

EVIDENCE GATHERING FORM

Evidence Number: 001

Comment [TH1]: Evidence number will be recorded on the Evidence Tracking Sheet (see *Recording an Audit Trail*) for each Unit to record and illustrate the candidate's progress.

IDENTIFY EVIDENCE TYPE

DIRECT OBSERVATION <input type="checkbox"/>	PERSONAL STATEMENT <input checked="" type="checkbox"/>
QUESTIONS <input type="checkbox"/>	WITNESS TESTIMONY <input type="checkbox"/>
WORK PRODUCT <input checked="" type="checkbox"/>	PROFESSIONAL DISCUSSION <input type="checkbox"/>

Comment [TH2]: Different types of evidence are gathered from one assessment event. This is very good practice and good triangulation leading to robust evidence.

CANDIDATE NAME:

SVQ	Administration <input checked="" type="checkbox"/>	Customer Service <input type="checkbox"/>	Level 3 MA
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EVIDENCE	Unit & Element PIs	Knowledge & Understanding
On 21 st April 2012, J, machinery salesman had come through in the early morning with a written quotation (See Appendix 001 hand written notes) for one of his customers. J was to visit the customer within the next two hours so the document was quite urgent.	212.1	301 C 301 W
All other work was put to one side, as there was nothing else in my trays that had to be given priority. J told me how he would like the quote to be set out as he was quoting two machines rather than one. It is important that I help and support my colleagues as this enables them to carry out their role efficiently.	301.1 301.2 301.21 302.5 308.1 308.18	308.K
Using Microsoft Word document I typed the quote up, J had only given the surname and farm name of customer so I had to go onto the database to find the full correct and valid address that we had a record of. I had to copy the last paragraph and signatory details onto the new blank page. To do this I used 'ctrl' C to copy the lines and 'ctrl' V to paste the selection onto the new document.	212.2 212.3 308.3 308.4 308.8 308.9	308 C
The notes were typed up to the required format. Machine make and model were set in bold so it would stand out. Pricing for the machinery is put to the right hand side of the page so prices are aligned. When done I checked the text for accuracy and correction of text, making necessary changes.	212.5 212.4 301.4 308.11	212.D 301 D 308G 308 J
J then checked the quote for any spelling or punctuation mistakes. The purpose of keeping J informed about progress with the quotations was so he knew I was going to be able to finish it within his deadline, therefore he could still visit the customer at the agreed time.		
Prices given were also double checked with the calculator. Accuracy is important as the quote is for the customer to have and prices must be correct, as this is the price we have agreed to sell him the machinery at.		

Comment [TH3]: Referenced to Work Product. Good triangulation.

EVIDENCE	Unit & Element Pls	Knowledge & Understanding
The typed quotation was then printed off on to a blank sheet of paper. I took the quote through to Jim for him to approve. No changes had to be made, so I then printed off the final draft onto 'X X XXXXX machinery quotation' paper (See Appendix 002).	212.6 212.7 301.5 301.8 301.9	212 A (App 002) 212.F 212.H 301 G
As I only printed the finished and checked copy of the quotation onto correct paper there was no waste. The purpose of which is to reduce wasted paper, time, ink in the workplace and reduce costs to XX XXXXXX as well as being better for the environment.	302.1 302.10	302 A 302 B
J then signed and a photocopy had to be taken for filing in cabinet in case J needs to see the quote at a later date, by keeping the quote safely in the filing cabinet in the main office no one else is able to see the text .	308.5 308.7 308.13 308.14	308F (App 002) 308 L
The quote was then saved onto computer, where security of information is maintained by me using my username and password. (See Appendix 003). J had taken back his written copy for his records. I completed the task within the two hour request time and because of this J was able to go out with the quote to the customer on time.		

Comment [TH4]: Referenced to Work Product. Good triangulation.

Comment [TH6]: Evidence also gained towards all mandatory Units. Good holistic approach.

Both Performance and Knowledge evidenced.

Good triangulation leading to robust evidence.

Comment [TH5]: Referenced to Work Product. Good triangulation.

ADDITIONAL EVIDENCE AND CLARIFICATION

This might be used to record additional questions or the candidate may use it to write an additional paragraph

Appendix 001 = Original hand written notes

Appendix 002 = Final draft quotation

Appendix 003 = Screen print -file management system

Comment [TH7]: Storyboard is referenced to Work Product. Good triangulation.

COMMENTS/FEEDBACK TO CANDIDATE

If witness testimony used please state who supplied testimony and relationship to candidate.

Witness Signature (if applicable):	
Candidate Signature:	XXXXXXXXXXXXXXXXXX
Assessor Signature:	XXXXXXXXXX
Date:	01/05/2012