

**Portfolios.....**

.... are used within the TSQF to look at a persons skills and to allow them to demonstrate the required skills that an officer will need for their daily work life. The demonstration of skills is an important element within the qualifications as your employer needs to know that you have the appropriate skills to go out and carry out your duties within the appointed work area.

What portfolios will I have to do?

The Core Skills portfolio must be completed, but there are three further portfolios that may need to completed.

Core Skills portfolio
This portfolio concentrates on the skills which are fundamental to all those working within a Trading Standards environment and cover the following areas:

* Organisational Skills ● Information Skills
* Cognitive Skills ● Investigative Skills

Legal Metrology Technical Skills portfolio
This portfolio is designed to allow a candidate to demonstrate specific skills relating to an Inspector of Weights and Measures and is completed alongside the Core Skills portfolio. On completion of the portfolio you will be able to:

* Define the context and use of a product, equipment and components;
* Interpretation of legislative framework applying to the keeping, sale or supply of products etc;
* Test and assess equipment/goods and the demonstration of risk analysis etc;
* Demonstration of practical skills providing solutions to practical problems.

Animal Health and Welfare Technical Skills portfolio
This portfolio is designed to allow a candidate to demonstrate specific skills relating to the area of Animal Health and Welfare and is completed alongside the Core Skills portfolio. On completion of the portfolio you will be able to:

* Identify relevant animals, diseases, welfare and disposal controls;
* Demonstrate appropriate risk analysis and hazard mitigation when completing any inspection and the compliance with other specific health, safety, hygiene and bio security.

Foundation to Core Skills portfolio\*\*
This portfolio is designed to allow a candidate who has already successfully completed the Foundation portfolio the ability to convert and align to the requirements found in the Core Skills portfolio. You will have partially covered already, Interpersonal skills / communication skills - face to face, on the telephone and writing. You will cover:

* Organisational Skills ● Information Skills
* Cognitive Skills ● Investigative Skills

\*\* if you have not completed any portfolio previously, download and complete the full Core Skills portfolio.

Depending on the areas you intend to work in will determine which portfolios you are required to complete.

What do I need to do?

The following outlines the process you will need to do in relation to completing a portfolio:

Followed by

Keep in mind what the tasks are asking for as you complete your daily work, make a copy!

Final stage

External Verification

The External Verifier (EV) is responsible for reviewing all the portfolios in their assigned region. They are looking at the assessment paperwork to ensure it was carried out correctly.

As part of EV process they will sample a percentage of your evidence.

They will either recommend the portfolio or request remedial work to be completed on the portfolio. Where the portfolio is recommended a sign off report will be sent to CTSI.

Assessor/Verifier duties in detail

The role of the Internal Assessor and Verifier plays an important part of a person's qualification as you provide the guiding influence throughout the development of the candidates portfolio(s). Without these roles an individual can't move forward in their career.

Internal Assessors and Verifiers will be qualified and have the experience to support those going through the process of qualifying. Their experience will help students to work through their portfolios.

Internal Assessor (IA)

The primary role is to assess candidates' performance against a range of tasks using the evidence they have submitted. As the IA you will sign off on their evidence and confirm they have met the assessment criteria.

Assessors will be occupationally competent in the subject areas they will be assessing in. For example, if you are assessing a Metrology portfolio, you must be Metrology qualified and have attended the 1 day assessor training course and completed the yearly on-line CPPD course.

Responsibilities

* Make sure your candidate is aware of their responsibilities in the collection and presentation of evidence.
* Agreeing an assessment plan with the candidate
* Follow assessment guidelines
* Observe candidate's performance in the workplace and other forms of assessment
* Judging evidence and making assessment decisions
* Confirming candidates have demonstrated competence
* Completing required paperwork/documentation
* Ensure assessment is carried out within equality of opportunity best practice

If you're not sure about a piece of evidence, speak with the IV and/or the EV.

Internal Verifier (IV)

The primary role is to monitor the work of the IA and to ensure they are applying the assessment criteria in a consistent manner throughout all assessment activities. IV's will have completed the 1 day Verifier training course and the yearly CPPD training.

Responsibilities

* Ensure the assessors follow the assessment guidelines
* Advise and support assessors assisting them interpret and apply the assessment criteria
* Monitor consistency of assessment decisions, sampling assessment activities, methods and records
* Provide prompt, accurate and constructive feedback to assessors on their assessment decisions
* Undertake an active role in raising and disseminating any issues, best practice, consistency and quality assurance in assessment practice.
* Ensure equal opportunities / anti discriminatory practices are upheld in the assessment process
* Liaise with assessors, candidates and the external verifier to implement the quality assurance requirements for assessment system.

External Verifier duties in detail

External Verifiers have a similar role to an internal verifier but have the responsibility at a national level and report directly to CTSI. Each EV has their own areas/region(s) to look after and are available to all assessors, verifiers and candidates to resolve or answer any queries.

Responsibilities

* Hold regional meetings annually for assessor and verifiers to help with standardisation and update training.
* Verify the quality of the verification decisions made and take any corrective action where necessary.
* Review a sample of each assessor and verifiers work to ensure they are using performance standards appropriate and consistently.
* Facilitates standardisation processes to ensure candidates, assessors and verifiers are working, assessing and verifying to consistent standards.
* Actively resolve any issues as they arise.
* Completes a collective standardisation with all EV's each year.
* Reports any issues to the Lead Verifier and CTSI and provides details to enable them to be take the matter forward.

What paperwork is used during
the internal assessment process

As part of the assessment process the Internal Assessor, Verifier and the External Verifier will need to use specific paperwork that helps to standardise this process.

At the Assessor and separately at the Verifier 1 day training courses the Deputy Lead Verifier will outline each assessment form to be used during the two stages of internal assessment. The list below details the paperwork used for each area:

* Candidate Record
* Assessment plan (Assess1)
* Observation report (Assess3)
* Assessment feedback (Assess4)
* Witness list
* Assessor checklist

Assessor paperwork

This paperwork needs to be completed (as appropriate) and submitted to the EV!

* Sampling report from (IV01)
* Monitoring assessor via observation (IV02)
* Monitoring via candidate interview (IV02a)
* Monitoring via assessor interview (IV02b)
* Sampling plan
* Verifier checklist

Verification paperwork

When the portfolio is ready for submission to the EV, the following paperwork must be submitted.

Paperwork to be sent to the External Verifier

* copy of the portfolio submission form (copy also sent to CTSI)
* all assessment plants (form assess1)
* subject assessment summary forms (form assess2)
* candidate assessment feedback forms (form assess5)
* Witness statements list
* all internal verification documentation

What types of evidence can I use?

The types of evidence used can be varied and examples are given below (please note this is not an exhaustive list):

* Reports ⦁ Letters
* Computer printouts ⦁ Photographs
* Observation reports ⦁ Case files
* Emails

All evidence should be two years old or less, however, your assessor can allow slightly older evidence but will need to prove that you are up to date on any latest changes to policy, procedure etc and they can do this by completing a question and answers session with you.

It is important to note that any document/piece of work can be used if it meets the criteria set out in the portfolio.

The criteria may ask that you produce more than once piece of evidence to meet a task, but, this evidence may meet more than one task. In these cases, cross reference rather than providing a brand new piece of evidence each time but ensuring you have provided the correct number of pieces of evidence per task.

Task B

Task A

Task C

Task D

Task E

Evidence A

Evidence B

Has met task evidence requirement

The assessor is there to review and agree that you have met the criteria within each task and sign off the piece of evidence.

How is my portfolio assessed?

There are three levels of assessment that your portfolio will go through, these are Internal Assessment, Internal Verification and External Verification.

The internal assessment that occurs within your department will look at the following:

* The assessor will make a decision against each one of the assessment criteria and the evidence you have provided whether it is your performance completing something or evidence (for example an investigation and the documentation included with that process).
* If the assessor decides you have provided enough evidence demonstrating your skills for a set criteria, you won't need to provide anything further.
* If after reviewing your evidence, your assessor may ask you to provide further evidence; they will help you understand what it is they are looking for to assist you in putting this further evidence together.

Why do I need to have
Witness Observations?

As part of the evidence that your portfolio will ask you to provide there is also the need to have documented evidence on your performance as well. This is evidenced by the Witness Observation assessment document.

performance

It isn't necessary for an observation report to be provided for each element within your portfolio as this is not practical. This allows for the Internal Verifier to determine that there is sufficient evidence regarding your performance to allow them to sign off your portfolio.

for the Verifier

The witness testimony allows for evidence to be endorsed and the observation provides the way for that to occur.

The form can be downloaded off the website:

LINK HERE

the form

What is Standardisation?

For every candidate completing a portfolio there will be an allocated assessor and verifier as well as external verifier. Certain measures are needed to ensure that any assessment decision made on a portfolio is balanced against all other portfolios going through the assessment process.

How can that be achieved you ask? Well the following sets out how we can be confident that this is happening.

baseline learning

Attendance at the Assessor and Verifier courses delivered by the Deputy Lead Verifier. These courses will go through the assessment and verification process from start to finish.

Each piece of evidence must meet what the task and the criteria within each portfolio is asking. Evidence may differ from person to person but the requirements remain the same.

portfolio tasks and criteria

Each piece of evidence must meet what the task and the criteria within each portfolio is asking. The evidence may differ from person to person but the requirements remain the same and must be met.

portfolio tasks and criteria

It is encouraged by the regional EV for assessors and verifiers to utilise each other's expertise and experience, as well as their own, to discuss assessment criteria to remove any ambiguity over how it can be met.

communication

Collectively between the internal verifier and the external verifier they will see a number of portfolios as each will see more than one portfolio.

numbers seen

When an EV signs off a portfolio they will provide a report outlining the portfolio they have seen. These are sent to the Lead Verifier who carries out a

lead verifier