

Apprentice Preparation Guide



VTCT Skills Level 2 Removal Operative

Interview Underpinned by a Portfolio of Evidence

Apprentice Guidance

VTCT Skills Level 2 Removals Operative

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 Removals Operative 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 observation 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 a VTCT Skills Independent Assessor.

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 KSBs 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 KSBs, 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 KSBs 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 KSBs.
- Evidence sources may include workplace documentation and records, for example, workplace policies and procedures, witness statements and annotated photographs, video clips with a maximum total duration of 10 minutes; the apprentice must be in view and identifiable. 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 contribution 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 complete 'VTCT Skills Level 2 Removals Operative 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 criteria on pages 5-7 are considered. The grade criteria 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.

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

The Independent Assessor will use the grading criteria on pages 5-7 to assess the Interview. The Interview will be graded Fail/Pass/Distinction.

Interview Underpinned by a Portfolio of Evidence

Pass Criteria

KSB Requirements	Grading Criteria
Health, safety, regulations and legislation K2 K3 S2	The Apprentice describes health and safety regulations, standards and guidance and the impact to their role. (K2)
	The Apprentice describes how they comply with industry specific regulations and legislation relating to the moving and handling of items. (K3 S2)
Policy and procedure K18 S14	The Apprentice describes how they follow company procedures and quality standards for example, keeping equipment clean and housekeeping. (K18 S14)
Planning K5, K7 S4 B7	The Apprentice describes how they plan work using planning and prioritising techniques with consideration for permitted time allowances. (K5 S4)
	The Apprentice describes the factors that can affect the completion of planned work. (K7)
	The Apprentice describes how they adapt to meet company needs, for example, the ability to work flexibly including working anti-social hours. (B7)
Removals activities K1 K19 K25 S15	The Apprentice describes the removals industry, identifying types of services and types of employers. (K1)
	The Apprentice describes how they dismantle and reassemble items using tools and equipment, in line with company policy. (K19, S15)
	The Apprentice describes their role, responsibilities and the limits of the role and how they escalate issues or concerns in line with company policy. (K25)
Environment and sustainability K11 S7 B2	The Apprentice describes how they follow procedures in line with environmental and sustainability regulations standards, and guidelines, including segregating resources, and considers the potential impact the removals industry has on the environment. (K11 S7 B2)
Team working K9 S6 B4	The Apprentice describes how they apply team working principles to meet their team's work goals. (K9 S6 B4)

Use and movement of equipment and vehicles K6 K16 S12	<p>The Apprentice explains the methods and modes of transport and auxiliary equipment that are available within the industry. (K6)</p>
	<p>The Apprentice describes how they have directed the movement of vehicles or mechanical handling equipment using techniques such as hand signalling, following associated regulations. (K16 S12)</p>
Documentation, digital and technology K21 S17	<p>The Apprentice describes how they use information technology and information systems and comply with GDPR and cyber security to support work tasks. (K21 S17)</p>
Communication K22 S18	<p>The Apprentice describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K22 S18)</p>
Equity, diversity, and inclusion K10 K24 S20 B3	<p>The Apprentice describes their understanding of personal wellbeing and mental health awareness. (K10)</p>
	<p>The Apprentice describes how they follow and support equity, diversity, and inclusion in their work in line with rules. (K24 S20 B3)</p>
Continuing professional development S21 B6	<p>The Apprentice outlines the learning and development activities they have carried out. (S21 B6)</p>

Interview with Portfolio of Evidence

Distinction Criteria

KSB Requirements	Grading Criteria
Health, safety, regulations and legislation K2 S2	The Apprentice explains the benefits of compliance with manual handling regulations and procedures and the consequences of non-compliance to the individual and the company. (K2 S2)
Policy and procedure K18 S14	The Apprentice explains the importance of maintaining good quality standards for example, with housekeeping and the impact this has on the organisation. (K18 S14)
Planning K5 S4	The Apprentice reviews and justifies chosen work organisation or time management techniques used to complete tasks in time allowances. (K5 S4)
Team working K9 S6	The Apprentice explains how their team focus supports wider teams to meet their goals. (K9 S6)
Use and movement of equipment and vehicles K16 S12	The Apprentice explains the importance of compliance with the regulations and the impact on the business. (K16 S12)
Equity, diversity, and inclusion K24 S20	The Apprentice explains the benefits of supporting an equitable, diverse and inclusive culture for the business. (K24 S20)

Appendix 1

Portfolio of Evidence Mapping Document VTCT Skills Level 2 Removals Operative (ST1393 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	K2	Health and safety regulations, standards, and guidance and impact on role. Control of Substances Hazardous to Health (COSHH). Fire safety. Health and Safety at Work Act. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, signage, fire extinguishers. Safety signage. Situational awareness. Slips, trips, and falls. Working in confined spaces. Working at height.	Workplace documentation	1.1
2	K3	Industry specific regulations and legislation relating to the moving and handling of items to include inland domestic moving, commercial moving, overseas moving, storage, working time directives and working hours.	Workplace documentation	1.2
Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	K1	The removals industry for example, types of services and types of employers.		

Document History

Version	Issue Date	Changes	Role
v1	04/02/2025	First published	Qualification Development Manager