolic conditions	FE
	SISFFIT525A	Advise on injury prevention and management	FE
	SISFFIT526A	Deliver prescribed exercise to clients with musculoskeletal conditions	FE
	SISFFIT527A	Undertake health promotion activities to decrease risk factors and prevent chronic disease	FE
	SISFFIT528A	Apply research findings to exercise management strategies	FE
	SISXCCS404A	Address Client Needs	RPL
	SISXIND405A	Conduct projects	RPL
	HLTAID006	Provide advanced first aid	NA
	SISXCCS403A	Determine Needs of client populations	RPL
	SISINDX406A	Manage Projects	CT
	SISFFIT314A	Plan and Deliver Exercise to Older Adults with managed conditions	RPL
	SISXFAC409A	Plan and provide sport, fitness and recreation services	CT
	CT = credit transfer RPL = Recognition of Prior Learning FE = Further evidence required GP = Gap training N = Not part of application		
Further evidence to be submitted	<specify exact detail of what the candidate must provide>		
Names and contact details for those who can authenticate documentation	Name and position: Company: Contact details:		
Assessor's signature:		Date:	
The candidate has been supplied with the following information:	<input type="checkbox"/> Explanation of the RPL assessment process <input type="checkbox"/> List of relevant UOCs <input type="checkbox"/> An explanation of the evidence to be submitted <input type="checkbox"/> An explanation of the right to appeal the final assessment decision <input type="checkbox"/> The availability of reasonable adjustment for special needs if required		
By signing this agreement, you are agreeing that you have been provided with the information above and that you agree to pay the specified fee before the final RPL assessment commences.			
Candidate's signature:		Date:	

Appendix 3 – RPL Evidence Samples – Diploma of Sport and Recreation Management

A range of documentation developed by the candidate may be used to show evidence of requirements. It is important to remember that to satisfy the rules of evidence, a range of evidence may be required to demonstrate competency.

Below is a list of the types of evidence that can be used, but this is by no means exhaustive:

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- Verification by third party that the candidate has undergone practical tasks or displayed relevant knowledge
- Documented self, peer or employer evaluations of candidate's performance
- Evaluation sheets completed by clients or third parties
- A Statement of Attainment for a unit that has been obtained through having completed an accredited course in the past two or three years
- Outlines, reports, documentation, programs or sessions that have been completed by the candidate.

Please note, the below list is not exhaustive and any evidence must be assessed against the performance criteria, performance evidence, knowledge evidence and assessment conditions of the unit.

Unit Name	Appropriate evidence for the unit
BSBADM502B Manage meetings	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate's involvement meeting management such as agendas, minutes or schedules written by the candidate. • Third-party verification of the ability to manage meetings. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers
BSBRK502 Manage organisational risks	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate's involvement in risk management such as completed action plans to treat risks, personally developed risk management procedures and policies. • Third-party verification of the ability to develop and implement treatment plans for own area of responsibility, maintain risk management documentation. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers
BSBRKG502B Manage and monitor business or record systems	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate's involvement in managing and monitoring business or record systems. • Third-party verification of the ability to develop and implement systems for own area of responsibility, maintain management documentation.

	<ul style="list-style-type: none"> • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers
<p>BSBMKG502B Establish and adjust the marketing mix</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s involvement in developing , implementing and evaluating marketing strategies. • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Evaluate each component of the marketing mix ▪ Evaluate customer base and culturally appropriate strategies ▪ Determine marketing mix and strategies ▪ Monitor and evaluate mix, adjusting where required ▪ References (written or verbal) from current and/or previous employers ▪ Response to questions during assessor interview
<p>BSBMKG501B Identify and evaluate marketing opportunities</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s involvement in developing, implementing and evaluating marketing opportunities. • A marketing plan that has been verified as the candidates own work • Third-party verification of the ability to coordinate personnel, and modify activities in relation to trends. <ul style="list-style-type: none"> • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview
<p>BSBFIM501 Manage budgets and financial plans</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s involvement in developing, implementing and evaluating financial plans and documentation. • A financial plan that has been verified as the candidates own work • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Use financial skills to clarify plans, negotiate changes and disseminate information ▪ Prepare implement and modify financial contingency plans ▪ Monitor expenditure and control costs ▪ Support and monitor team members ▪ Report on budget and expenditure ▪ Review and make recommendations for improvements ▪ Meet record keeping requirements for the ATO ▪ References (written or verbal) from current and/or previous employers ▪ Response to questions during assessor interview
<p>BSBFIM601 Manage finances</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s involvement in developing, implementing and evaluating financial plans and documentation. • A financial plan that has been verified as the candidates own work • Third-party verification of the ability to:

	<ul style="list-style-type: none"> ▪ Use financial skills to clarify plans, negotiate changes and disseminate information ▪ Prepare implement and modify financial contingency plans ▪ Monitor expenditure and control costs ▪ Support and monitor team members ▪ Report on budget and expenditure ▪ Review and make recommendations for improvements ▪ Meet record keeping requirements for the ATO ▪ References (written or verbal) from current and/or previous employers ▪ Response to questions during assessor interview
<p>BSBHRM405A Support the recruitment, selection and induction of staff</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing and implementing the recruitment and selection of staff. • A job description, ad and selection criteria which is verified as the candidates own work. • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview • Third-party verification of the ability to: <ul style="list-style-type: none"> Plan, prepare and manage recruitment Plan for and conduct interviews Manage induction processes
<p>BSBMKG608A Develop organisational marketing objectives</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing , implementing and evaluating marketing plans. • A marketing plan that has been verified as the candidates own work • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Determine marketing objectives ▪ Evaluate customer base and culturally appropriate strategies ▪ Determine marketing mix and strategies ▪ Monitor and evaluate plans ▪ Research and monitor • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview
<p>BSBMKG609A Develop a marketing plan</p>	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing , implementing and evaluating marketing plans. • A marketing plan that has been verified as the candidates own work • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Determine marketing objectives ▪ Evaluate customer base and culturally appropriate strategies ▪ Determine marketing mix and strategies ▪ Monitor and evaluate plans ▪ Research and monitor • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview

SITXHRM402 Lead and manage people	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing and implementing performance management procedures and indicators. • Work plans. • Performance management documentation such as reviews or appraisals conducting by the candidate. • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview • Copies of job description, contracts or a letter from the director that you fulfil these duties.
BSBSMGT617 Develop and implement a business plan	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing , implementing and evaluating business plans. • A business plan that has been verified as the candidates own work • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Determine business objectives ▪ Evaluate customer base and culturally appropriate strategies ▪ Determine marketing mix and strategies ▪ Monitor and evaluate plans ▪ Research and monitor ▪ Develop risk management strategies ▪ Identify and plan WHS responsibilities ▪ References (written or verbal) from current and/or previous employers ▪ Response to questions during assessor interview
BSBMGT515A Manage operational plan	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in developing , implementing and evaluating operational plans. • An operational plan that has been verified as the candidates own work • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview • Third-party verification of the ability to: <ul style="list-style-type: none"> • Develop strategies and procedures to fully manage business operations (action, risk, quality, performance, technology) • Implement and monitor strategies and procedures (analysis, correction, review, adjustment) Record and research business improvement
SISXIND404A Promote compliance with laws and legislation	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years OR • Evidence of candidate’s involvement in risk reporting and management such as completed incident forms or risk assessments.

	<ul style="list-style-type: none"> • Third-party verification of the ability to: <ul style="list-style-type: none"> ▪ Identify and research legal requirements and risks ▪ Comply with legislation ▪ Negotiate and arrange contracts ▪ identify and evaluate control measures ▪ develop and implement treatment plans for own area or responsibility ▪ maintain risk management documentation. ▪ Response to questions during assessor interview <p>References (written or verbal) from current and/or previous employers</p>
SISXIND406A Manage projects	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s involvement in project management. • Completed project management plans. • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview • Copies of job description, contracts or a letter from the director that you fulfil these duties.
SITXMG501 Establish and conduct business relationships	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Evidence of candidate’s ability to communicate effectively with others including clients, colleagues and other stakeholders • Completed written correspondence. • Formal documentation of agreements or contracts that were negotiated by the candidate. • Feedback from colleagues or other stakeholders • References (written or verbal) from current and/or previous employers • Response to questions during assessor interview • Copies of job description, contracts or a letter from the director that you fulfil these duties.
SISXCCS003 Address client needs	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Copies of job description, contracts or a letter from your employer that you fulfil these duties. <ul style="list-style-type: none"> ▪ Provide professional and personalised service to clients ▪ Complete customer service and operational tasks including reporting and administration ▪ Work cooperatively and efficiently to solve problems or concerns ▪ Follow organisational policies • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate’s performance
SISXCCS402A Coordinate client service activities	<ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ul style="list-style-type: none"> • Copies of job description, contracts or a letter from your employer that you fulfil these duties. <ul style="list-style-type: none"> ▪ Provide professional and personalised service to clients

	<ul style="list-style-type: none"> ▪ Complete customer service and operational tasks including reporting and administration ▪ Work cooperatively and efficiently to solve problems or concerns ▪ Follow organisational policies <ul style="list-style-type: none"> • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate's performance
SISXFAC404A Coordinate facility and equipment acquisition and maintenance	<p>OR</p> <ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years • Copies of job description, contracts or a letter from your employer that you fulfil these duties. • Evidence such as project plans, maintenance documentation or contracts with suppliers that have been developed by the candidate. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate's performance
SISXFAC409 Plan and provide sport, fitness and recreation services	<p>OR</p> <ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years • Copies of job description, contracts or a letter from your employer that you fulfil these duties. • Evidence such as project plans, evaluations or marketing material for a service that the candidate has developed. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate's performance
SISXFAC506A Manage stock supply and purchase	<p>OR</p> <ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years • Copies of job description, contracts or a letter from your employer that you fulfil these duties. • Evidence such as stock policies, purchase agreements, service agreements or contracts that have been developed by the candidate. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate's performance
SITXFIN601 Manage physical assets	<p>OR</p> <ul style="list-style-type: none"> • Statement of attainment for this unit within the last 2 or 3 years • Copies of job description, contracts or a letter from your employer that you fulfil these duties. • Evidence such as maintenance reports, repair or purchase of physical assets that have been developed and/or undertaken by the candidate. • Response to questions during assessor interview • References (written or verbal) from current and/or previous employers • Documented self, peer or employer evaluations of candidate's performance

SITXMPR501 Obtain and Manage sponsorship

- Statement of attainment for this unit within the last 2 or 3 years
- OR
- Copies of job description, contracts or a letter from your employer that you fulfil these duties.
- Evidence such as sponsorship plans, agreements between sponsors, marketing material for a sponsored event or work plans which show the candidates involvement.
- Feedback from sponsors regarding sponsorship deals
- Negotiated contracts and any modifications or amendments over time
- Response to questions during assessor interview
- References (written or verbal) from current and/or previous employers
- Documented self, peer or employer evaluations of candidate's performance

Appendix 4 – Sample Interview Questions – Diploma of Sport and Recreation Management

Unit Name	Appropriate evidence for the unit
BSBADM502B Manage meetings	<ol style="list-style-type: none"> 1. Outline your involvement with meeting management such as agendas, minutes or schedules written by the candidate. 2. Describe your ability to manage meetings. 3. How would you prepare for meetings? 4. Outline how meetings are conducted. 5. What follow up is generally required after meetings conclude?
BSBRK502A Manage organisational risks	<ol style="list-style-type: none"> 1. Explain your role in identifying risks and the processes you followed to do so. 2. How do you analyse and evaluate risks 3. What are the options for treating risks? Use a specific example to show understanding 4. How did you monitor this treatment strategy? 5. Give examples of risks that you would refer to others 6. Outline a range of organisational policies you have followed in relation to risk management. 7. Provide examples of common risks within the industry. How are these effectively managed?
BSBRK502B Manage and monitor business or record systems	<ol style="list-style-type: none"> 1. Explain your role managing and monitoring systems 2. What are the requirements for record keeping in your organisation 3. Outline the process for doing so 4. How is compliance measured? 5. Outline a time that modification had to be made. How was this done? Outline general principles of record keeping.
BSBMKG502B Establish and adjust the marketing mix	<ol style="list-style-type: none"> 1. Outline your marketing experience 2. Describe the activities that would be undertaken to develop a marketing mix 3. What factors would you need to consider? 4. How would you go about determining your marketing strategies? 5. How would you monitor the effectiveness of these strategies? 6. How will you monitor customer satisfaction?
BSBMKG501B Identify and evaluate marketing opportunities	<ol style="list-style-type: none"> 1. Outline your marketing experience in determining opportunities? 2. What are the trends impacting the business and how can you capitalise on these? 3. How would you go about determining your marketing opportunities? 4. How would you monitor the effectiveness of these? 5. How will you monitor customer satisfaction?
BSBFIM501 Manage budgets and financial plans	<ol style="list-style-type: none"> 1. Outline your experience in budgeting and financial planning? 2. Outline your experience in financial contingency planning. 3. What involvement did you have in monitoring and controlling? 4. Have you reviewed budget and expenditure? 5. What are the record keeping requirements from the ATO? 6. Describe a situation in which you made recommendations for improvements to the financial processes.
BSBFIM601 Manage finances	<ol style="list-style-type: none"> 1. Outline your experience in managing finance? 2. Outline your experience in financial contingency planning. 3. What involvement did you have in monitoring and controlling?

	<ol style="list-style-type: none"> 4. Have you reviewed budget and expenditure? 5. What are the record keeping requirements from the ATO? 6. Describe a situation in which you made recommendations for improvements to the financial processes.
BSBHRM405A Support the recruitment, selection and induction of staff	<ol style="list-style-type: none"> 1. Outline your experience in staff recruitment and induction. 2. What are the key features of a job advertisement? 3. Describe the process of recruiting staff. Who would you consult in this process? 4. Why is it important to specify selection criteria? 5. What is typically involved in an induction? 6. Describe 3 pieces of legislation that are relevant to either recruitment or selection.
BSBMKG608A Develop organisational marketing objectives	<ol style="list-style-type: none"> 1. Outline your marketing experience in determining objectives 2. How do you identify strategic direction? 3. How would you review marketing performance? 4. What factors need to be considered when determining objectives? 5. What are the key legislative instruments when marketing?
BSBMKG609A Develop a marketing plan	<ol style="list-style-type: none"> 1. Outline your marketing planning experience. 2. Outline the features of the marketing plan. 3. What are the trends impacting the business and how can you capitalise on these? 4. How would you go about determining your marketing strategies? 5. How would you monitor the effectiveness of these strategies? 6. How will you monitor customer satisfaction?
SITXHRM402 Lead and manage people	<ol style="list-style-type: none"> 1. Outline your experience with managing staff. 2. Have you been involved in appraisals or reviews? Describe the process and outcomes of these. 3. What legislative requirements would relate to managing people? 4. What are KPIs and how would you go about developing and supporting staff to achieve these? 5. Describe record keeping requirements when managing staff. 6. How would you manage underperformance?
BSBSMGT617 Develop and implement a business plan	<ol style="list-style-type: none"> 1. Outline your experience in business planning 2. What is the purpose of the business plan? 3. Describe the elements of a business plan and the process you would go through to develop one. 4. How would you minimise business risk? 5. Outline a range of legislative considerations regarding business planning 6. How would you systematically monitor and evaluate your business planning?
BSBMGT515A Manage operational plan	<ol style="list-style-type: none"> 7. Outline your experience in developing operational plans 8. What is the process for developing strategies and procedures to manage business operations. 9. Describe the elements of a business plan and the process you would go through to develop one. 10. How would you minimise business risk? 11. Outline a range of legislative considerations regarding planning 12. How would you systematically monitor and manage staff, stock, expenditure, services and customer service
SISXIND404A Promote compliance with laws and legislation	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Evidence of candidate's involvement in risk reporting and management such as completed incident forms or risk assessments. 3. Third-party verification of the ability to:

	<ol style="list-style-type: none"> 7. Identify and research legal requirements and risks 8. Comply with legislation 9. Negotiate and arrange contracts 10. identify and evaluate control measures 11. develop and implement treatment plans for own area or responsibility 12. maintain risk management documentation. 13. Response to questions during assessor interview <p>References (written or verbal) from current and/or previous employers</p>
SISXIND406A Manage projects	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Evidence of candidate's involvement in project management. 3. Completed project management plans. 4. References (written or verbal) from current and/or previous employers 5. Response to questions during assessor interview 6. Copies of job description, contracts or a letter from the director that you fulfil these duties.
SITXMGT501 Establish and conduct business relationships	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Evidence of candidate's ability to communicate effectively with others including clients, colleagues and other stakeholders 3. Completed written correspondence. 4. Formal documentation of agreements or contracts that were negotiated by the candidate. 5. Feedback from colleagues or other stakeholders 6. References (written or verbal) from current and/or previous employers 7. Response to questions during assessor interview 8. Copies of job description, contracts or a letter from the director that you fulfil these duties.
SISXCCS003 Address client needs	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. <ul style="list-style-type: none"> ▪ Provide professional and personalised service to clients ▪ Complete customer service and operational tasks including reporting and administration ▪ Work cooperatively and efficiently to solve problems or concerns ▪ Follow organisational policies 3. Response to questions during assessor interview 4. References (written or verbal) from current and/or previous employers 5. Documented self, peer or employer evaluations of candidate's performance
SISXCCS402A Coordinate client service activities	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. <ul style="list-style-type: none"> ▪ Provide professional and personalised service to clients ▪ Complete customer service and operational tasks including reporting and administration ▪ Work cooperatively and efficiently to solve problems or concerns ▪ Follow organisational policies 3. Response to questions during assessor interview

	<ol style="list-style-type: none"> 4. References (written or verbal) from current and/or previous employers 5. Documented self, peer or employer evaluations of candidate's performance
SISXFAC404A Coordinate facility and equipment acquisition and maintenance	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. 3. Evidence such as project plans, maintenance documentation or contracts with suppliers that have been developed by the candidate. 4. Response to questions during assessor interview 5. References (written or verbal) from current and/or previous employers 6. Documented self, peer or employer evaluations of candidate's performance
SISXFAC409 Plan and provide sport, fitness and recreation services	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. 3. Evidence such as project plans, evaluations or marketing material for a service that the candidate has developed. 4. Response to questions during assessor interview 5. References (written or verbal) from current and/or previous employers 6. Documented self, peer or employer evaluations of candidate's performance
SISXFAC506A Manage stock supply and purchase	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. 3. Evidence such as stock policies, purchase agreements, service agreements or contracts that have been developed by the candidate. 4. Response to questions during assessor interview 5. References (written or verbal) from current and/or previous employers 6. Documented self, peer or employer evaluations of candidate's performance
SITXFIN601 Manage physical assets	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. 3. Evidence such as maintenance reports, repair or purchase of physical assets that have been developed and/or undertaken by the candidate. 4. Response to questions during assessor interview 5. References (written or verbal) from current and/or previous employers 6. Documented self, peer or employer evaluations of candidate's performance
SITXMPR501 Obtain and Manage sponsorship	<ol style="list-style-type: none"> 1. Statement of attainment for this unit within the last 2 or 3 years <p>OR</p> <ol style="list-style-type: none"> 2. Copies of job description, contracts or a letter from your employer that you fulfil these duties. 3. Evidence such as sponsorship plans, agreements between sponsors, marketing material for a sponsored event or work plans which show the candidates involvement. 4. Feedback from sponsors regarding sponsorship deals 5. Negotiated contracts and any modifications or amendments over time 6. Response to questions during assessor interview

	<ol style="list-style-type: none">7. References (written or verbal) from current and/or previous employers8. Documented self, peer or employer evaluations of candidate's performance
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Appendix 5 – RPL and CT Application Form

Personal Information

Name _____ DOB: _____

Address _____ P/Code: _____

Suburb _____

Phone H _____ W _____ M _____

Email _____ Today's Date _____

How did you hear about us? _____

Select the course applying for course credit

Course Options

- SIS50115 – Diploma of Sport and Recreation Management

Unique Student Identified (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI) that links to an online account that contains all your training records and results you complete from 1 January 2015 onwards. The USI is needed before a qualification can be issued.

Do you have a Unique Student Identifier (USI)?

- Yes - provide number

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- NO or NOT SURE - If you do not have a USI or not sure, we will automatically verify this for you and obtain one on your behalf using the personal information you have provided and as per conditions of enrolment.

Skills Recognition Program

Existing fitness professionals can apply to have their skills recognized by providing us with information about their experience with sport and fitness. Please, note, you will be required to provide evidence of this experience including, but not limited to:

- Letters from your employer which explain your role
- Website details showing timetables or your profile as a fitness instructor or trainer
- Relevant certification or qualifications
- Employment contracts

Depending on the nature and extent of your experience, skills recognition will determine the extent of course credit given.

Fitness and Sport Training

Name of Education Provider	Type and Name of Qualification	Dates Attended		Area of Study
		From	Until	

Describe your experience with Fitness and Sport (Elite, club or lifestyle experience)

Your experience in a gym or fitness centre

1. When was the last time you attended a gym? In the last week In the last month In the last year Never
2. How often do you use a gym? Weekly Monthly Yearly Never
3. Which type of equipment have you used? (choose as many as applicable) Machine Weights Free Weights Cardio Machines Stretching /Functional Equipment
4. Which type of classes have you attended?(choose as many as applicable) Pilates / Yoga Exercise to music High Intensity / Bootcamp / Martial Arts Classes with Equipment

Estimate the amount of time you spent undergoing sport or fitness activities over the last 3 years. Please explain your answer.

SPORT AND RECREATION MANAGEMENT APPLICANTS:

Describe your business experience in the sport, fitness or recreation industry. This may be related to gym management, facility management or any other business skills or experiences.

Recognition of Prior Learning and Course credit

Students may also gain course credit through recognition of prior learning or former structured learning, such as a previous qualification with a recognized fitness organization or registered training organization.

To help with the course credit process, students are required to identify the modules and Units of Competency (UOCs) that they are applying for course credit. Below is a list of the units of competency that are covered in the courses that ACSF offers.

To complete the form below, students are required to tick the specific UOC they are applying for course credit and state the equivalent competencies or subject that they have studied. Students will need to provide evidence with this course credit application.

As the UOCs are clustered into modules, students must show evidence to support the entire group of UOCs in the module or the module must be undertaken.

Please note, ACSF reserves the right to determine whether the knowledge within a competency has been fully achieved and whether course credit will be given.

List the Evidence to support your application:

Diploma of Sport and Recreation Management – SIS50115

Unit Code	Training & Assessment - Unit Title		Supporting Evidence
AHCBUS506A	Develop and review a business plan	<input type="checkbox"/>	
BSBFIM601	Manage finances	<input type="checkbox"/>	
BSBHRM405	Support the recruitment, selection and induction of staff	<input type="checkbox"/>	
BSBLDR502	Lead and Manage effective workplace relationships	<input type="checkbox"/>	
BSBMGT517	Manage operational plan	<input type="checkbox"/>	
BSBMKG523	Design and develop an integrated marketing communications plan	<input type="checkbox"/>	
BSBPMG522	Undertake project work	<input type="checkbox"/>	
BSBRISK501	Manage risk	<input type="checkbox"/>	
HLTWHS004	Manage work health and safety	<input type="checkbox"/>	
SISXCCS002	Coordinate client service activities	<input type="checkbox"/>	
SISXIND003	Maintain legal knowledge for organisational governance	<input type="checkbox"/>	
SISXIND007	Develop and implement participation strategies	<input type="checkbox"/>	
SISXMGT001	Develop and maintain stakeholder relationships	<input type="checkbox"/>	
SISXFAC004	Coordinate facility and equipment acquisition and maintenance	<input type="checkbox"/>	
SISXFAC005	Manage stock supply and purchase	<input type="checkbox"/>	

SISXIND006	Conduct sport, fitness and recreation events	<input type="checkbox"/>	
SITXMPR006	Obtain and manage sponsorship	<input type="checkbox"/>	
BSBFIM501	Manage budgets and financial plans	<input type="checkbox"/>	
BSBMGT502	Manage people performance	<input type="checkbox"/>	
BSBMKG514	Implement and monitor marketing activities	<input type="checkbox"/>	

Course Credit Payment Method

Payment for course credit applications can be made via direct deposit or credit card. Please select the payment option which you would like to pay with:

Pay by ► Direct Deposit Credit card

Payment Information

Credit Card Payment Details

Select Credit Card: Visa MasterCard

Name card: _____

Card Number:

Expiry:

By ticking this box I, _____ (credit card holder name) give permission for ACSF to use the details.

Direct Deposit Payment Details

When making direct deposit ADD your Full Name as the reference.

Account name: Australian Learning Group Pty Ltd **Account number:** 1019 8588 **BSB:** 062 032

Declaration

I _____ (applicant name) declare that the information that has been provided in this course credit application is true and accurate, and that I have submitted true copies of the original certificate and transcripts.