

Apprentice Preparation Guide



End-point Assessment for Team Leader Professional Discussion underpinned by a Portfolio of Evidence

Assessment Method: Professional discussion underpinned by a Portfolio of Evidence

Preparing for your End-point Assessment

This document is designed to support you in preparing for the **VTCT Skills Level 3 Team Leader ST0384 v1.4** End-point Assessment.

During your End-point Assessment, one of the two assessment methods that you will undertake is a Professional Discussion underpinned by a Portfolio of Evidence. The Professional Discussion underpinned by a Portfolio of Evidence will allow Knowledge, Skills and Behaviours (KSBs) that may not occur regularly in every workplace to be assessed.

You will use the portfolio of evidence that you collated during the on-programme period of the apprenticeship standard, which is submitted at the gateway stage, to support the Professional Discussion.

Overview of the Professional Discussion underpinned by a Portfolio of Evidence

The Professional Discussion 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 Professional Discussion underpinned by a Portfolio of Evidence

The Professional Discussion 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
- you and the Independent Assessor may refer to your portfolio of evidence to support the Professional Discussion

Where will the Professional Discussion underpinned by a Portfolio of Evidence take place?

The Professional Discussion underpinned by a Portfolio of Evidence will take place in your employer's workplace or your training provider's premises. The Professional Discussion underpinned by a Portfolio of Evidence may take place on the same day as the Presentation with Questions assessment, and may be conducted remotely by video conferencing.

The Professional Discussion underpinned by a Portfolio of Evidence should take place in a quiet room, free from distractions and influence, in a controlled environment.

- **What is a controlled environment?**

A controlled environment for an assessment refers to a setting where conditions are monitored to ensure fairness, security, and reliability in the assessment process across apprentices.

The Professional Discussion will include:

- A structured discussion lasting **60 minutes** with you and your VTCT Skills Independent Assessor. You may choose to end the assessment early; if you choose to do so, you must be confident you have demonstrated competence against the assessment requirements.
- The Independent Assessor has the discretion to increase the time by up to 10% to allow you to finish a response to a question, where applicable.
- The Independent Assessor will ask you a **minimum of 5 questions** in relation to the following themes:
 - Building a high performing team
 - Communicating and implementing operational plans
 - Managing change and continuous improvement
 - Using technology
 - Contributing to a project

Please note: the Professional Discussion will be recorded.

Portfolio of Evidence

The Portfolio of Evidence that you complete during the on-programme stage is not assessed or graded by the Independent Assessor; however, it is used to inform your Professional Discussion.

The criteria for the Portfolio of Evidence is as follows:

- The content must be sufficient to evidence that you can demonstrate all the KSBs mapped to the Professional Discussion.
- Your Portfolio of Evidence can be in any format, as long as it is legible and can be uploaded electronically to epaPRO.
- Your Portfolio of Evidence should contain written accounts of activities that you have completed and mapped against the Knowledge, Skills and Behaviours.
- Evidence sources may include workplace documentation and records, 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.
- A Declaration of Authenticity Form must be signed by yourself, your training provider and your employer and be submitted with your Portfolio of Evidence.
- The Portfolio of Evidence must be uploaded to the epaPRO system at the Gateway stage.
- You should not include reflective accounts or self-evaluation documentation as evidence within your Portfolio of Evidence.
- A completed VTCT Portfolio of Evidence Mapping Document is required and must be uploaded alongside your Portfolio of Evidence. An example of how the evidence can be mapped to the Knowledge, Skills and Behaviours can be found in Appendix 1.
- One piece of evidence can be mapped against more than one KSB.

Preparing for the Professional Discussion underpinned by a Portfolio of Evidence

During the Professional Discussion, you must demonstrate your competence against the themes' grading criteria and the related knowledge, skills and behaviours outlined in the End-point Assessment Plan.

To prepare for the Professional Discussion, it is essential that the grade descriptors on pages 6-7 are considered. The grade descriptors include areas that must be covered throughout the Professional Discussion.

You should ensure you are familiar with your Portfolio of Evidence before your Professional Discussion. This is because during the Professional Discussion, the Independent Assessor will allow you to lead the discussion and to refer to your Portfolio of Evidence. When the assessor asks you questions, you can refer to your Portfolio of Evidence to support your answers.

How is the Professional Discussion underpinned by a Portfolio of Evidence graded?

The Independent Assessor will use the grading criteria on pages 6-7 to assess the Professional Discussion underpinned by a Portfolio of Evidence.

Professional Discussion

Pass criteria

You will achieve a pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all of the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
Building a high performing team K1, K2, K10, K17, K23 S2, S4, S12 B1, B4	Describes their approach to identifying and supporting the learning and development needs of team members, as well as seeking out opportunities to develop their own learning and professional development. (K2, S4, B4)
	Describes the leadership, management and performance management techniques and tools they use to organise, prioritise, and allocate work activities. (K1, K17, S2)
	Explains their approach to sharing best practice and advising stakeholders on the practical application of regulation and legislation relevant to their work within the organisation. (S12)
	Explains how they have ethically and inclusively applied policies and procedures relating to people and organisational culture to support equity, diversity, and inclusion in the workplace. (K10, K23, B1)
Communication and implementing operational plans K7, K18 S1, S11, S13, S14	Explains how they use and manage resources and collaborate with stakeholders to implement and deliver operational goals and team plans within their level of responsibility and accountability. (K7, K18, S1, S14)
	Explains how they communicated the impact of organisational strategy on different stakeholders using different types of media to ensure understanding. (S11, S13)
Managing change and continuous improvement K13, K22 S7, S10, S16	Explains how they apply the principles of change management and continuous improvement to work processes to identify areas where performance can be enhanced. (K13, S7)
	Describes how they negotiate with and challenge stakeholders and others, when managing change, and the activities used to resolve and reduce conflict. (S10, S16)
	Describes their approach to managing budgets and maximising the use of resources. (K22)
Using technology K14 S8, S19	Describes the technology, software, and methods they use to produce documentation and support activities for the business, and how they monitor their use to reduce energy consumption when not in use. (K14, S8, S19)
Contributing to a project K4, K8 S6 B3	Explains how they utilise project management tools and techniques to plan a project, prioritise activities, monitor progress, and take corrective action to deliver against the project plan on time whilst taking ownership of the tasks. (K4, K8, S6, B3)

Professional Discussion

Distinction criteria

You will achieve a distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all of the additional criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
Building a high performing team K10, K23 B1	Evaluates their approach to supporting and promoting equity, diversity, and inclusion in terms of impact on the workplace. (K10, K23, B1)
Communication and implementing operational plans S11, S13	Evaluates the impact of the techniques they have used to communicate how organisational strategy impacts stakeholders, suggesting improvements to facilitate their understanding of what is required. (S11, S13)
Managing change and continuous improvement K13 S7	Evaluates the extent to which continuous improvement techniques improve work processes. (K13, S7)

Please follow the guide outlined below to support your preparation

What can I do to prepare for my End-point Assessment?	Completed Yes/No
1. Access and familiarise yourself with the Mock Assessment Form for the Professional Discussion.	
2. Refer to the Knowledge, Skills and Behaviours that may be assessed during the Professional Discussion. These are outlined in the table below.	
3. Collate pieces of evidence for your Portfolio of Evidence that demonstrate the relevant Knowledge, Skills and Behaviours which will be discussed in your Professional Discussion.	
4. Collaborate with others to seek constructive feedback on your performance.	
5. Practice questions and answers with peers/assessors in preparation for your Professional Discussion using the sample questions provided.	
6. Incorporate any feedback from your peers/assessor to enhance your approach and to address any identified areas for improvement in readiness for your Professional Discussion.	
7. Practise effective time management during the Professional Discussion. Allocate appropriate time to each task and ensure completion within the given timeframe.	
8. Approach the Professional Discussion with confidence. Remember that it is an opportunity to showcase your knowledge and skills.	
9. Stay calm under pressure and communicate effectively throughout the Professional Discussion.	
10. Remember to bring your identification with you on the day of your End-point Assessment. This can be one of the following: <ul style="list-style-type: none"> • Driving licence • Employee ID • Passport 	

Planning and Preparing for your Professional Discussion

KSB Ref	Knowledge, Skills and Behaviours that may be assessed during the End-point Assessment.	What do I need to remember?
Knowledge		
K1	Performance management techniques	
K2	How to identify the learning needs of others and solutions to address them	
K4	Project management tools and techniques	
K7	How to manage resources to implement operational and team plans	
K8	Time management and prioritisation tools	
K10	Policy and procedure relating to people and organisational culture	
K13	Principles of change management and continuous improvement	
K14	IT and software used to support the activities of the business	
K17	Leadership and management approaches	
K18	The purpose of their role within the organisation, including their level of responsibility and accountability	
K22	Approaches to managing budgets, and options and choices to maximise efficient use of resources	
K23	Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team	

KSB Ref	Knowledge, Skills and Behaviours that may be assessed during the End-point Assessment.	What do I need to remember?
Skills		
S1	Use resources to implement operational and team plans	
S2	Use tools to organise, prioritise and allocate daily and weekly work activities	
S4	Identify and support the development of the team through informal coaching and continuous professional development	
S6	Use digital tools for planning and project management to monitor project progress, taking corrective action to deliver against the project plan	
S7	Review work processes to identify opportunities to improve performance and for continuous improvement	
S8	Use technology and software to produce documentation, such as spreadsheets and presentation packages to communicate information	
S10	Manage others through change by identifying challenges and the activities to resolve them	
S11	Interpret organisational strategy and communicate how this impacts others	
S12	Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application	

S13	Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required	
S14	Collaborate with stakeholders in the organisation to ensure the delivery of operational goals	
S16	Negotiate with and challenge stakeholders to manage change and reduce conflict	
S19	Monitor the use of technology and the potential to reduce energy consumption through their optimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use	

KSB Ref	Knowledge, Skills and Behaviours that may be assessed during the End-point Assessment.	What do I need to remember?
Behaviours		
B1	Acts professionally, ethically and with integrity	
B3	Takes accountability and ownership of their tasks and workload	
B4	Seeks learning opportunities and continuous professional development	

Following your End-point Assessment:

What happens following my End-point Assessment?	You will receive the results from your End-point Assessment within 10 working days.
What happens if I do not achieve my End-point Assessment?	If you do not achieve a pass result within this assessment method, you will be able to re-sit this assessment.

Appendix 1 – Portfolio of Evidence Mapping Document

Portfolio of Evidence Mapping Document

VTCT Level 3 Team Leader

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 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 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	K13	<i>Principles of change management and continuous improvement</i>	<i>Slide presentation</i>	1.1
2	S7	<i>Review work processes to identify opportunities to improve performance and for continuous improvement</i>	<i>Performance review documentation</i>	1.2
Evidence number	KSBs:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:	Reference number:
	K1	Performance management techniques		
	K2	How to identify the learning needs of others and solutions to address them		
	K4	Project management tools and techniques		

Document amendment history page

Version	Issue Date	Changes	Role
1	04/02/2025	First published	Product Manager