Mapping Guidance from 3817 (Version 1) to 9717 (Version 2)

The document has been designed to support the apprentice to understand:

- The way Version 2 (9717) is numbered, and how mapping can be transferred from Version 1 (3817) to Version 2 (9717)
- The changes in assessment requirements from Version 1 (3817) to Version 2 (9717) in relation to the portfolio and project
- The change in requirements for achieving a distinction between Version 1 (3817) and Version 2 (9717)

Key for all tables used		Version 1 (3817)		Version 2 (9717)

Change in assessment requirements

The following table shows the change in assessments from 4 standalone assessments in Version 1 (3817) to 2 assessments in Version 2 (9717). It is important to acknowledge that whilst there are similarities between the two assessments there are significant changes to the end-point assessment, the allocation of the KSBs assigned to Version 2 (9717) and the types of evidence that may be submitted in for the portfolio of evidence.
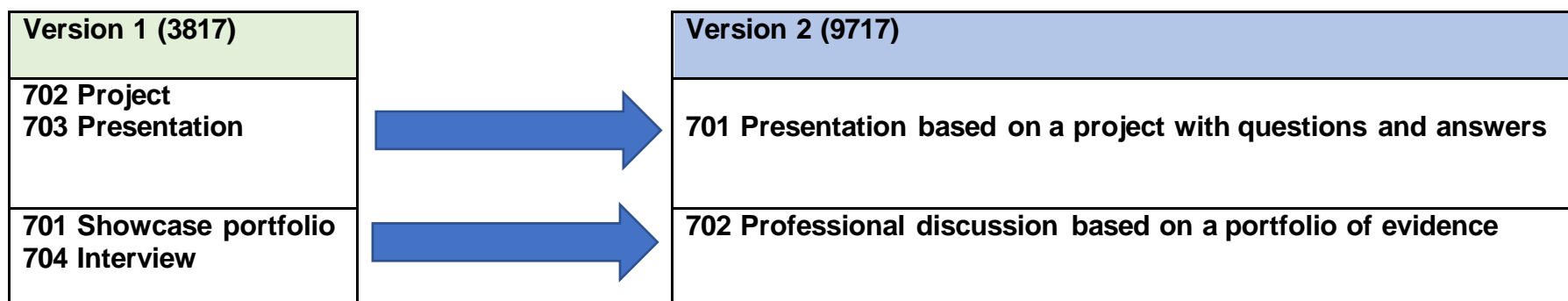
Version 1 (3817)	Version 2 (9717)
702 Project **703 Presentation**	**701 Presentation based on a project with questions and answers**
701 Showcase portfolio **704 Interview**	**702 Professional discussion based on a portfolio of evidence**

Table 1 – change in assessment from Version 1 (3817) to Version 2 (9717)

Standard Reference Conversion: Version 1 (3817) to Version 2 (9717)

The aim of this table is to support Apprentices to convert the mapping of evidence developed for Version 1 (3817) to Version 2 (9717). It is important to note that the descriptors used are the same. Only the reference numbering has changed. On Version 2 (9717) Behaviours and Values are merged. The new numbering refers only to Knowledge, Skills and Behaviours (KSBs). The table below shows how Version 1 (3817) can map to Version 2 (9717). The new reference numbering for 9717 appears in blue.

Values V1 3817	V2 9717	Knowledge V1 3817	V2 9717	Skills V1 3817	V2 9717	Behaviours V1 3817	V2 9717
1.1 Integrity	B8	2.1 Legislation, policies, procedures	K1	3.1 Customer Service	S1	4.1 Change & improve	B1
1.2 Honesty	B9	2.2 Customers	K2	3.2 Communication	S2	4.2 Make effective decisions	B2
1.3 Objectivity	B10	2.3 Range of services	K3	3.3 Working together	S3	4.3 Lead & communicate	B3
1.4 Impartiality	B11			3.4 Gather & manage information	S4	4.4 Collaborate & partner	B4
				3.5 Negotiate & influence	S5	4.5 Build capability for all	B5
				3.6 Problem solve & decision make	S6	4.6 Manage a quality service	B6
				3.7 Tools & equipment	S7	4.7 Deliver at pace	B7
				3.8 Professionalism, self-management and awareness	S8		

Table 2 – Standard reference number conversion table Version 1 (3817) to Version 2 (9717)

Comparison between Version 1 (3817) Showcase Portfolio with Version 2 (9717) Professional Discussion based on a Portfolio of Evidence

There are significant differences between the assessment requirements for Version 1 (3817) and Version 2 (9717). In summary:

- Version 1 (3817) - Showcase Portfolio – Evidence submitted covered the entire Operational Delivery Standard detailed in the table below.
- Version 2 (9717) - Professional Discussion based on a Portfolio of Evidence covers just 50% of the standard. The standard which is assessed as part of the professional discussion underpinned by a portfolio of evidence is shown in blue in the table below. Evidence cannot include reflective accounts. If these are included, they will not be reviewed by the Independent End Point Assessor. Case studies can be included, as can written accounts which detail the activities undertaken by the apprentice to offer services and support to customers.

Showcase Portfolios developed for 3817 will map to Version 2 with ease, however, the mapping document which accompanies the evidence should be amended to include the new reference numbers.

Values Version 1	V2	Knowledge	V2	Skills	V2	Behaviours	V2
1.1 Integrity	B8	2.1 Legislation, policies, procedures	K1	3.1 Customer Service	S1	4.1 Change & improve	B1
1.2 Honesty	B9	2.2 Customers	K2	3.2 Communication	S2	4.2 Make effective decisions	B2
1.3 Objectivity	B10	2.3 Range of services	K3	3.3 Working together	S3	4.3 Lead & communicate	B3
1.4 Impartiality	B11			3.4 Gather & manage information	S4	4.4 Collaborate & partner	B4
				3.5 Negotiate & influence	S5	4.5 Build capability for all	B5
				3.6 Problem solve & decision make	S6	4.6 Manage a quality service	B6
				3.7 Tools & equipment	S7	4.7 Deliver at pace	B7
				3.8 Professionalism self-management and awareness	S8		

Table 3 – The Standard covered by Version 2 (9717) as shown in blue, by the Professional Discussion based on a Portfolio of evidence

Comparison between Version 1 (3817) Project and presentation with Version 2 (9717) Presentation based on a project with questions and answers

The table below identifies in blue the standard which will be assessed in Version 2 (9717). The standard marked in green were previously assessed in Version 1 (3817) for the project only. There is overlap between the 2 assessments, however for Version 2 (9717) apprentices will also need to cover communication, tools and equipment and managing a quality service. There is no longer the requirement to provide evidence to cover range of services, working together, professionalism, building capability for all and delivering at pace.

Because of the significant changes in the KSBs assessed for 9717, apprentices must ensure an existing project can meet each standard marked in blue.

Key for table		Standard assessed in V1 (3817)		Standard now assessed in V2 (9717)

Values	V2	Knowledge	V2	Skills	V2	Behaviours	V2
1.1 Integrity	B8	2.1 Legislation, policies, procedures	K1	3.1 Customer Service	S1	4.1 Change & improve	B1
1.2 Honesty	B9	2.2 Customers	K2	3.2 Communication	S2	4.2 Make effective decisions	B2
1.3 Objectivity	B10	2.3 Range of services	K3	3.3 Working together	S3	4.3 Lead & communicate	B3
1.4 Impartiality	B11			3.4 Gather & manage information	S4	4.4 Collaborate & partner	B4
				3.5 Negotiate & influence	S5	4.5 Build capability for all	B5
				3.6 Problem solve & decision make	S6	4.6 Manage a quality service	B6
				3.7 Tools & equipment	S7	4.7 Deliver at pace	B7
				3.8 Professionalism self-management and awareness	S8		

Table 4 – Comparison between the KSBs assigned to Version 1 (3817) to Version 2 (9717) for the presentation based on the project with Q&A

Comparison between Version 1 (3817) with Version 2 (9717) Grading for Distinctions

It is essential for apprentices to recognise the new requirements for achieving a distinction grade. Detailed descriptors were provided for Version 1 (3817) which were more holistic in nature. The new criteria for gaining a distinction in Version 2 (9717) is linked directly to the Operational Delivery Officer Standard.

Distinction criteria – Version 1 (3817) Showcase Portfolio	Distinction criteria – Version 2 (9717) Professional discussion based on a portfolio of evidence
A distinction was earned if the apprentice: Developed a professionally presented showcase portfolio which includes a range of well-chosen evidence. The breadth of evidence provided shows the apprentice has an in-depth understanding of the apprenticeship standard and exceeds the requirements of their role. It is clear the apprentice is confidently capable to complete tasks, self-starting and pro-active in their work and development. The apprentice has submitted evidence which confirms the customer is the focus of all that they do. Workplace behaviours are second nature, and the standard of work is highly accurate and skilled. The quality of the apprentice's work is validated by the inclusion of meaningful feedback (e.g. manager reports/PDR's, one to ones) which can be authenticated in the showcase portfolio presented.	The distinction descriptor is linked to specific standards. The apprentice must show they meet all the requirements for a pass. In addition, they must have: 1. Explained what opportunities there are for their organisations to continually improve (S4, B1, B5) 2. Explained an example of when they have dealt with a challenging case requiring the individual needs of a customer to be taken into account, and how this case was resolved professionally (S1, S2, S5, S8, B6, B11) 3. Explained an example of when they have faced identified and resolved a problem, justifying the techniques used and impact this has had on the business (B6) 4. Explained when they have faced challenges whilst working to complete teaks within set deadlines, and the actions taken to ensure workload was prioritised accordingly and completed (S8, B7) 5. Explained an example of when they have taken a lead role in negotiations with a contact (internal or external), explaining what they did and how a solution was reached. (S4)
Distinction criteria – Version 1 (3817) Project	Distinction criteria – Version 2 (9717) Presentation based on a project with questions and answers.
A distinction was earned if the apprentice: Completed an excellent project in an original and thoughtful way. The project topic selected shows the apprentice has an in-depth understanding of customer needs, the operational delivery profession, and the apprenticeship standard being assessed. It is well planned with realistic timescales and achievable timescales. The project is objective, it includes high quality analysis, decision making, an understanding of legislation, customer service, change, improvement in addition to the ability to deliver at pace. The project has the potential to significantly improve an aspect of service within operational delivery profession.	The distinction descriptor is linked to specific standards. The apprentice must show they meet all the requirements for a pass. In addition, they must have: 1. Explain how they used analysis of information to identify opportunities to improve business performance and offer recommendations on services (K2, S4, B10) 2. Explains ow they have evaluated recommendations to influence ongoing opportunities for change (B1) 3. Analyses how a service is developed within their organisation and how this is evaluated against future trends and services (K1, B1)