Chartered Trading Standards Institute qualifications

Qualification Framework Portfolio Candidate Guidance

Please ensure you read through this portfolio guidance prior to starting your portfolio work for the Qualifications Framework, Trading Standards Practitioners Diploma (TSPD) also known as Stage 2.

This Guidance is for use by **all** candidates, assessors, and verifiers. **This is guidance only.**

Notes for candidates and assessors:
It is recommended that candidates should attend the Portfolio Building training course. This course is also available for assessors.

If new to assessing, you will need to complete the new and upskilling assessor course (thereafter, each year you will need to complete the experienced assessor course, to maintain your continued competence in assessing. You will be required to provide a copy of your CPPD certificate to the Verifier.

Portfolios are used within Stage 2 of the Qualifications Framework, as a method of showing a person's skills and the demonstration of their performance. These will be based against tasks and their criteria for each of the portfolios. These skills are recognised as a need for an officer's daily work life. The portfolios also allow employers to see that their staff have the appropriate skills, to go out and carry out their duties within the appointed work area. Portfolios must also be submitted prior to sitting any Practical, Oral or Professional interview examinations.

- The deadline for portfolio submissions under each exam cycle are:
    - 1 April for the May exam cycle
    - 1 August for the September exam cycle.

Portfolios must be submitted prior to sitting any Practical, Oral, or Professional interview examinations. Candidates can submit their portfolios for ratification by CTSI, throughout the year. The only stipulation is that the verifier has had the opportunity to sample them. at least 3 times prior to the final submission.

What portfolios will I have to do?

The Generic Skills portfolio must be completed, alongside your first subject specific portfolio (unless you completed the Core Skills portfolio under the TSQF and have had it ratified by the QP) and submitted within your first examination cycle in the framework. You will see that some portfolios are marked as Mandatory – these must be completed unless you have the equivalent approved portfolio to use as an exemption.

Generic Skills Portfolio (mandatory)

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

- Communication skills
- Information skills
- Organisational skills
- Cognitive skills

In addition to the above portfolio, there are a further three portfolios that are mandatory portfolios that must be completed alongside the generic skills portfolio.

Weights and Measures Portfolio (mandatory)

This portfolio is designed to allow a candidate to demonstrate specific skills relating to an Inspector of Weights and Measures. 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.

Investigations Skills Portfolio (mandatory)

This portfolio is designed to allow a candidate to demonstrate specific skills relating to the area of Investigations, an essential skills area for officers:

- Planning skills.
- Investigative skills.
- Partnership skills.
- Reporting skills.

Regulating Markets Skills Portfolio (mandatory)

This portfolio is designed to allow a candidate to demonstrate that they understand this area and how it affects a number of different TS areas. On completion of of this portfolio, you will be able to:

- Interpret technical information.
- Concept of ‘hazard’, ‘risk’ and ‘safety’ relating to a product.
- Corrective action through the supply chain.
- Examining a product to ascertain compliance.
- Sampling and screen testing.

You will be required to pick one further portfolio and complete it as part of the Qualifications Framework Stage 2 portfolio requirements as your Unit 4 option.

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

Food Skills Portfolio

This portfolio is designed to allow a candidate on completion of this portfolio, you will be able to:

- Demonstrate that they understand this specific subject area.
- Undertake samples with UK statutory framework.
- Methods of sampling.
- Secure evidence of malpractice or illegal activity.
- Work in partnership to achieve required outcomes.

Feed Skills Portfolio

This portfolio is designed to allow a candidate to demonstrate that they understand this specific subject area. On completion of this portfolio, you will be able to:

- Undertake samples with UK statutory framework.
- Methods of sampling. Secure evidence of malpractice or illegal activity.
- Undertake practical enforcement.
- Work in partnership to achieve required outcomes.

Product Safety Skills Portfolio

This portfolio is designed to allow a candidate to demonstrate that they understand this specific subject area. On completion of this portfolio, you will be able to:

- Market Surveillance relating to product safety.
- Product conformity / risk within the scope of regulatory requirements.
- Conduct product based risk assessment.
- Determining appropriate circumstances for statutory safety noticies.

How are portfolios built?

Complete the relevant Skills Analysis

This will assist in identifying quality evidence.

Complete the required activity.

By targeting and completing the required activity, this is how the criteria are met.

Gather evidence.

Gather the identified evidence.

Types of evidence

There are 6 main types of evidence that can be used to prove competence.

- Work based.
- Assessor Observation.
- Witness Observation.
- Witness Testimony.
- Assessor Testimony.
- Questions and Answers.

There needs to be least 3 types of evidence per task.

SharePoint

- Once registered, candidates will receive from CTSI:
  - Link to their personal SharePoint area; and
  - A guide on how to use SharePoint.
- Once these details have been received, candidates are responsible for requesting access to be given to their SharePoint area for their assessors.
- Verifiers are responsible for requesting access for SharePoint areas, direct from the Qualifications Team at CTSI.

For further information on Portfolio Building, refer to the CTSIs website.

Assessor Duties

The Assessor plays an important part of a person's qualification as you provide the guiding influence throughout the development of the candidate’s portfolio(s). Without this role, an individual can't move forward in their career.

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.

Assessor

The primary role is to assess the candidates' performance against a range of tasks using the evidence they have submitted. As the Assessor, 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 completed the online assessor training course (a fee is applicable when completing for the first time) thereafter, the online CPPD course must be completed each year.

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
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If you're not sure about a piece of evidence, speak with the verifier.

Verifier duties in detail

Verifiers have the responsibility at a national level and report directly to CTSI. Each Verifier has their own areas/region(s) to look after and are available to all assessors 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 Verifiers 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 assessment process?

As part of the assessment process the Assessor and Verifier will need to use specific paperwork that helps to standardise this process. The list below details the paperwork used for each area:

Assessor paperwork

- Assessment plan (Assess1)
- Observation report (Assess3)
- Assessment feedback (Assess4)

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

Verification paperwork

- Sampling report from (V01)
- Monitoring assessor via observation (V02)
- Monitoring via candidate interview (IV02a)
- Monitoring via assessor interview (IV02b)

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

Paperwork to be sent to the Verifier

- copy of the portfolio submission form (copy also sent to CTSI)
- all assessment plans (form assess 1)
- Observation report (Assess 3)
- Aassessment feedback forms assess 4)

What types of evidence can I use?

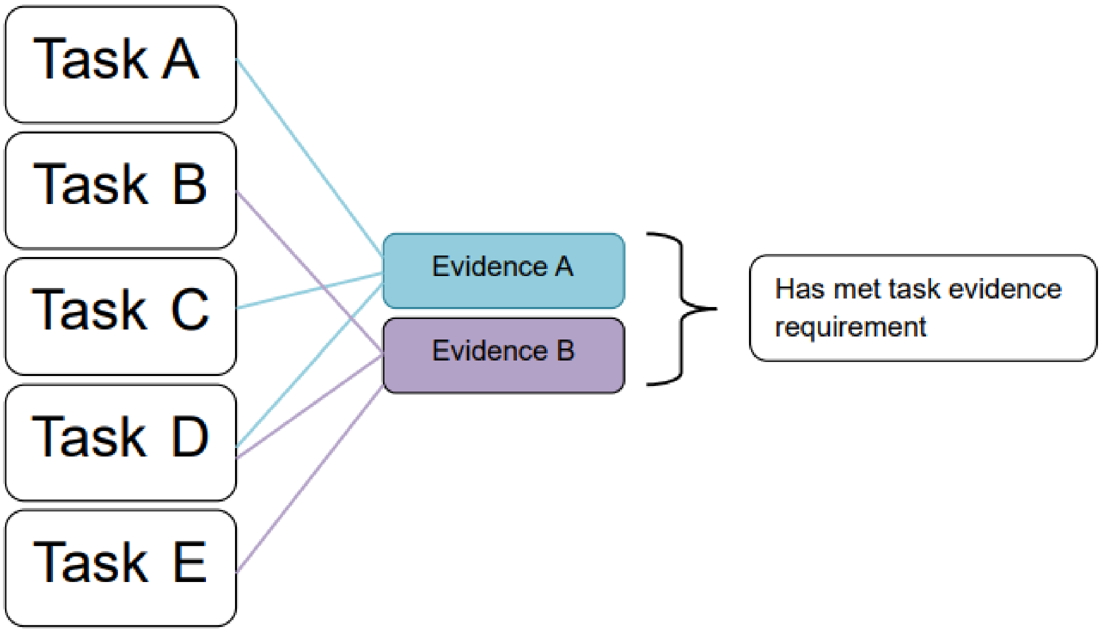
The types of evidence used can be varied and examples are given below (please note this is not an exhaustive list):

- Reports.
- Computer printouts.
- Observation reports.
- Emails.
- Letters.
- Photographs.
- Case files.

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 one 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.



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 two levels of assessment that your portfolio will go through, Assessment and Verification. The assessment that occurs within your department will look at the following:

• The assessor will decide 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 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.