

Apprentice Preparation Guide



Interview Underpinned by a Portfolio of Evidence

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Apprentice Guidance

VTCT Skills Level 2 Traffic Operator

Purpose of the Interview Underpinned by a Portfolio of Evidence

The interview underpinned by a portfolio of evidence is one of the assessment methods that will be used within the Traffic Operator Standard End-point Assessment. It is appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned to this assessment method and will focus on coverage of prior learning achieved during the on-programme period of the apprenticeship standard.

The interview underpinned by a portfolio of evidence will allow Knowledge, Skills and Behaviours (KSBs), which may not naturally occur in every workplace or within the practical with questions assessment method, to be assessed.

You will use the portfolio of evidence from the on-programme period of the apprenticeship standard, which will be submitted at the gateway stage, to support the interview underpinned by a portfolio of evidence.

Overview of the Interview Underpinned by a Portfolio of Evidence

The interview underpinned by a portfolio of evidence is an assessment method which is a planned, in-depth, two-way conversation between the Independent Assessor and yourself. It is an effective way for you to demonstrate the KSBs mapped to this assessment method.

Delivery of the Interview Underpinned by a Portfolio of Evidence

The interview underpinned by a portfolio of evidence will be conducted as follows:

- A 1:1 conversation, with no other parties involved
- Completed in an appropriate environment which is free from distractions and interruptions
- Both parties may refer to your portfolio of evidence to support the interview

During the interview, the Independent Assessor will ask a minimum of **five questions** to provide you with the opportunity to cover the range of KSBs. The Independent Assessor will make use of the full allocated time for questioning to allow you the opportunity to evidence your occupational competence.

The Independent Assessor has the discretion to increase the time by up to 10% for the interview to allow you to finish a response to a question, where applicable.

How long will the Interview Underpinned by a Portfolio of Evidence take?

The interview must last for **60 minutes** and will be conducted and assessed by an Independent Assessor. The Independent Assessor can increase the time of the Interview by up to 10%. This time is to allow you to respond to a question if necessary.

Where will the Interview Underpinned by a Portfolio of Evidence take place?

The interview will take place in your employer's workplace or your training provider's premises in a quiet room, free from distractions and influence. The interview may be conducted by video conferencing.

Portfolio of Evidence

The portfolio of evidence that you complete during the on-programme period of the apprenticeship standard is submitted at the gateway stage. The portfolio of evidence is not assessed or graded by the Independent Assessor; however, it is used to inform your interview.

The criteria for the portfolio of evidence is as follows:

- The content must be sufficient to evidence that you can demonstrate all of the Knowledge, Skills and Behaviours mapped to the interview underpinned by a portfolio of evidence assessment method. This will typically contain 10 pieces of evidence, however, this can be more if you wish. **An example of how the evidence can be mapped to the Knowledge, Skills and Behaviours, can be found on page 8**
- The portfolio of evidence should only contain evidence related to the KSBs that will be assessed by this assessment method
- A piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- Your portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to the epaPRO system
- Your portfolio of evidence should contain evidence of activities that you have completed and be mapped against the Knowledge, Skills and Behaviours
- Evidence sources may include; workplace documentation, for example, workplace policies and procedures, witness statements and annotated photographs. Progress review documentation and feedback from colleagues and/or customers can also be included. This is not a definitive list; other evidence sources can be included
- Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions
- You cannot include reflective accounts or self-evaluation documentation as evidence within your portfolio of evidence
- A 'Declaration of Authenticity Form' must be signed by yourself, your training provider and your employer and submitted with your portfolio of evidence
- The portfolio of evidence must be uploaded to the epaPRO system at the gateway stage
- VTCT Skills will send the portfolio of evidence to the Independent Assessor at least two weeks prior to the interview
- A completed 'VTCT Skills Level 2 Traffic Operator Mapping Document' is required and must be uploaded alongside your portfolio of evidence (Appendix 1)

Preparation for the Interview Underpinned by a Portfolio of Evidence

To prepare yourself for the interview underpinned by a portfolio of evidence, it is essential that the grade descriptors on pages 5-7 are considered. The grade descriptors include areas that you are required to cover during the interview underpinned by a portfolio of evidence.

During the interview you must have access to your portfolio of evidence that was submitted at the gateway stage. The Independent Assessor will ask questions that you will be required to respond to. You can refer to your portfolio of evidence to support your answers.

In preparation for the interview, you should ensure that you can demonstrate competency across the range of KSBs for this assessment method. You will be asked a **minimum of five questions** by the Independent Assessor.

How is the Interview Underpinned by a Portfolio of Evidence Graded?

The Independent Assessor will use the assessment tools and procedures that are set by VTCT Skills to evidence the interview underpinned by a portfolio of evidence. The Independent Assessor will make all grading decisions.

Interview Underpinned by a Portfolio of Evidence

Pass Criteria

KSB Requirements	Grading Criteria
Regulations, legislation, policy, and procedures K1 K3 K17 S1 S3	The Apprentice describes how they have complied with regulations and legislation in order to ensure working practice is safe, legal and meets business needs. Explains the consequences of not doing so. (K1 S1 K17)
	The Apprentice explains how they would follow company policy, processes and standard operating procedures. (K3 S3)
Ways of working K4 K7 K8 K9 K20 S4 S7 S9 B4	The Apprentice describes how they plan work using planning and prioritising techniques. The apprentice describes how they have responded and adapted to work demands or situations in order to meet business needs. (K4 S4 B4)
	The Apprentice describes the procedures for processing return goods. (K7)
	The Apprentice explains how they track the progress of jobs through the various stages of delivery in line with company processes. (K8 S7)
	The Apprentice explains how they would adapt to support the operation with changing weather condition, road closures and accidents. (K9 S9)
Vehicle maintenance and inspection K16 S13	The Apprentice explains the innovation and advances in technology and infrastructure within the industry. (K20)
	The Apprentice explains how they have arranged the maintenance and inspection of vehicles in line with company procedures. (K16 S13)
Information and communication K22 K24 S16 S18	The Apprentice explains how they have conducted a briefing or debriefing session with colleagues, providing or capturing information and data to meet business needs. (K22 S16)
	The Apprentice explains how they communicate with other others using verbal communication techniques to support task completion. (K24 S18)
Customer service K25 S19 S20 B1	The Apprentice explains how they prioritise customers' needs and expectations, managing queries and complaints and following the company's service standards for internal and external customers. (K25 S19 S20 B1)
Limitations and escalation K26 S21	The Apprentice describes how they have escalated issues outside their limits of authority in order to complete work tasks. (K26 S21)
Team working K27 S22 B2	The Apprentice describes how they have applied team working and wellbeing principles to meet work goals. (K27 S22 B2)

Equity, diversity, and inclusion (EDI) K28 S23 B7	<p>The Apprentice describes how they apply equity, diversity and inclusion principles to support inclusion in the workplace, In line with company requirements. (K28 S23 B7)</p>
Continuing professional development (CPD) S24 B8	<p>The Apprentice outlines the learning and development activities they have carried out and shows a commitment to future continued professional development to maintain and enhance competence. (S24 B8)</p>

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Distinction Criteria

KSB Requirements	Grading Criteria
Regulations, legislation, policy, and procedures K3 S3	The Apprentice explains the impact of deviating from company policy and standard operating procedures on the business. (K3 S3)
Ways of working K4 S4	The Apprentice explains the impact when prioritises change and the need to be able to anticipate to changing work activities. (K4 S4)
Information and communication K22 S16	The Apprentice explains the role and associated benefits of briefing and debriefing sessions to the company. (K22 S16)
Customer service K25 S19	The Apprentice describes the impact on the company and client of not managing customer queries and complaints. (K25 S19)
Equity, diversity, and inclusion (EDI) K28 S23	The Apprentice explains the benefits of supporting a diverse and inclusive culture for the business. (K28 S23)

Appendix 1



Portfolio of Evidence Mapping Document

VTCT Skills Level 2 Traffic Operator (ST1394 v1.0)

All columns of this mapping document are to be completed prior to the Gateway stage and submitted with the portfolio of evidence for each Apprentice. Please refer to the End-point Assessment Guidebook and the Interview Apprentice Preparation Guidance Document when completing this Portfolio of Evidence Mapping Document.

Please note: It is a requirement of the training provider to submit all the evidence electronically, via the 'Documents tab' on the Apprentice's dashboard within the epaPRO system. This must be in a scanned format, allowing the evidence package to be viewed remotely. VTCT Skills will not accept a link to an apprentice's individual e-portfolio.

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
Example:				
1	K1	Regulation and legislation in relation to the traffic operator role for example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.	Workplace documentation	1.1
2	K3	Company policy, processes and standard operating procedures.	Workplace documentation	1.2
Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	K1	Regulation and legislation in relation to the traffic operator role for example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.		

Version	Issue Date	Changes	Role
1	16/04/2025	First published	QDE