

Recognition of Prior Learning (RPL) Resource Guide



School of Continuing Education
Administrative Assistant Program
PRAC-1041 Practicum

Prepared by:
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Introduction

At Red River College Polytech, **Recognition of Prior Learning (RPL)** is a process that identifies, documents, assesses and recognizes formal study (transfer credit), and informal and non-formal learning gained through work and life experience. RRC Polytech evaluates and grants credit for qualifying previous learning that is equivalent to learning outcomes in College courses and programs.

Relevant learning is evaluated through valid, rigorous assessment methods such as skill demonstrations, assignments, evidence collections/portfolios, interview(s), exams, product assessments, etc. These assessments follow **RRC Polytech Policy A14 – Recognition of Prior Learning (RPL)**. If the learning demonstrated is equivalent to the learning outcomes required in a College course(s) then credit is granted. College faculty are the subject matter experts/assessors who assess the learning.

This **RPL Resource Guide** outlines the RPL process and provides the criteria for assessing prior learning for **PRAC-1041: Practicum**. Please begin by examining the course description and course learning outcomes. Next review and complete the Self-Assessment Checklist to help you decide if you are a good candidate to proceed with the RPL process.

PRAC-1041: Practicum

Course Hours: 160

Course Credit Hours: 4

Course Description

This course is designed to provide an opportunity for students in the program to apply classroom business training skills in a practical setting.

Course Learning Outcomes and Elements of Performance

By the end of this course of study, you should be able to:

1. Follow a variety of work schedules, manage varying work flow and complete tasks with minimal assistance from the supervisor.
2. Complete work assignments with accuracy and efficiency and show initiative.
3. Understand varying job requirements, duties and responsibilities.
4. Identify skills required to complete varying tasks.
5. Identify personal and professional strengths and areas for improvement.
6. Demonstrate above average communication skills, (verbal, nonverbal and written) and communicate professionally with a variety of audiences.
7. Accept direction and constructive suggestions from the supervisor.
8. Demonstrate professionalism and positive workplace attitudes and behaviours.

Course Resources

Practicum handbook and student activity guide.

PRAC-1041 Practicum

Self-Assessment Checklist

Complete this Self-Assessment Checklist to assist you in determining whether your prior learning matches the competence required for **PRAC-1041: Practicum**. Please select the statements that most honestly and accurately represent your knowledge, skills and abilities. Add your score at the end of the checklist and compare your total to the scoring scale listed there.

Rating Scale:

0 – I have no experience or learning in this area.

1 – I have a little experience and learning in this area.

2 – I have some experience and learning in this area.

3 – I have good experience and learning in this area.

4 – I have excellent experience and learning in this area and could mentor others.

I am able to :

1. Follow a variety of work schedules, manage varying work flow and complete tasks with minimal assistance from the supervisor.	0	1	2	3	4
2. Complete work assignments with accuracy and efficiency and show initiative.	0	1	2	3	4
3. Understand varying job requirements, duties and responsibilities.	0	1	2	3	4
4. Identify skills required to complete varying tasks.	0	1	2	3	4
5. Identify personal and professional strengths and areas for improvement.	0	1	2	3	4
6. Demonstrate above average communication skills, (verbal, nonverbal and written) and communicate professionally with a variety of audiences.	0	1	2	3	4
7. Accept direction and constructive suggestions from the supervisor.	0	1	2	3	4
8. Demonstrate professionalism and positive workplace attitudes and behaviours.	0	1	2	3	4
Total: ____ out of 32					

Add your responses and total your score. Compare your results with the scoring scale below to determine your likelihood of obtaining credit for this course through the RPL process.

Scoring Scale	
75% - 100% 24 - 32	You are a good candidate to proceed with the RPL process. Please review this guide and discuss next steps with the course instructor or RRC Polytech RPL Advisor.
65% - 74% 21 - 31	You may need additional learning to be successful in completing the RPL process for course credit recognition. Please discuss with the College's RPL Advisor or the course instructor.
Less than 65% Less than 21	You are unlikely to be successful in completing the RPL process for course credit recognition. It is recommended that you enrol in PRAC-1041: Practicum.

RPL Assessment Process

You have completed and scored the Self-Assessment Checklist. If you scored 75% or higher (**24 - 32**) on the Self-Assessment Checklist, you may consider demonstrating your prior learning for **PRAC-1041: Practicum**.

Please discuss your Self-Assessment Checklist results with the course instructor or the RRC Polytech RPL Advisor before deciding whether to proceed with the RPL process or register for the course.

Outlined below are two (2) options for proving your prior learning.

You will need to select one (1) of the following assessment options:

Option 1

If you have previously taken a course through a recognized post-secondary institution in this subject area, this may be considered for transfer credit. You must complete a **Transfer Credit Request form** and provide an **official transcript** and a **course outline**. The length of time since the course/program was taken will be a factor considered in the granting of credit. Please refer to **RRC Polytech Policy A14 – Recognition of Prior Learning (RPL)**, for additional information.

Option 2

You will prove competency through an Evidence Collection and Employer Verification submission. Please see the Appendices for detailed instructions and marking guides, where applicable.

Note: Please connect with the Administrative Assistant Practicum course instructor or RRC Polytech RPL Advisor for further information and to **verify that your work experience and hours are eligible to proceed** with the RPL for the Practicum.

1. Employer Verification

You will need to provide verification for a minimum of **1000 hours/1+ years** of work as an Administrative Assistant. For your current or a recent relevant position, the employer/supervisor will complete three verification forms.

- **Employer Verification of Work Experience** - to confirm the position title, job duties and responsibilities and to verify the dates and hours of employment.
- **Employer Verification of Administrative Assistant Practical Skills** - to verify the demonstration of your skills in the position, and
- **Employer Verification of Authenticity** - to verify the authenticity of the Evidence Collection.

See **Appendix 1** for the detailed requirements for the **Employer Verification** process.

2. Self-Assessment of Administrative Assistant Practical Skills

You will self-assess your skills as an Administrative Assistant and provide examples and comments about how you gained this learning.

See **Appendix 2** for the **Self-Assessment of Administrative Assistant Practical Skills**.

3. Evidence Collection

You will submit at least **four** pieces of evidence to demonstrate/prove the learning outcomes of the Administrative Assistant Practicum.

See **Appendix 3** for further details.

Evaluation of your Prior Learning

If Transfer Credit is not an option for you, your evaluation will be based on the criteria provided for the assessment option selected.

1. Employer Verification of Work Experience, Administrative Assistant Practical Skills and Authenticity of Evidence Collection
2. Self-Assessment of Administrative Assistant Practical Skills
3. Evidence Collection

The Practicum for the Administrative Assistant Program is graded on a Pass/Fail basis. You must receive a **PASS** grade on each of the evaluation items noted above to receive credit for this course.

See Appendix 4 for Administrative Assistant Practicum Assessment Criteria.

Please note:

You may be required to meet with the course assessor to confirm information or to provide additional information. Upon completion of the RPL process, you will be notified of your results.

Please contact the program RPL advisor or the RRC Polytech RPL Advisor rpladvisor@rrc.ca for further information.

Next Steps

Now that you are confident in proceeding with the RPL process for **PRAC-1041: Practicum** it is time to apply for and complete the RPL process.

- 1) Complete and submit the “**Challenge Process and/or Portfolio Assessment**” RPL application form to the RPL Advisor (online, by phone or in person) at D101 - 2055 Notre Dame Ave. Please contact the RPL Advisor at 204-632-3094 for assistance completing the application process, which includes submission of required payment.
- 2) Complete the RPL process by the agreed upon and established dates. Once dates have been established for your RPL process it is your responsibility to complete the process as outlined. Failure to meet your obligation will result in denial of your RPL assessment and you will not be given credit for this course. As per **RRC Polytech Policy A14 – Recognition of Prior Learning (RPL)** fees are non-refundable, non-transferable and subject to change.
- 3) Receive notification of your RPL results. Following your RPL assessment you will be notified of the results. You may also check your student record on your *HUB* account to ensure that your results have been recorded.

Appendix 1

Administrative Assistant Employer Verification

Individuals requesting RPL for the Administrative Assistant Practicum must submit employer verification of a minimum of 1000 hours/1+ years work as an Administrative Assistant.

Employer Verification Requirements:

A candidate's challenge for credit using RPL must include evidence of current or recent relevant work experience as an Administrative Assistant. The following items of documentation are required.

- A job description for the current or most recent Administrative Assistant position in which the candidate is or was employed
- Additional details of related duties and responsibilities performed
- A statement of dates of employment and hours worked (**Employer Verification of Work Experience form**)
- Employer **Verification of Administrative Assistant Practical Skills form**, completed and signed by the candidate's supervisor
- Employer verification of authenticity of Evidence Collection (**Employer Verification of Authenticity form**)

The Employer Verification must be completed by the immediate supervisor or a person acting on behalf of the employer who has directly observed the Administrative Assistant duties performed by the candidate.

Please complete the **Employer Verification** form(s):

- Employer Verification of Work Experience
- Employer Verification of Administrative Assistant Practical Skills
- Employer Verification of Authenticity

These forms will be submitted as part of the candidate's evidence collection for this course.

Administrative Assistant Practicum

Employer Verification Form

Employer Verification of Work Experience

Candidate's Name:

Candidate's Job Title:

Company/Institution:

Supervisor's Name:

Supervisor's Title:

Mailing Address:

Telephone:

Fax:

E-mail:

Dates of candidate employment:

Total hours worked by candidate:

- **Please attach a job description for this Administrative Assistant position.**

Employer Verification of Administrative Assistant Practical Skills

Please complete and sign the following evaluation of skills.

Employee Name:	Date:
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The above employee demonstrates the following skills:

Please rate each demonstrated skill using the following scale:

- 4 The level of performance is at a professional level. The employee could assist and mentor others.
- 3 Mastery is demonstrated. The employee can troubleshoot problems using available resources.
- 2 Performance exhibits significant development of the skill, moving toward mastery.
- 1 Performance exhibits a novice level of performance.

Not Observed No opportunity to observe this skill.
 N/A Not applicable in this organization/workplace.

Work Methods

- _____ Follows schedules and executes work with minimum assistance from the supervisor.
- _____ Completes work assignments with accuracy and efficiency.
- _____ Has knowledge of job requirements, duties, responsibilities and skills.
- _____ Learns new procedures and tasks quickly and adapts to change.
- _____ Solves problems.
- _____ Demonstrates the ability to manage multiple priorities.
- _____ Shows initiative when confronted with a problem.
- _____ Uses unassigned time productively.

Comments:

Operational Office Skills

- _____ Uses a variety of office equipment.
- _____ Produces a variety of documents.
- _____ Enters, maintains and retrieves customer information.
- _____ Files information.
- _____ Journalizes transactions.
- _____ Demonstrates business computer skills by efficient keyboarding and accurate use of various office software.
- _____ Performs a variety of office procedures such as processing mail and managing supplies.

Comments:**Communication Skills**

- _____ Applies proofreading and editing skills.
- _____ Applies punctuation, grammar and spelling skills.
- _____ Reads and comprehends information.
- _____ Provides effective customer service (internal and external) by demonstrating empathy, flexibility, and the ability to solve problems in a timely fashion.
- _____ Communicates professionally with a variety of audiences, using active listening, written, verbal, and non-verbal communication skills.

Comments:**Work Relationships**

- _____ Relates positively to staff, providing assistance when necessary.
- _____ Accepts direction and constructive suggestions from the supervisor.
- _____ Informs the supervisor of problems related to completing the assigned work before the work is due.
- _____ Follows proper channels of communication to voice concerns.
- _____ Follows routines, schedules and policies.

Comments:

Professionalism

- _____ Demonstrates professional and positive attitudes and behaviours.
- _____ Displays growing confidence in ability to perform work.
- _____ Organizes work effectively.
- _____ Manages stress in workplace.
- _____ Maintains confidentiality.
- _____ Demonstrates time and resource management; meets deadlines.
- _____ Works with others as part of a team.
- _____ Is adaptable.
- _____ Adopts new learning.
- _____ Works safely.
- _____ Communicates effectively in writing and orally.

Comments:

Additional comments/recommendations for development:

To be completed by the Employer/Supervisor:

I declare the above to be true and accurate to the best of my knowledge and that these practical skills were completed by the candidate in this workplace.

Signature of Employer/Supervisor: _____

Dated: _____

Employer Verification of Authenticity

Evidence of Learning:

To demonstrate/prove the significant learning that has occurred in the workplace, the candidate will include **four (4)** pieces of evidence from current or most recent relevant employment. Please review the evidence samples and confirm that they were produced by, or reflect accurately work done by, the candidate in this workplace. Please check off the evidence being submitted from the following list:

- Letters of verification regarding customer service
- WHIMIS and Health and Safety assessments completed through the workplace
- A performance review completed through the workplace
- Additional evidence regarding an event the candidate staged, including but not limited to: pictures of the event, suppliers contacted, fundraising involved in for the event and the event details (time, place, number of people invited)
- Documentation of WPM typing speed (minimum 40WPM)
- Documentation/samples of use of Excel spreadsheets and use of Simply Accounting software
- Documents produced by the candidate at the workplace. These could include documents such as: memos (reminders of upcoming meetings, etc.), letters (letters of recommendation, good newsletters, offers for information, rejection of claim, etc.), travel itineraries, meeting minutes, agendas, and expense statements

Confidentiality

When submitting samples of work which contain confidential information, names and other identifying information may be blackened out unless to do so would result in an incomplete or incomprehensible document. In such cases, the candidate should produce samples with names and identifying information left blank or ones created using fictional names and information.

To be completed by the Employer/Supervisor:

I declare the above to be true and accurate to the best of my knowledge and that the Evidence of Learning items submitted are authentic and were produced by the candidate in this workplace.

Signature of Employer/Supervisor: _____

Dated: _____

Appendix 2

Self-Assessment of Administrative Assistant Practical Skills

Please complete and sign the following self-evaluation of your skills.

Employee Name:	Date:
-----------------------	--------------

Administrative Assistant Skills:

Please rate each skill using the following scale:

- 4 My performance is at a professional level. I could assist and mentor others.
- 3 I have mastered the skill. I can troubleshoot problems using available resources.
- 2 I have significant development of the skill, moving toward mastery.
- 1 I perform this skill at a novice level.

N/A Not applicable in this organization/workplace.

Work Methods

- _____ Follows schedules and executes work with minimum assistance from the supervisor.
- _____ Completes work assignments with accuracy and efficiency.
- _____ Has knowledge of job requirements, duties, responsibilities and skills.
- _____ Learns new procedures and tasks quickly and adapts to change.
- _____ Solves problems.
- _____ Demonstrates the ability to manage multiple priorities.
- _____ Shows initiative when confronted with a problem.
- _____ Uses unassigned time productively.

Comments and Examples:

Operational Office Skills

- _____ Uses a variety of office equipment.
- _____ Produces a variety of documents.
- _____ Enters, maintains and retrieves customer information.
- _____ Files information.
- _____ Journalizes transactions.
- _____ Demonstrates business computer skills by efficient keyboarding and accurate use of various office software.
- _____ Performs a variety of office procedures such as processing mail and managing supplies.

Comments and Examples:**Communication Skills**

- _____ Applies proofreading and editing skills.
- _____ Applies punctuation, grammar and spelling skills.
- _____ Reads and comprehends information.
- _____ Provides effective customer service (internal and external) by demonstrating empathy, flexibility, and the ability to solve problems in a timely fashion.
- _____ Communicates professionally with a variety of audiences, using active listening, written, verbal, and non-verbal communication skills.

Comments and Examples:**Work Relationships**

- _____ Relates positively to staff, providing assistance when necessary.
- _____ Accepts direction and constructive suggestions from the supervisor.
- _____ Informs the supervisor of problems related to completing the assigned work before the work is due.
- _____ Follows proper channels of communication to voice concerns.
- _____ Follows routines, schedules and policies.

Comments and Examples:

Professionalism

- _____ Demonstrates professional and positive attitudes and behaviours.
- _____ Displays growing confidence in ability to perform work.
- _____ Organizes work effectively.
- _____ Manages stress in workplace.
- _____ Maintains confidentiality.
- _____ Demonstrates time and resource management; meets deadlines.
- _____ Works with others as part of a team.
- _____ Is adaptable.
- _____ Adopts new learning.
- _____ Works safely.
- _____ Communicates effectively in writing and orally.

Comments and Examples:

Additional comments/goals for future development:

Administrative Assistant Candidate's Name: _____

Administrative Assistant Candidate's Signature: _____

Dated: _____

Appendix 3

Evidence Collection

To prove your learning as it relates to the Practicum Learning Outcomes, please submit **four (4)** of the following:

- Letters of verification regarding customer service
- WHIMIS and Health and Safety assessments completed through your workplace
- A sample of a completed performance review from a current or recent employer
- Additional evidence regarding an event you have staged, including but not limited to: pictures of the event, suppliers you contacted, fundraising you were involved in for the event and the event details (time, place, number of people invited)
- Documentation of WPM typing speed (min 40WPM)
- Documentation of use of Excel spreadsheets and use of Simply Accounting software
- Documents produced by you at the workplace. These could include documents such as: memos (reminders of upcoming meetings, etc.), letters (letters of recommendation, good newsletters, offers for information, rejection of claim, etc.), travel itineraries, meeting minutes, agendas, and expense statements.

Confidentiality

When submitting samples of work which contain confidential information, names and other identifying information may be blackened out unless to do so would result in an incomplete or incomprehensible document. In such cases, you should produce samples with names and identifying information left blank or ones created using fictional names and information.

Please note: Your employer needs to verify that the evidence you submit was produced by or accurately reflects work done by you in the workplace.

Please share your evidence with your employer to ensure they can complete and sign the **Employer Verification of Authenticity** (page 15).

Appendix 4

Administrative Assistant Practicum – Assessment Criteria

Assessor Checklist

Candidate Name: _____

Please check off the items that have been submitted and satisfactorily completed. To be successful in this RPL process, the candidate must receive a grade of **PASS** on each of the assessment items.

Part 1: Employer Verification		
The following have been submitted and signed by the Employer/Supervisor. <ul style="list-style-type: none"> • Please indicate the correct grade response. • Please add any applicable comments in the space provided. 		
GRADE		
Employer Verification of Work Experience	Incomplete	Pass
Employer Verification of Administrative Assistant Practical Skills	Incomplete	Pass
Employer Verification of Authenticity	Incomplete	Pass
Part 2: Self-Assessment of Administrative Assistant Practical Skills		
GRADE		
The candidate's self-assessment, including self-ratings, examples and candidate reflections/comments are complete. Comments:	Incomplete	Pass

Assessor Checklist (page 2)

Candidate Name: _____

Part 3: Evidence Collection		
<p>For each of the four (4) pieces of evidence, please consider the following questions. Include any comments in the space provided.</p> <ul style="list-style-type: none"> • Does the evidence relate to the Practicum Learning Outcomes? • Is there enough evidence to provide conclusive proof? • Where applicable, did the candidate produce the work? • Are knowledge and skills up to date and recently used? • Does the sample include enough proof of prior learning? 		
GRADE		
Evidence submission 1: _____ Please describe:	Incomplete	Pass
Evidence submission 2: _____ Please describe:	Incomplete	Pass
Evidence submission 3: _____ Please describe:	Incomplete	Pass
Evidence submission 4: _____ Please describe:	Incomplete	Pass

Assessor Name: _____

Dated: _____

