

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 Guide' 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
	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.		
	K3	Company policy, processes and standard operating procedures.		
	K4	Methods of planning and prioritising work.		
	K7	The procedures of processing returned goods.		
	K8	Company process for tracking jobs through the various stages of delivery.		
	K9	Techniques for adapting operations to deal with changing weather conditions, road closures and accidents.		

Evidence Number	KSBs:	Knowledge, Skills and Behaviours Criteria:	Type of Evidence Submitted:	Reference Number:
	K16	Procedures for arranging vehicles maintenance and inspection.		
	K17	The consequences for not following legislation and regulations such as drivers' hours, operator's restrictions, and Driver and Vehicle Standards Agency (DVSA) guidance on vehicle maintenance and inspection.		
	K20	Innovation and advances in technology and infrastructure within the industry.		
	K22	Principles of briefings and debriefings, including capturing and sharing relevant information and data.		
	K24	Verbal communication techniques.		
	K25	The organisations customer service standards including, customer specific service level agreements, key performance indicators (KPIs) and contractual obligations.		
	K26	Limits of authority and escalation procedures for example, driver infringements and non-operational procedures.		
	K27	Team working and wellbeing principles.		
	K28	Principles of equity, diversity, and inclusion in the workplace.		
	S1	Comply with regulations and legislation when working. For example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.		
	S3	Follow company policy, processes and standard operating procedures.		
	S4	Plan and prioritise daily activities for example to customer job requirements, back loads, delivery.		
	S7	Track job progress.		
	S9	Adapt approach when supporting operations with, for example, changing weather conditions, road closures and accidents.		

Evidence Number	KSBs:	Knowledge, Skills and Behaviours Criteria:	Type of Evidence Submitted:	Reference Number:
	S13	Arrange the maintenance and inspection of the vehicle.		
	S16	Conduct a briefing or debriefing session with colleagues.		
	S18	Communicate with others verbally for example, internal and external customers, colleagues, and managers.		
	S19	Manage customer queries and complaints.		
	S20	Apply the company's service standards for internal and external customer services.		
	S21	Escalate issues, for example, driver infringements and non-operational procedures.		
	S22	Apply team working and wellbeing principles.		
	S23	Apply equity, diversity, and inclusion principles in the workplace.		
	S24	Carry out and record learning and development activities.		
	B1	Customer focus prioritising their needs and expectations.		
	B2	Team-focus to meet work goals.		
	B4	Adapt to changing work requests.		
	B7	Contributes to equity, diversity, and inclusivity.		
	B8	Seek learning and development opportunities.		

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:	

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