

Portfolio of Evidence Mapping Document

Level 5 Operations Manager

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 Professional Discussion Apprentice 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	K2	Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation.	<i>Workplace policies and procedures</i>	<i>1.1</i>
2	S3	Manage and set goals and accountabilities for individuals and teams.	<i>Team brief/ minutes of meetings</i>	<i>1.2</i>
Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	K2	Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation.		
	K3	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders.		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	K4	Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning.		
	K14	Conflict resolution and mediation processes.		
	K16	Ethics and values-based leadership theories and principles, for example employee wellbeing.		
	K18	Leadership and management tools and techniques.		
	K19	The sector in which the organisation operates and its impact on their role.		
	K20	The continuous development requirements and learning needs of their team.		
	K21	Business continuity principles, including risk assessment, contingency planning and disaster recovery.		
	K22	Organisational policies and procedures, for example health and safety.		
	K23	Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability.		
	K24	Coaching and mentoring techniques.		
	K25	The strategic direction of the organisation and the impact on operational plans.		
	S3	Manage and set goals and accountabilities for individuals and teams.		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	S4	Analyse performance data for individuals and teams to identify areas for improvement.		
	S6	Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being.		
	S7	Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals.		
	S11	Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders.		
	S13	Analyse and prioritise organisation activities in response to the operating environment.		
	S14	Implement business continuity plans, including risk assessment, contingency planning and disaster recovery, to ensure the uninterrupted operation of critical functions.		
	S17	Manage relationships across multiple and diverse stakeholders.		
	S18	Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors.		
	S19	Manage and facilitate learning and continuous professional development for their team.		
	S20	Coach and mentor individuals within their team.		
	S21	Develop and implement operational plans that align with the strategic direction of the organisation.		
	B1	Acts professionally, ethically and with integrity.		

Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	B2	Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.		
	B4	Seeks learning opportunities and continuous professional development for self and the wider team.		

Declaration of Authenticity

The work submitted for the portfolio of evidence must be the apprentice's own work. Should this evidence be copied from someone else or plagiarised in any other way, the apprentice's End-point Assessment result may be void.

Apprentice Declaration

I confirm that all of the evidence submitted to VTCT Skills for my portfolio of evidence is my own work.

Apprentice name:	
Apprentice signature:	
Date:	

Training Provider/Employer Declaration

The following declaration can be provided by the training provider or the employer.

I have authenticated the apprentice's work, and I am satisfied that to the best of my knowledge, the work submitted is solely that of the apprentice.

Training provider/ employer name:	
Training provider/ employer signature:	
Date:	

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