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| Level 3 Public Service Operational Delivery Officer (3817-22) |

**Version 2.2 August 2021**

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| --- | --- | --- |
| Version and date | Change detail | Section |
| Version 2.0 October 2019 | Updated descriptors of modules and references for 702/752 Work-based Project Mapping | Work-based Project Mapping |
|  | Formatting throughout | Throughout |
|  | City & Guilds address updated | Page 29 |
| V2.1 November 2020 | Updated Gateway Declaration form added. | Forms |
| Version 2.2 August 2021 | Entry requirements for end-point assessment: removed City & Guilds titles from approved qualifications mandated in the standard:  * Level 2 Award in Operational Delivery (Principles). * Level 3 Certificate in Operational Delivery (Advanced) | Page 5 |

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1 Introduction

What is in this document

Recording forms to be used by End-point Assessment customers/Employers/Training providers

* Gateway declaration form
* Showcase portfolio
  + Declaration of authenticity
  + Showcase Portfolio Evidence Logs
* Work-based project
  + Declaration of authenticity
  + Recording form - Work-Based Project Plan
  + Work-Based Project Header Sheet
  + Work-Based Project Mapping
* Presentation
  + Declaration of authenticity

This document must be used alongside the Assessment Pack for Centres / End-point assessment customers / Employers / Training providers.

How to use forms

Centres / End-point assessment customers / Employers / Training providers must use the forms provided by City & Guilds in the format laid out in this document.

**Gateway form**

This must be completed with the Apprentice and submitted to City& Guilds as part of the end-point assessment booking process

**Evidence reference form**

In the evidence reference column you should provide a clear reference to the piece of evidence that links to that area of the standard, this could be a file name, or more detailed than this.

If you are asked by the IEPA or City & Guilds to review the evidence that has been submitted, you should add to and amend the form you originally submitted.

If you are resitting the assessment, you should only complete the sections for any new evidence submitted.

**End-Point Assessment Gateway Declaration Form**

Please complete this form to confirm that all parties are satisfied that the apprentice has met the gateway requirements and can be put forward for end-point assessment (EPA) with City & Guilds.

|  |  |  |  |
| --- | --- | --- | --- |
| Apprenticeship Standard |  | Apprenticeship start date |  |
| **Apprentice**  **name** |  | **ULN** (Unique Learner Number) |  |

|  |  |
| --- | --- |
| **Entry requirement(s)** | **Taken / Achieved (Yes)** |
| Readiness for Independent End-point Assessment |  |
| Level 2 Award in Operational Delivery (Principles) |  |
| Level 3 Certificate in Operational Delivery (Principles) |  |
| Achieved a Level 2 qualification in English (or equivalent) |  |
| Achieved a Level 2 qualification in maths (or equivalent) |  |
| **Entry requirement(s)** | **Submitted (Yes)** |
| Portfolio of evidence |  |

Providers must submit evidence of achievement to us for each gateway requirement. It is the provider’s responsibility to keep auditable evidence of these requirements. Without appropriate evidence, we will not be able to complete your booking or carry out the EPA. Customers may still be charged.

|  |  |  |
| --- | --- | --- |
| **Previous EPA** | | **Yes / No** |
| Has the apprentice taken any assessments as part of the EPA for this apprenticeship standard with any other EPA organisation? | |  |
| **If yes** | | |
| Which EPA organisation was this? |  | |
| What was the date(s) of the EPA? |  | |
| What grade(s) was issued, eg fail/pass/merit/distinction? |  | |

**Employer and provider declaration:**

**I confirm that the gateway meeting has been carried out to confirm that the apprentice:**

* **Has achieved all EPA gateway requirements as listed above and has the knowledge, skills and behaviours required by the apprenticeship standard and is eligible for EPA.**
* **Has been employed throughout their apprenticeship.**
* **Has completed a minimum of 12 months and 1 day on-programme before submitting the final gateway evidence to City & Guilds.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer** |  | **Date** |  |
| **Training Provider**  **(if appropriate)** |  | **Date** |  |

**Apprentice declaration:**

**I confirm that I have gone through a gateway process to check that I am eligible for EPA.**

**I give City & Guilds permission to apply to the Education and Skills Funding Agency, (ESFA) and the Institute for Apprenticeships for the apprenticeship certificate on my behalf when I complete EPA.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Click or tap here to enter text. | **Date** | Click or tap to enter a date. |

Providers should submit the completed form to us through the EPA portal. Please refer to the [**Manual for the End-Point Assessment Service**](https://www.cityandguilds.com/~/media/cityandguilds-site/documents/apprenticeships/manual-for-the-end-point-assessment-service%20pdf.ashx) for details, including timeframes.

**Digital Credentials:**

Digital Credentials (Open Badges) are available for this standard. If you, the Apprentice, would like to receive a Digital Credential, please provide your email address below.

By providing your email address to us, you agree that City & Guilds may share your email address with its digital credentialing partner, and authorise City & Guilds to issue a Digital Credential (Open Badge) to you upon successful completion of your end-point assessment.

|  |  |
| --- | --- |
| **Apprentice email** |  |

Find out more about digital credentials here [**https://www.cityandguilds.com/digital-credentials**](https://www.cityandguilds.com/digital-credentials)

Please note that when you receive an email from City & Guilds to claim your digital credential, you will need to create a free online account with our digital credential provider, which you can unsubscribe from at any time.

Level 3 Public Servicer Operational Delivery Officer  
Assessment 701/751: Showcase Portfolio declaration of authenticity

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice  name |  | Enrolment  number |  |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line manager/Tutor declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager/Tutor** |  | **Date** |  |

Level 3 Public Servicer Operational Delivery Officer  
Assessment 701/751: Showcase Portfolio Evidence Logs

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice name** |  | **ENR Number** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Values | | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 1.1 Integrity | Putting the obligations of public service above your own personal interests. |  |  |
| 1.2 Honesty | Being truthful and open. |  |  |
| 1.3 Objectivity | Basing your advice and decisions on rigorous analysis of evidence. |  |  |
| 1.4 Impartiality | Acting according to the merits of each case and serving the government of the day impartially.  *\*Evidence provided must show how customers are supported and treated as individuals.* |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Knowledge | | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 2.1 Legislation, policies and procedures | Understanding the principles, practices, regulations and law in your own area of operational delivery, and how it is applied and the effect it has in working role.  *\*Evidence provided must reflect the scope of legislation, policies and procedures used in own area of work.* |  |  |
| 2.2 Customers | Understanding the diverse range of customers and communities, and their needs, rights and expectations, from individuals to the biggest multi-national businesses  *\*Evidence provided must reflect the range of customers supported (internal or external) in own area of work and how their needs are met.* |  |  |
| 2.3 Range of services | Having an appreciation of the range of public services available that are delivered across government, from ensuring money is available to fund public services to making payments to pensioners.  *\*Evidence provided must be given to show an understanding of how their role impacts on other departments/activities within the organisation.* |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Skills | | | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 3.1 Customer  service | Delivering services to a wide range of customers, including those most in need and vulnerable, recognising that some customers will need extra support to access and use services. You will be providing a professional service at the right time and in a non-judgmental way. This includes carrying out calculations† based on information received and giving accurate advice and guidance to help citizens understand what they need to do.  *\*Examples must be provided to reflect the scope of customer service given in their working role – this must include technical advice to customers on how to access and use services*  *†Calculations may include timescales, fees, benefits or charges etc.* |  | |  |
| 3.2 Communicating  effectively | Understanding the importance of effective communication in the workplace and communicating effectively in different situations and communicating in the best way to meet the needs of different audiences. This includes questioning and listening when carrying out interviews or investigations, and communicating in a clear and concise way using letters, e-mails or social media, over the phone, or face-to-face.  *\*Evidence must be shown of communication with internal and external customers. This could include copies/screen shots of email correspondence, letters etc.* |  | |  |
| 3.3 Working together | Working well with your team, colleagues and others and developing productive working relationships to achieve individual, team and business results |  | |  |
| 3.4 Gathering and managing information | Complying with data protection principles. Accurately reviewing, validating, processing and storing information from a range of sources and accurately using it to meet customers’ needs in a way they find clear and easy to understand. You may be analysing information for discrepancies, potential fraud or non-compliance. This could also support interviews and investigations. |  | |  |
| 3.5 Negotiating and influencing | Using tact and diplomacy to negotiate with individuals or businesses to ensure they comply with the rules, and reaching solutions that suit all parties and are right for the business.  *Evidence must be shown for how this skill is applied with colleagues and external customers. This will include dealing with difficult customers.* |  | |  |
| 3.6 Problem solving and decision making | Identifying problems quickly and using a range of techniques to solve them and stop them happening again. This includes preventing a customer having to contact us a number of times.  *\*Examples must be given of how the apprentice acts to resolve problems in their working role.* |  | |  |
| 3.7 Tools and equipment | Using IT systems to manage, share and store information. This includes using office equipment appropriately and reporting poor performance of services you use to do your job.  *\*Evidence must be provided in a witness testimony or report to confirm the apprentice is competently able to:*   * *file and retrieve information* * *share information* * *delete information* * *select and use IT applications correctly* * *apply security measures correctly* * *use telephones correctly* * *use office equipment correctly such as the printer* * *report faulty equipment.* |  | |  |
| 3.8 Professionalism, self-management and awareness | Taking responsibility for your own actions. This includes being self-motivated, and planning work to make sure that tasks are completed and deadlines met. |  | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Behaviours | | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 4.1 Changing and improving | Being open to change. This includes being creative in supporting continuous improvement or changes to systems or processes that affect the way you do your job.  \*Evidence may include moving from one work role to another or being asked to adopt a new way of working. |  |  |
| 4.2 Making effective decisions | Having sound judgement. This includes making decisions about the relevance, quality and accuracy of the information available to you and using and sharing it appropriately. |  |  |
| 4.3 Leading and communicating | Leading by example. This includes being even-handed, supportive, and not letting personal opinions override business needs, and communicating professionally, openly and honestly.  \*Evidence for leading by example may include speaking and dressing in a professional manner, being punctual, sharing skills, training others, fulfilling a responsibility to the best of ability. |  |  |
| 4.4 Collaborating and partnering | Working collaboratively and building professional relationships with colleagues. This includes working as part of a team and developing contacts so you can support each other. |  |  |
| 4.5 Building capability for all | Learning and building your own knowledge and skills, and developing the mind-set and ways of working to continually improve. |  |  |
| 4.6 Managing a quality service | Delivering a quality service. This includes ‘going the extra mile’, and showing an awareness of different customer needs (for example, those with disabilities). |  |  |
| 4.7 Delivering at pace | Delivering at pace, working to agreed goals and activities, and responding to challenges constructively, for example managing time well and thinking positively. |  |  |

**Level 3 Public Service Operational Delivery Officer**

Assessment 702/752: Work-based Project declaration of authenticity

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice  name |  | Enrolment  number |  |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line manager/Tutor declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager/Tutor** |  | **Date** |  |

**Level 3 Public Service Operational Delivery Officer**

Assessment 702/752: Recording form - Work-based Project Plan

The following document can be used as an aid to support the apprentice in the design of their work-based project.

|  |  |
| --- | --- |
| **Apprentice name** |  |

|  |
| --- |
| **Project Title** |
|  |

|  |
| --- |
| **Project Outline** |
|  |

|  |
| --- |
| **Aims and Objectives** |
|  |

|  |
| --- |
| **Resource Requirements/Needs** |
|  |

|  |  |
| --- | --- |
| **Timescales** (to meet objectives to include start date/milestones/end date) | |
| **Proposed start date** |  |
| **Key milestones** Information gathering  Delivery date  Other - |  |
| **Proposed end date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager/ Tutor name** |  | | |
| **Signature** |  | **Date** |  |

**Level 3 Public Servicer Operational Delivery Officer**

Assessment 702/752: Work-based Project Header Sheet

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice  name |  | ENR  number |  |

|  |
| --- |
| ***Project Title*** |
|  |
| ***Executive summary*** |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager/ Tutor name** |  | | |
| **Signature** |  | **Date** |  |

**Level 3 Public Servicer Operational Delivery Officer**

Assessment 702/752: Work-based Project Mapping

It is essential that the chosen project is robust enough to meet the requirements of each element of the Apprenticeship Standard given below. This mapping document can be used as a guide to help inform the apprentice and their line manager/tutor of the minimum elements to be covered from the standard.

|  |  |  |
| --- | --- | --- |
| Values | For consideration:  *Will the proposed project enable the apprentice to show how they are able to:* | The standard can be met by the project.  Yes/No |
| 1.3 Objectivity | Base advice and decisions on rigorous analysis of evidence |  |

|  |  |  |
| --- | --- | --- |
| Knowledge | For consideration:  *Will the proposed project enable the apprentice to show how they are able to:* | The standard can be met by the project.  Yes/No |
| 2.1 Legislation, policies and procedures | Understanding the principles, practices, regulations and law in your own area of operational delivery, and how it is applied and the effect it has in working role.  *\*Evidence provided must reflect the scope of legislation, policies and procedures used in own area of work.* |  |
| 2.2 Customers | Understanding the diverse range of customers and communities, and their needs, rights and expectations, from individuals to the biggest multi-national businesses  *\*Evidence provided must reflect the range of customers supported (internal or external) in own area of work and how their needs are met.* |  |
| 2.3 Range of services | Having an appreciation of the range of public services available that are delivered across government, from ensuring money is available to fund public services to making payments to pensioners.  *\*Evidence provided must be given to show an understanding of how their role impacts on other departments/activities within the organisation.* |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Skills | For consideration:  *Will the proposed project enable the apprentice to show how they are able to:* | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 3.1 Customer service | Delivering services to a wide range of customers, including those most in need and vulnerable, recognising that some customers will need extra support to access and use services. You will be providing a professional service at the right time and in a non-judgmental way. This includes carrying out calculations† based on information received and giving accurate advice and guidance to help citizens understand what they need to do.  *\*Examples must be provided to reflect the scope of customer service given in their working role – this must include technical advice to customers on how to access and use services*  *†Calculations may include timescales, fees, benefits or charges etc.* |  |  |
| 3.2 Communicating  effectively | Understanding the importance of effective communication in the workplace and communicating effectively in different situations and communicating in the best way to meet the needs of different audiences. This includes questioning and listening when carrying out interviews or investigations, and communicating in a clear and concise way using letters, e-mails or social media, over the phone, or face-to-face.  *\*Evidence must be shown of communication with internal and external customers. This could include copies/screen shots of email correspondence, letters etc.* |  |  |
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| 3.4 Gathering and managing information | Complying with data protection principles. Accurately reviewing, validating, processing and storing information from a range of sources and accurately using it to meet customers’ needs in a way they find clear and easy to understand. You may be analysing information for discrepancies, potential fraud or non-compliance. This could also support interviews and investigations. |  |  |
| 3.5 Negotiating and influencing | Using tact and diplomacy to negotiate with individuals or businesses to ensure they comply with the rules, and reaching solutions that suit all parties and are right for the business.  *Evidence must be shown for how this skill is applied with colleagues and external customers. This will include dealing with difficult customers.* |  |  |
| 3.6 Problem solving and decision making | Identifying problems quickly and using a range of techniques to solve them and stop them happening again. This includes preventing a customer having to contact us a number of times.  *\*Examples must be given of how the apprentice acts to resolve problems in their working role.* |  |  |
| 3.7 Tools and equipment | Using IT systems to manage, share and store information. This includes using office equipment appropriately and reporting poor performance of services you use to do your job.  *\*Evidence must be provided in a witness testimony or report to confirm the apprentice is competently able to:*   * *file and retrieve information* * *share information* * *delete information* * *select and use IT applications correctly* * *apply security measures correctly* * *use telephones correctly* * *use office equipment correctly such as the printer* * *report faulty equipment.* |  |  |
| 3.8 Professionalism, self management and awareness | Taking responsibility for your own actions. This includes being self-motivated, and planning work to make sure that tasks are completed and deadlines met. |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Behaviours | For consideration:  *Will the proposed project enable the apprentice to show how they are able to:* | Evidence  (please note: evidence provided may be referenced to more than one element of the Apprenticeship Standard) | Completed |
| 4.1 Changing and improving | Being open to change. This includes being creative in supporting continuous improvement or changes to systems or processes that affect the way you do your job.  *\*Evidence may include moving from one work role to another or being asked to adopt a new way of working.* |  |  |
| 4.2 Making effective decisions | Having sound judgement. This includes making decisions about the relevance, quality and accuracy of the information available to you and using and sharing it appropriately. |  |  |
| 4.3 Leading and communicating | Leading by example. This includes being even-handed, supportive, and not letting personal opinions override business needs, and communicating professionally, openly and honestly.  *\*Evidence for leading by example may include speaking and dressing in a professional manner, being punctual, sharing skills, training others, fulfilling a responsibility to the best of ability.* |  |  |
| 4.4 Collaborating and partnering | Working collaboratively and building professional relationships with colleagues. This includes working as part of a team and developing contacts so you can support each other. |  |  |
| 4.5 Building capability for all | Learning and building your own knowledge and skills, and developing the mind-set and ways of working to continually improve. |  |  |
| 4.6 Managing a quality service | Delivering a quality service. This includes ‘going the extra mile’, and showing an awareness of different customer needs (for example, those with disabilities). |  |  |
| 4.7 Delivering at pace | Delivering at pace, working to agreed goals and activities, and responding to challenges constructively, for example managing time well and thinking positively. |  |  |

**Level 3 Public Service Operational Delivery Officer**

**Assessment 703/753: Presentation declaration of authenticity**

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice  name |  | Enrolment  number |  |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line Manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line Manager** |  | **Date** |  |

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As the UK’s leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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