Session 9:

RPL Process

Step: Information and guidance, registration, screening

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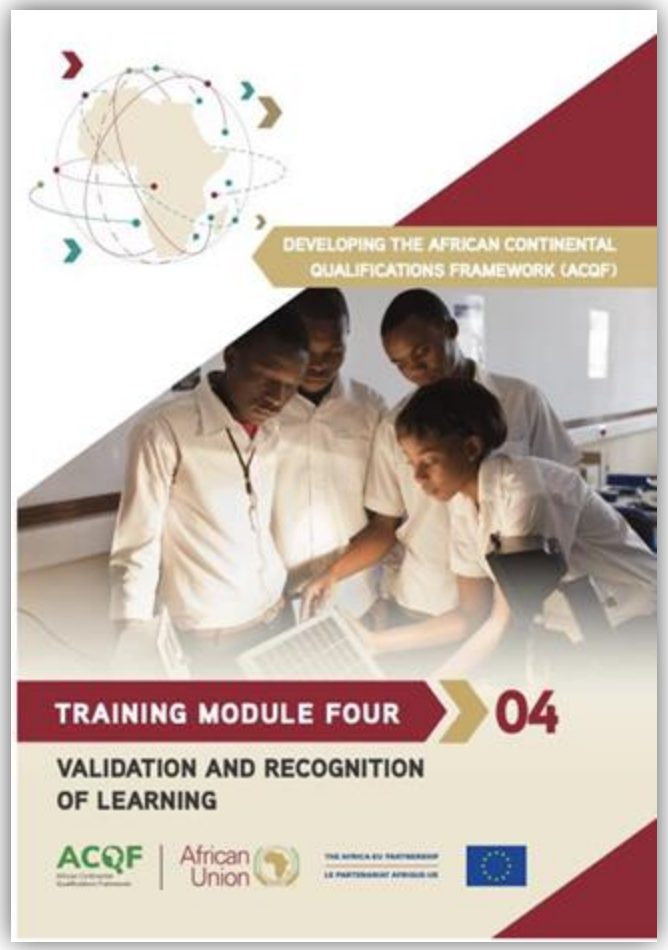
Topics



Zooming in the steps - Information, guidance, registration, screening (PW)

Good practice (SM)

Challenges (PW – SM)

Zooming in (Information and Guidance, Registration, Screening)

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Information and Guidance

Steps of Phase 1	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.1. Introduction to RPL	Explain RPL and eligibility.	RPL: "RPL allows individuals to gain formal recognition for knowledge and skills they have, however they have been acquired, especially outside formal learning contexts.	Eligibility: "RPL is available to anyone who has acquired relevant knowledge and skills, whether through work, volunteering, or life experiences.	Instead of individual meetings, conduct group workshops to explain RPL and eligibility criteria. This can save time and resources while providing applicants with peer support.	Lack of awareness or understanding of RPL among potential applicants, which may lead to low participation.	Use clear, simple language and real-life examples to explain RPL. Create engaging visual aids or videos to make the concept more accessible.

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Information and Guidance

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		For example, if you've managed projects in your job or in a not-for-profit organisation, RPL can acknowledge those project management skills towards a qualification."	For instance, a chef with years of experience but no formal qualification can apply for RPL to earn a certificate in culinary arts."			For example, avoid the term "learning outcomes" or any other jargon or scary words during the first discussion (e.g., assessment, examination, classroom)

Information and Guidance

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1.2. Benefits of RPL	Discuss personal and professional growth, career advancement, and cost and time efficiency.	Personal and Professional Growth: "RPL helps you validate your skills, giving you a sense of achievement and boosting your	Career Advancement: "With RPL, you can qualify for higher positions or decent salary.	Provide an online platform where applicants can interact with RPL practitioners and peers, share success stories, and	Applicants may feel overwhelmed by the process or doubtful about their own knowledge and skills, leading to	Provide testimonials from successful RPL applicants to inspire confidence. Organise motivational sessions with

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		confidence. Imagine receiving a diploma recognising your expertise in ICT management after years of working in the field, or at home, without a formal qualification."	For example, an experienced construction worker could use RPL to qualify as a site supervisor." Cost and Time Efficiency: "RPL can save you time and money by reducing the	seek advice. This could include forums, webinars, and video testimonials.	hesitation in applying for RPL.	these applicants to share their experiences. Be positive about potential applicants' knowledge and skills. Insist RPL is about what people have, not their

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Information and Guidance

Steps of Phase	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.3. RPL Process Overview	Provide a step-by-step overview and timeline.	Stages of RPL: "The RPL process involves several stages" and explain them all in plain words. For instance, you start by meeting with an RPL advisor to discuss your experiences, then gather evidence like work samples or references, which are then evaluated by an assessor."	Timeline: "The RPL process typically takes between 3 to 6 months, depending on the complexity of your application and the amount of evidence you provide. It is longer for higher education qualifications (up to 18	Create detailed online guides and video tutorials that walk applicants through each stage of the RPL process. These resources can be accessed at any time, allowing for self-paced learning.	Complexity of the RPL process and lengthy timelines can discourage applicants from starting or completing the process.	Break down the RPL process into smaller, manageable tasks and milestones. Use project management tools to help applicants track their progress. Use tools on smartphone, quite common these days.

Information and Guidance

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1.4. Roles and Respon	Define applicant's and practitioner's roles.	Applicant's Role: "As an applicant, you'll need to actively participate by providing	Practitioner's Role: "Our role is to guide and support you through the	Develop an online portal where applicants can track their progress,	Applicants may not clearly understand their responsibilitie	Develop detailed role descriptions and guidelines. Conduct

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sibiliti es		detailed evidence of your knowledge and skills. For instance, you may need to submit project reports, sounds or videos, photographs of your work, or testimonials from	RPL process, helping you understand what evidence is needed and how to present it. We will also assess your evidence against the required standards."	upload evidence, and communicate with practitioners. This portal can also send reminders and updates to keep applicants engaged.	s or feel unsupported, causing confusion and delays. They may feel overwhelmed in the first place.	training sessions for applicants to clearly outline their responsibilitie s and the practitioner's support role. Use the proper pace for each applicant.

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Information and Guidance

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1.5. Initial Assessment, for eligibility and identifying the target qualification	Conduct a knowledge and skills audit and provide self-assessment tools.	Knowledge and Skills Audit: "We'll start with a knowledge and skills audit to map out your existing knowledge and skills. For example, if you're applying for RPL in early childhood education, we'll review your experience in childcare, lesson planning, and child development."	Self-Assessment Tools: "You can use our self-assessment tool to evaluate your own knowledge and skills. For instance, you may rate your proficiency in various software if you're seeking RPL in ICT support."	Use digital self-assessment tools that automatically match applicants' knowledge and skills to potential qualifications. This can streamline the initial assessment process and provide immediate feedback.	Difficulty in self-assessment due to lack of confidence or inability to identify and articulate their knowledge and skills and experiences.	Offer one-on-one sessions to help applicants with self-assessment. Provide examples of how to document knowledge and skills and experiences effectively.

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1.6. Evidence Requirements for the final assessment	Explain types of evidence and how to collect them.	Types of Evidence: "Acceptable evidence includes work samples, certificates, job descriptions, and reflective essays. For example, a graphic designer may submit a portfolio of their work and client feedback."	Evidence Collection: "When collecting evidence, ensure it is well-organised and clearly presented. For instance, if you're providing a project report, include an introduction, objectives, your role, outcomes, and any supporting documents."	Provide templates and examples of high-quality evidence submissions online. Encourage applicants to attend virtual workshops on effective evidence collection and presentation.	Applicants may struggle to collect and present appropriate evidence, especially if they lack documentation, have informal experience, or have issue with written documents.	Create checklists and templates for evidence collection. Offer workshops or online tutorials on how to gather and present evidence. Accept any kind of evidence, way beyond written documents.

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1.7. Support and Resources	Inform about support services and provide resource materials.	Support Services: "We offer workshops and mentoring sessions to help you through the RPL process. For example, you can attend a workshop on how to document bricklaying or write effective reflective essays."	Resource Materials: "Access our RPL guides, templates, and successful examples on our website. For instance, you can download examples of photographs or a template for documenting your work experience and matching it to the qualification criteria."	Offer virtual office hours where applicants can drop in and ask questions. Additionally, create an FAQ section on the website addressing common concerns and providing clear answers.	Limited access to support services and resources, especially for applicants in remote areas or those with limited internet access.	Develop a resource hub with easily accessible support materials. Use multiple channels (email, chat, video calls) to provide ongoing support. Maximise the use of smartphone, and minimise written communication and evidence

Information and Guidance

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1.8. Addressing Concerns	Address common questions and dispel myths.	Common Questions: "Applicants often ask about the confidentiality of their evidence, and whether their employer will be aware. Rest assured, all submitted materials are kept strictly confidential and used solely for assessment purposes."	Myth-Busting: "Some believe RPL is an easier option, but it requires demonstrating the same level of knowledge and skills as traditional learning. For instance, you need to show in-depth knowledge and practical skills, just like in other qualification processes."	Create a myth-busting section on the website where common misconceptions about RPL are addressed through articles, videos, and infographics. Use real-life case studies to illustrate these points.	Prevalence of myths and misconceptions about RPL can deter applicants from pursuing this pathway or cause unnecessary anxiety. Fight against "this is not for me".	Use interactive Q&A sessions to address common myths and concerns. Regularly update a myth-busting FAQ section on the website. Send reassuring or reminder SMS on a regular basis.

Information and Guidance

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1.9. Initial Guidance Session	Offer personalised guidance and develop an action plan.	Personalised Guidance: "In your initial session, we'll discuss your background, career goals, and the RPL process tailored to your needs. For example, if you're a car	Action Plan: "We'll develop an action plan outlining steps you need to take, support available, and key milestones. For instance, your action	Develop an online action planning tool that helps applicants set goals, track progress, and receive automated reminders. This tool can be integrated with the evidence	Applicants may not have access to personalised guidance or find it challenging to follow an action plan without continuous support.	Schedule regular follow-up sessions and provide reminders. Use digital tools to help applicants set and track their goals.

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Information and Guidance

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		mechanic or a hospitality manager, we'll identify specific qualifications to target, and at which level, and relevant evidence you need."	plan may include attending a portfolio development workshop and submitting evidence within two months."	submission portal.	They may not have access to internet.	Allow for more traditional approaches for those not connected.

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Information and Guidance

Steps of Phase 1	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.10. Follow-Up	Schedule regular check-ins and request feedback.	Regular Check-Ins: "We'll schedule regular check-ins to monitor your progress and provide ongoing support. For example, we'll review your evidence drafts and give feedback to ensure they meet the assessment criteria."	Feedback: "We value your feedback on the initial information and guidance process to improve our services. After your RPL assessment, we'll ask you to complete a survey about your experience."	Implement a feedback loop through online surveys and virtual focus groups. Use this feedback to continuously improve the RPL process and address any issues applicants may face.	Lack of regular follow-up and feedback can lead to applicants feeling abandoned or losing motivation to complete the RPL process.	Implement a feedback system to continuously improve the process. Use positive reinforcement and celebrate small milestones to keep applicants motivated.

Information and Guidance

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1.11. Initial Consultation	Schedule an initial consultation to discuss the applicant's goals and readiness for RPL.	"During the initial consultation, we will discuss your career goals, previous experiences, and how RPL can help you achieve your objectives."	"We will assess your readiness for RPL and provide an overview of the process, including timelines and expectations."	Offer virtual consultations to accommodate applicants who are unable to attend in person.	Applicants may feel uncertain about their readiness for RPL, leading to hesitation in scheduling a consultation.	Provide a checklist of items to prepare before the consultation to help applicants feel more confident and prepared.

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Information and Guidance

Steps of Phase 1	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.12. Portfolio Development	Assist applicants in developing a comprehensive and reflexive portfolio of competences.	"We will guide you in creating a portfolio that includes work samples, certificates, and reflective essays."	"Your portfolio should showcase your knowledge and skills, providing detailed evidence of your competence."	Offer online portfolio development workshops to help applicants understand the requirements and best practices.	Applicants may struggle with organising and presenting their evidence effectively.	Provide templates and examples of well-organised portfolios. Offer one-on-one support to address specific challenges. Accept all sort of evidence (including

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1.13. Final Assessment Preparation	Prepare applicants for the final assessment process.	"We will provide you with detailed information on the assessment criteria and what to expect during the assessment."	"Mock assessments can help you understand the types of questions and tasks you will be required to complete."	Create a series of instructional videos that explain the assessment process and provide tips for success.	Applicants may feel anxious about the assessment process and uncertain about how to prepare.	Conduct practice assessments and provide constructive feedback to build confidence and readiness. Insist the final assessment is professionals talking to a

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Information and Guidance

Steps of Phase 1	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.14. Post-Assessment Support	Provide support and guidance after the assessment.	"We will review your assessment results with you and discuss any areas for improvement or further action."	"If additional evidence is needed, we will guide you on how to collect and present it."	Offer follow-up consultations via video call to review assessment outcomes and next steps.	Applicants may feel discouraged by their assessment results and uncertain about the next steps.	Offer positive reinforcement and clear guidance on how to address any gaps identified during the assessment.

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Information and Guidance

Steps of Phase 1	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
1.15. Continuous Improvement	Encourage ongoing improvement and professional development.	"We will provide you with resources and recommendations for further learning and development."	"Regular check-ins and feedback sessions will help you continue to improve and achieve your career goals."	Create an online community where applicants can share their progress, challenges, and successes.	Applicants may lose motivation after the initial RPL process is completed.	Celebrate milestones and achievements, and provide opportunities for further engagement and development.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.1. Application Submission	Guide applicants through the submission of their RPL application form.	Applicants need to complete and submit the RPL application form, providing all required personal and professional details.	Ensure the application form is submitted online or in-person to the designated RPL office.	Offer an online portal where applicants can easily fill and submit their application forms.	Applicants may find the application form complicated or time-consuming.	Provide clear instructions and a checklist of required information. Offer support through SMS, email or helplines.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.2. Verification of Documents	Verify the authenticity of submitted documents and credentials.	Review and verify the documents submitted by the applicant, such as certificates and work experience letters.	Contact previous employers or educational institutions to confirm the authenticity of the documents.	Use digital verification tools to streamline the document verification process.	Delayed responses from third parties can slow down the verification process.	Maintain a database of verified documents and institutions to expedite future verifications.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.3. Fee Payment	Collect the required fees for the RPL process, if any.	Inform the applicant of the fee structure and payment methods available for the RPL process.	Applicants must pay the fees via bank transfer, online payment portal, or in-person at the RPL office.	Offer multiple payment options, including instalment plans, to accommodate different financial situations.	Applicants may face difficulties with payment methods or financial constraints.	Provide detailed payment instructions and support for applicants facing payment issues.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.4. Confirmation of Registration	Confirm the registration of the applicant in the RPL programme.	Send an SMS, email or letter confirming the applicant's registration in the RPL programme after all documents are verified and fees are paid.	Provide a registration number and contact information for further assistance.	Automate the confirmation process through an online system that sends instant confirmation upon successful registration.	Technical issues or delays in processing can cause confusion for applicants.	Ensure the registration system is reliable and provide immediate support for any issues.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.5. Creation of Applicant Record	Create and maintain a record for each RPL applicant.	Enter the applicant's details into the RPL database, including personal information, submitted documents, and payment status.	Maintain a digital record that can be easily updated and accessed by the RPL team.	Use a secure cloud-based system to store and manage applicant records.	Manual data entry can lead to errors or loss of information.	Implement regular audits and data backups to ensure the accuracy and security of records.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.6. Provision of Information Pack	Provide an information pack to the applicant outlining the RPL process.	Provide an information pack containing details about the RPL process, key dates, and contact	Include guidelines on how to prepare for the next steps in the RPL process.	Provide access to a digital information pack that applicants can download from the RPL portal.	Applicants may overlook important information in the pack.	Highlight key points and deadlines in the information pack. Use videos sent on smartphone.
		information to the registered applicants.				Follow up with reminders.

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Registration

Steps of Phase 2	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
2.7. Scheduling of Initial Meetings	Schedule initial meetings with applicants to discuss the RPL process and next steps.	Arrange a meeting with the applicant to discuss their RPL journey, including the evidence collection process and assessment criteria.	Provide options for in-person or virtual meetings to accommodate different preferences.	Use an online scheduling tool to allow applicants to choose a convenient time for their meeting.	Scheduling conflicts or lack of availability can delay the process.	Offer flexible meeting times and multiple communication channels for scheduling.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.1. Initial Screening	Perform a preliminary check of the application for completeness and correctness.	Ensure that all required fields in the application form are filled out and that all necessary documents are attached.	Contact the applicant if any information or documents are missing from the application.	Implement an automated system that flags incomplete applications for follow-up.	Incomplete applications can delay the screening process.	Provide a checklist of required documents and information to applicants before they submit their application.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.2. Detailed Review of Application	Conduct a thorough review of the applicant's submission.	Review the applicant's work experience, existing qualifications, and other relevant details in depth.	Cross-check the information provided with the attached evidence.	Use a digital platform to streamline the review process and allow for collaborative review by multiple practitioners.	Manual reviews can be time-consuming and prone to human error.	Develop a standardised review template to ensure consistency and completeness.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.3. Eligibility Criteria Check	Verify that the applicant meets the established eligibility criteria for RPL.	Compare the applicant's qualifications and experience against the RPL eligibility criteria.	Document any areas where the applicant does not meet the criteria and prepare recommendations.	Create a clear eligibility matrix that simplifies the comparison process.	Ambiguities in eligibility criteria can lead to inconsistent decisions.	Regularly update and clarify eligibility criteria to ensure they are straightforward and unambiguous.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.4. Verification of Evidence	Ensure that all submitted evidence is faithful and relevant.	Verify certificates, work samples, and other evidence provided by the applicant.	Contact referees or previous employers provided to confirm the authenticity of the evidence.	Use digital verification tools and third-party services to validate documents.	Verification can be delayed if third parties are unresponsive.	Build relationships with common third-party verifiers to facilitate quicker responses.

Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.5. Applicant Interview	Conduct an interview with the applicant to further assess their eligibility.	Schedule an interview with the applicant to discuss their application and clarify any uncertainties.	Use the interview to assess the applicant's communication skills and depth of knowledge.	Offer both in-person and virtual interview options to accommodate applicants' preferences.	Scheduling conflicts can delay the interview process.	Provide flexible interview slots and send reminders to ensure timely participation. In complex case, invite an assessor to pre-assess the potential applicant.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.6. Decision Making	Make a final decision on the applicant's eligibility for RPL.	Review all gathered information and make a decision regarding the applicant's eligibility.	Document the reasons for the decision and any conditions that apply.	Use a decision-making panel to ensure impartiality and fairness.	Bias or lack of consensus can affect decision quality.	Establish clear decision-making guidelines and include multiple reviewers to mitigate bias.

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Screening

Steps of Phase 3	Description	Key Point	Key Point	Alternative Approach	Hindering Factors	Tools and Tricks
3.7. Feedback to Applicant	Provide the applicant with feedback on their application and the decision.	Inform the applicant of the decision and provide detailed feedback on their application.	Offer suggestions for improvement or alternative pathways if the application is unsuccessful.	Use personalised feedback SMS, emails or letters to provide constructive and encouraging feedback.	Negative feedback can discourage applicants.	Frame feedback positively and provide clear, actionable advice for improvement.

Good practice

Good Practices

To ensure a smooth and supportive RPL process, the following practices are recommended:

- **Information Dissemination**
  - Provide clear, accessible information about RPL processes and eligibility via various channels.
  - Conduct targeted outreach to diverse candidates.
- **Guidance and Support**
  - Offer personalized counselling to help candidates align their qualifications with RPL opportunities.
  - Provide resources like FAQs and guides for easier navigation.
- **Registration Process**
  - Create a user-friendly online platform for registration.
  - Acknowledge applications promptly and provide timelines for feedback.
- **Initial Screening**
  - Establish clear pre-screening criteria for applicant suitability.
  - Use a holistic assessment approach that values diverse experiences.

ACQF Good Practices- Count'd

❑Documentation Requirements

- Clearly outline necessary documentation and provide templates.
- Assist candidates in gathering and presenting their evidence effectively.

❑Awareness of Challenges

- Identify and address potential barriers faced by candidates.
- Implement inclusivity measures for underrepresented groups.

❑Feedback Mechanism

- Provide constructive feedback to candidates for improvement.
- Regularly review feedback to enhance the RPL process.

❑Training for Assessors

- Train assessors to ensure fair evaluations.
- Promote cultural competence among assessors.

❑Monitoring and Evaluation

- Collect data on demographics and success rates for informed decision-making.
- Conduct regular reviews to identify areas for improvement.

Challenges

Challenges

- **Lack of Awareness**: Can limit participation.
- **Complex Information**: unclear or overwhelming information hinders navigation;
- **Accessibility Barriers**: Geographic and economic factors limit access to resources;
- **Insufficient Guidance**: Limited personalized support leads to confusion in aligning experiences with RPL.
- **Complicated Registration**: A complex application process deters candidates.
- **Inconsistent Pre-Screening**: Lack of clear criteria can lead to evaluation inconsistencies.
- **Documentation Issues**: Candidates struggle to gather necessary documents without clear guidance.
- **Assessment Bias**: Unintentional biases affect fairness in evaluations for diverse candidates.
- **Lack of Feedback**: Insufficient constructive feedback prevents candidates from recognizing strengths and areas for improvement.
- **Resource Limitations**: Inadequate resources can impact the overall RPL quality.

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Challenges

- Reaching out to the most needy;
- Practical “hands-on” skills but illiterate or poorly literate in the language of the assessment;
- Skilled but unaware of – or stressed about – assessment;
- Too collective (RPL is an individual process);
- No pictured ID;
- Cost and fees;
- Dropout;
- Screening out skilled and knowledgeable applicants (unfair, inefficient, ineffective) and accepting illegitimate applicants (demotivation)

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Thank you!