

FOUNDATION PORTFOLIO MAPPING TO CORE SKILLS PORTFOLIO

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A1 When the candidate made or received first contact, was the contact in accordance with Service/ Organisation standards?	A1 That the first contact you had with the person(s) spoken to was in accordance with Service/ Organisation standards? A6 That you were able to introduce yourself and your role professionally?
A2 Did the candidate show good listening skills upon initial contact?	A2 Acceptable listening skills during each contact?
A3 Did the candidate show good questioning skills upon initial contact?	A3 That you established all relevant details, for example: <ul style="list-style-type: none"> • Enquirer details • Business details • Relevant details • Method of payment • The need for copies of relevant documentation • Any other matters which are relevant
A4 Was the candidate able to establish all relevant details, including: <ul style="list-style-type: none"> • Enquirer details • Trader details • Relevant contract dates • Method of payment • Copies of relevant correspondence • Details of any descriptions or claims made, e.g. adverts, brochures • Elements of any contract made 	A3 That you established all relevant details, for example: <ul style="list-style-type: none"> • Enquirer details • Business details • Relevant details • Method of payment • The need for copies of relevant documentation Any other matters which are relevant
A5 Was the candidate able to identify the rights and obligations of the parties involved?	A7 That you were able to provide verbal advice on any legal rights or obligations in relation to the subject matter of the enquiry?
A6 Was the candidate able to advise on the role of the organization and its limitations?	A4 That, where applicable you were able to provide clear verbal advice on the role of the organization and its limitations and if necessary identify and explain alternative sources of advice or assistance?
A7 Was the candidate able to advise on the identified rights and obligations and any limitations to them?	A7 That you were able to provide verbal advice on any legal rights or obligations in relation to the subject matter of the enquiry?
A8 Was the candidate able to explain the reasons for the recommended action?	A8 Clear verbal justification for any recommended action?

A9	Was the candidate able to identify and advise the person of any evidence that he/ she may need?	A9	The identification and the provision of appropriate verbal advice in relation to any other matter which is relevant either to the enquirer or the Service (<i>specifically in relation to the evidence that the enquirer may need?</i>)
A10	Was the candidate able to identify, explain or refer the person to alternative sources of advice or assistance?	A4	That, where applicable you were able to provide clear verbal advice on the role of the organization and its limitations and if necessary identify and explain alternative sources of advice or assistance?
A11	Did the candidate demonstrate appropriate and effective communication skills?	This is covered in the preceding assessment criteria : A1, A2, A3, A4, A6, A7, A8, A9	
A12	Was the candidate able to identify any further legal issues arising out of the issue which might be outside the organisation's remit but still relevant to the person?	A4	That, where applicable you were able to provide clear verbal advice on the role of the organization and its limitations and if necessary identify and explain alternative sources of advice or assistance?
Task B			
B1	Was the candidate able to identify possible breaches of legislation or an issue for further consideration?	E8	When advising consumers or businesses, that you identified correctly all relevant infringements and potential breaches for further consideration?
		F1	That you clearly identified at an early stage the potential infringement/ breach which was the subject of the investigation?
		F4	How you identified the evidence required to prove the offence(s) or breach(es)?
B2	Was the candidate able to correctly identify the legislation and why the matter required further consideration?	E8	When advising consumers or businesses, that you identified correctly all relevant infringements and potential breaches for further consideration?
		F1	That you clearly identified at an early stage the potential infringement/ breach which was the subject of the investigation?
		F5	A clear rationale for your recommended course of action?
B3	Was the candidate able to identify any constraints relating to the matter e.g. time limits, authority jurisdiction, other evidential problems, service/ organisation's policy?	F4	How you identified the evidence required to prove the offence(s) or breach(es)?
B4	Was the candidate able to identify the key issues for further consideration and obtain the necessary evidence?	F3	That you considered properly all relevant alternative offences or breaches?
		F4	How you identified the evidence required to prove the offence(s) or breach(es)?

B5	Was the candidate able to record all the relevant information e.g. names, addresses, date, possible breaches of legislation, and evidential matters, including expert opinion where appropriate?	A3 F17	That you established all relevant details, for example: <ul style="list-style-type: none"> • Enquirer details • Business details • Relevant details • Method of payment • The need for copies of relevant documentation Any other matters which are relevant Where applicable, that you sourced appropriate expert witnesses, commissioned appropriate testing, and obtained the required from the expert(s)?
B6	If appropriate, did the candidate advise the interested parties with regard to what to expect from an investigation, within service/ organization guidelines?	F12	That you complied with your service or organisational standards (<i>in respect of advising parties to an investigation what to expect?</i>)
Task C			
C1	Did the candidate successfully identify the necessary evidence?	F4	How you identified the evidence required to prove the offence(s) or breach(es)?
C2	Are each of the letters factually accurate, clear and intelligible to their intended audience?	B1 B2	In any written communication, the use of appropriate layout, format and style, vocabulary and grammar? The use of appropriate language capable of being understood by the intended recipient clarifying, if necessary, what was best practice and what was a legal requirement (in part)?
C3	Are each of the statements taken clear and in accordance with recognised procedures?	F7	That you obtained witness statements from all relevant parties in the appropriate format, and that these were clear and demonstrate the chain of evidence?
C4	Did the candidate correctly identify the questions necessary to establish the legal entity of the person subject of the enquiry?	F12	That you correctly identified the legal status of the business who was the subject of the investigation (<i>enquiry</i>)?
C5	Did the candidate prepare appropriate questions for the interview/ civil consultation?	F13 F14	That you used appropriate questioning skills during any interview, sufficient to provide confidence that the correct person was being interviewed and to confirm the facts under investigation? That you asked the questions necessary to establish whether the interviewee/ business was able to make out any potential defences? (<i>Interview/ consultation preparation only</i>)

<p>C6 Is the format of the final report in accordance with the organisation's policy with regard to the reporting process?</p>	<p>F22 That all the required information was included in the final report, in particular the essential elements of the alleged offence or breach were included and the relevant time limits identified.</p> <p>You will need to have considered the following:</p> <p>Preservation and demonstration of the chain of evidence</p> <p>Provision of sufficient evidence to allow the Service/ Organisation to make the appropriate decisions</p> <p>That the distinction has been made between used and unused materials</p> <p>That the report was compiled in accordance with any Service/ Organisational policies and guidance?</p> <p>Adequate exploration and explanation of statutory defences</p> <p>That the relevant case law had been considered</p> <p>That the report was compiled and submitted in a timely manner</p>
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Minimum evidence requirements to complete the Foundation Portfolio using the Core Skills criteria:

1. The candidate must provide a range of advice to consumers, traders and industry bodies or any similar work which can meet the assessment criteria.
2. A minimum of twenty enquiries must be dealt with, of which at least ten must be relatively complex, i.e. where there is some bone of contention e.g. the contractual or legal position of the parties is not clear, or the law relating to the matter complained about is not clearly defined.
3. A variety of communication methods must be demonstrated, including a minimum of two examples of each of the following: letter, email, face to face and telephone.
4. These must be actual enquiries dealt with by the candidate, and evidence of the receipt, questions used and reasoning behind the advice given must be included in the portfolio.
5. In a minimum of five of the matters dealt with the candidate must identify breaches of legislation. Candidates must have regard to potential offences, defences, processes and time limits, where appropriate. All details including evidence of receipt, nature of complaint, applicable legislation, advice given and action taken must be included in the portfolio.
6. The candidate should either lead on or assist another member of staff who are already competent with investigative work, covering a minimum of three investigations. In doing this they must:
 - Draft at least five letters, of which one must be to a complainant, one to a trader, one to another agency/ trading standards service/expert witness/ test house
 - Take at least two witness statements
 - Under the supervision of a competent officer (if necessary), decide what evidence is required to proceed further with two investigations, and record this process
 - Prepare questions for one interview/ civil consultation
 - Compile and investigation report in accordance with the organisation's standards