

PORTFOLIO GUIDANCE

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What is the Portfolio

- Collection of evidence of work you have done
- A showcase/summative portfolio – the BEST of what you did
- Need to show the APPLICATION of knowledge gained from college or workplace (but writing up knowledge is useful for A+ exam)
- How can I show that I can competently do my job by applying knowledge gained across all areas of standard (29 areas)
- Competence means – more than once.
- Just one example is sufficient but it must be your best effort
- Must be your own work. Say what YOU did even if its only a small part
- It is expected that the first 12 months will not represent your BEST (but there are always exceptions!)
- You do need to get the habit of gathering good evidence.

Evidence must be

- Valid/relevant – one of the 29 required criteria
- Authentic – your own work
- Current – since start of your apprenticeship
- Sufficient – must cover the criteria
- Varied type
 - Personal statements – I did this, then I did that...
 - Reflective accounts – why I did this, will I do different next time
 - Workplace observations (by manager or colleague)
 - Witness testimonies – John then rebooted the server. Then he...
 - Professional discussions – recorded discussion on a topic

Holistic evidence - example

- **Start – A problem needs to be re solved**
- How did you get to know about it – ticketing system (TC6)
- Via email or call (TC1, USAB6, USAB7)
- Or was it routine maintenance (TK2)
- Was it urgent – how did you decide priority (TC6)
- How did you tackle it? – show systematic approach(TC5) (USAB1, 2)
- How did you resolve it ? – via hardware fix (TK3), software related (TK6), network (TK5)
- Did it require planning/organisation ?(USAB5)
- Any H&S aspect (carrying, tidy up, dust, light)? (TC7)
- Any remote working ?(TK7)
- Improve performance of s/w or h/w or n/w (TC8)
- Any security related task ? (TC2)
- Progress recorded on ticket ?(TC4)
- Dealing with users or vendor ? (USAB 6, 7)
- **Finish – reflective account**

User Guides

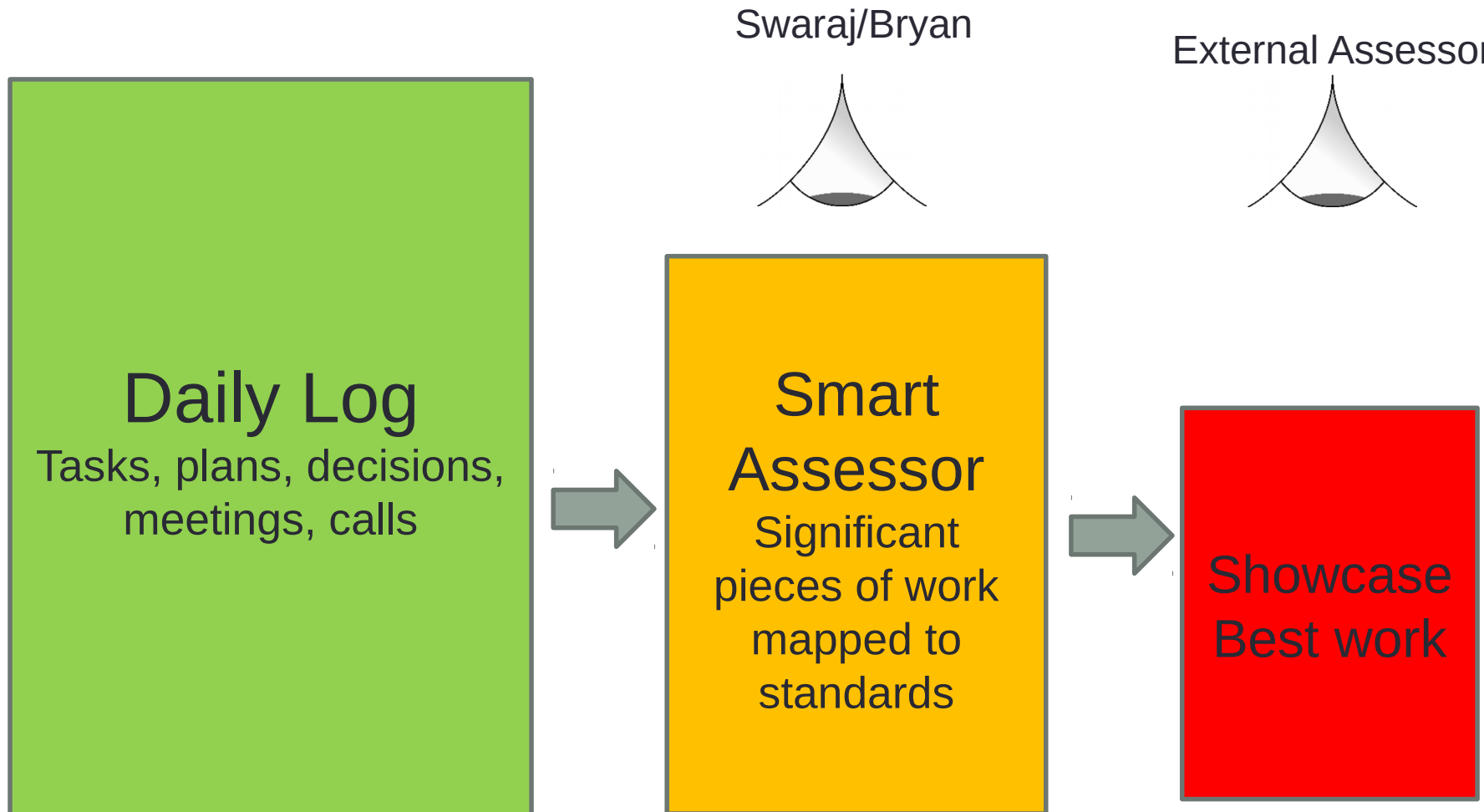
Good way to demonstrate the following

- Written communication esp. including diagrams
- Technical knowledge
- And possibly competence

BUT

- Must be professional looking – not notes to a friend or self
- Not too many examples for showcase
- Someone else must have checked it before (authorised)
- Get feedback on effectiveness

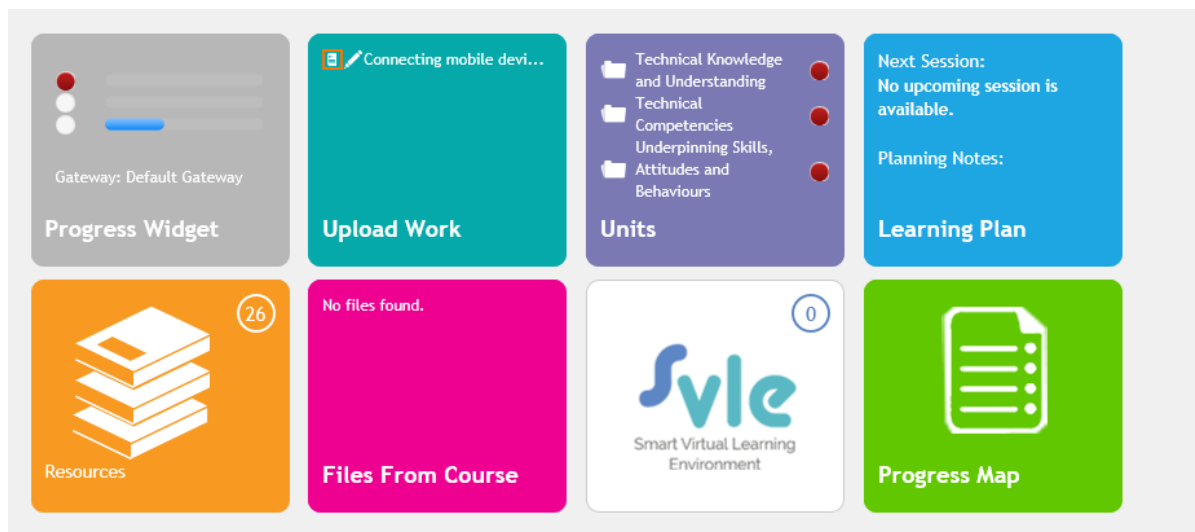
Summary of portfolios



To remember

On Smart Assessor

- Make sure you can Upload work and respond to feedback
- View your Progress Map (aka Gap Analysis)
- Check what actions were agreed at review meetings and update progress - Learning Plan
- Make sure your manager can access the above



To do before Christmas

- Create a CV and upload (keep updated once/twice a year) (TC1)
- Create an organisation chart, indicate your position. List the main roles and responsibilities (USAB6)
- Make a list of the different departments/functional areas in your organisation and say how they use IT. (what h/w and s/w in use) (TKU12)



That's all Folks!