Accounts / Finance Assistant Apprenticeship

Portfolio Evidence

2020

Version 1.0

Introduction

Throughout your apprenticeship, you will need to keep a summary of your practical work experience to demonstrate that you have met the occupational competence requirements set out in the Accounts / Finance Assistant apprenticeship standard.

This document is where you will log examples of how you have demonstrated the following knowledge, skills and behaviour competencies. Your workplace mentor and training provider will be required to verify that you have demonstrated these.

Knowledge	Skills	Behaviours
General business	Communication	Teamwork
Understanding your organisation	Uses systems and processes	Personal development
Ethical standards	Personal effectiveness	Professionalism
		Customer focus

Portfolio of evidence to support interview

In preparation for the structured interview, you will produce a portfolio of evidence that will be signed off by your employer as part of the gateway requirements. Although the portfolio does not contribute towards the overall grade, you must submit to the EPAO within two weeks of the gateway a sufficient summary of competence against each knowledge, skill and behaviour assessed in the structured interview at least one month before the scheduled EPA. The Portfolio must contain a minimum of four pieces of evidence and a maximum of ten that when cross-referenced, sufficiently demonstrate competence against all requirements.

In addition to the evidence you will then add a 100-200 word reflection for each of the ten Knowledge, Skills and Behavior criteria, this must be completed as part of this document. This will be an opportunity for you to expand and reflect on the evidence you have provided giving context where needed to link it back to the criteria.

 The typical elements of the portfolio are:

- job related certificates
- workplace product evidence
- observation report undertaken by a third party (e.g. a workplace mentor)
- completed observation checklist and related action plans
- worksheets, assignment projects and reports
- record of any formal discussions (e.g. professional discussion, performance review)
- record of oral and written questioning (these should be timestamped to ensure clarity of where criteria is being discussed)
- apprentice and peer reports.

What you need to do

1. On the next page, you must enter your name, registration number and your main employment history details. Remember to include all employers from which you have obtained relevant work experience and the information on who acted as your workplace mentor, to verify demonstration of competences at each employer.

2. Each development area has associated learning outcomes. To demonstrate each of these, you must reference the evidence in the corresponding section and give a 100-200 word reflection. You can use a number of different types of evidence to demonstrate your competence. Your training provider will be able to give you guidance, so it's important that you discuss it with them.

3. The mapping sheet contains spaces where you should map your evidence to the learning outcomes. As you may be referring to an individual piece of evidence more than once in your evidence summary you will need to cross reference all pieces of evidence by giving each a unique reference name and number (e.g. 'Letter1.PDF' 'Letter2.docx', including paragraph and page number where appropriate). This number should be included in the evidence document name when you submit it.

4. You must submit this document along with your assessment evidence. This document has been designed for electronic completion. The cells will expand to fit your text. You can paste text into this document.

Apprentice Workplace Mentor Details

Apprentice name:	
Workplace mentor name:	
AAT membership number	

Training Provider details

In order to sign this document, please do one of the following:

- Click in the signature field to sign electronically
- Print out this page, sign by hand, then scan and upload to the assessment platform.

Name:		Training provider number:	
Tutor/Training provider signature:		Training provider contact number:	

Apprentice Employment Record

Apprentice summary employment record			
Organisation name, address, telephone number	Job title and brief summary of duties and responsibilities	Dates to/from	Workplace mentor's name, job role, telephone number and email address
	Accounts Payable Apprentice Loading invoices into the system Processing invoices for payment Reconciling statements of account Organising the team's emails and post Dealing with queries from suppliers	01/09/2020 - 25/12/2021	

4   Communication

Areas of occupational competence to be assessed:	Evidence reference:	Reflection on criteria (100-200 words):
4.1 Deals effectively with a range of stakeholders using appropriate communication methods to deliver accurate and timely results	9, 10	I deal with a range of different stakeholders, both internally and externally, managers, other staff and external suppliers. I communicate using email when dealing with external suppliers, this provides an audit trail in case I need to look back and change anything. If I needed an urgent answer, I would telephone the supplier as it would be quicker. We also use Microsoft Teams for meetings, this enables lots of people to meet easily when wfh.
4.2 Avoids jargon and uses the correct technical terms where appropriate	9, 10	In evidence 9 and 10, I demonstrate how I email people both within and outside my organisation. Evidence 10 provides an example of an email with a supplier requesting payment. I answered their query to the best of my ability and got the invoice paid as fast as possible, remaining professional throughout and not using jargon. I also made sure to use the correct technical terminology when communicating with the supplier.

Evidence 9 is an example of internal communication. I emailed a colleague regarding an invoice for goods they ordered, as I needed their assistance in getting the invoice paid. I remained professional and explained things clearly. This person does not work in finance and has limited knowledge of how the system works. |
| **4.3   Demonstrates good listening and speaking skills to be able to communicate effectively in the right manner.** | 9, 10 | When speaking to colleagues and suppliers I make sure to speak professionally and use clear language to avoid misunderstandings. |

5   Uses Systems and processes

Areas of occupational competence to be assessed:	Evidence reference:	Reflection on criteria (100-200 words):
5.1 Utilises relevant office/accounting software packages to input and manage data accurately	5	The evidence demonstrates inputting information from a supplier invoice. Codes are used to speed up the process and maintain accuracy. Red boxes require information to complete the process. Supplier details on the system are double checked against the invoice. Payment of the invoice will be processed by my colleague for added security and who will also double check the details are correct. Reports can be downloaded into Excel. I also use Teams for team meetings and sharing documents.
5.2 Ability to maintain the security of accounting information using passwords and other appropriate security measures.	5	To access Integra, each user has a unique login and password which are changed regularly. I am also able to send/receive messages securely within the system. Invoices are scanned and uploaded with paper documents securely disposed of. Computers automatically log off when not in use and I will also lock the computer when away from my desk. We have lockable drawers to store documents securely away at the end of the day. In evidence 5, I have added screenshots of the finance system I use, and how it works. I show the screens of the loading invoice page and all fields that must be entered in order to process the invoice. I also explain the process of matching, in that a second person must look over the invoice and check for errors.

9   Professionalism

Areas of occupational competence to be assessed:	Evidence reference:	Reflection on criteria (100-200 words):
9.1 Looks to behave professionally by adhering to the organisational code of conduct	2	When communication by email, with both internal and external stakeholders, professional language must be used and no confidential information should be shared. In evidence 2, I explain my understanding of codes of conduct within the business, including various procedures I take to comply with these. In evidence 5, I show the system of inputting invoices which is important that you get right first time. I explain the process of inputting and how I do it to ensure that no mistakes are made. As shown in evidence 10, whenever I state that I am going to carry out a particular task for a staff member, I will always send them proof that it has been done, whether this be copying them into a relevant email, providing a reference number or sending a remittance. I always try and keep to my word wherever possible or explain why it is not possible. When working from home, I am required to have the camera on during team meetings, and I always try to look professional. I will wear my usual work attire and work at a desk, as if I am actually in the office. Please see evidence 8 where I explain this in more detail.
9.2 Has a 'right first time' approach.	5	
9.3 Shows integrity in their approach	10	

9.4	Demonstrates personal pride in the job through appropriate dress and positive and confident language.	8	

10 Customer Focus

Areas of occupational competence to be assessed:	Evidence reference:	Reflection on criteria (100-200 words):

10.1 Builds and maintains customer satisfaction with the products and services offered by the organisation in line with company policy, regulation and practice.	10	Evidence 10 is an email chain showing how I dealt with a supplier payment query regarding some outstanding invoices. I made sure to follow my company's policy of only paying suppliers o[...] invoices and GRNs have been received. I requested copies of invoices from the supplier and liai[...] with colleagues to locate missing GRNs, before arranging payments. I kept the supplier up to d[...] with my progress, explaining when payments would be made, using professional and clear language to build rapport and responding to their queries in a timely manner.

In this example, through undertaking a reconciliation, I identified three outstanding invoices and a missing GRN. I followed up in respect of these unpaid invoices and chased documentation to enable payment to be processed. |
| **10.2 Delivers excellent service, identifying and meeting or exceeding customer expectations.** | 10 | The supplier was happy with my explanation of the delay in payment and was prepared to wait for payment until the issue had been resolved

The four values of my organisation are 'Working Together', 'Seeking Excellence', 'Respect for Everyone' and 'Compassion in Action'. As shown in the emails in evidence 10, when sending emails to suppliers, I try and demonstrate these values by using professional and respectful language, giving advice where appropriate and attempting to deal with the query in a timely manner. |

Level 2 Accounts or Finance Assistant – Portfolio evidence examples

The below table provides an outline of the types of evidence that could be included for the listed criteria.

Criteria:	Typical evidence could include:
General Business • Aware of elements of commercial law that may have an impact when working in accountancy, such as contracts, data protection or Anti Money Laundering • Can explain the importance of upholding relevant codes of conduct. • Can explain different legal entities and organisational structures. • Aware of the impact of technology on business and its accounting and finance functions.	• Training course certificates for Anti Money Laundering or GDPR. • Copy of own organisational code of conduct or staff handbook. • Copy of organisational structure chart. • Training course certificates for accounting software packages, such as 'Sage' or 'Xero'.
Understanding your organisation • Understand own role within the context of your organisation. • Understand transactional processes of accounting and their use within a finance function. • Understand what makes a business or organisation successful, through either buying or selling products or supplying services to a market.	• Copy of organisational structure chart. • Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Written description of processes undertaken, supported by workplace evidence, such as screenshots of Excel files or accounting software packages. • Notes of meetings or training sessions with senior managers covering business strategy.

Ethical Standards • Understands corporate social responsibility (CSR), ethics and sustainability within organisations. • Understands the importance of the need to keep up-to-date with relevant policies, procedures, regulatory or system changes.	• Training course certificates for ethics, CSR and sustainability. • Evidence of participation in relevant events undertaken corporately by an organisation, such as photographs of participation in a charity hike, skydiving, cake sale, etc. along with a reflective write-up. • Training course certificates for accounting software packages, such as 'Sage' or 'Xero'. • Written testimony from line manager.
Communication • Deals effectively with a range of stakeholders using appropriate communication methods to deliver accurate and timely results. • Avoids jargon and uses the correct technical terms where appropriate. • Demonstrates good listening and speaking skills to be able to communicate effectively in the right manner.	• Copies of emails sent to both financial and non-financial colleagues explaining technical information. • Technical presentation given to colleagues at work (need to upload video recording and/or PowerPoint slides as evidence). • Screenshots of electronic communication methods such as 'WhatsApp' messages between colleagues. • 'Thank you' emails from satisfied internal and external stakeholders. • Written testimony from line manager, for instance covering how an apprentice communicates effectively by telephone.
Uses Systems and processes • Utilises relevant office/accounting software packages to input and manage data accurately. • Ability to maintain the security of accounting information using passwords and other appropriate security measures.	• Training course certificates for accounting software packages, such as 'Sage' or 'Xero'. • Written description of processes undertaken, supported by workplace evidence, such as screenshots of Excel files or accounting software packages. • Training course certificates for GDPR. • Screenshots of password protection and login screens for computerised accounting software packages which can be accompanied by a written explanation of how data protection legislation is applied in the workplace, such as sending payslips using encrypted emails.

Personal Effectiveness • Ability to organise self, prioritise workload/activity to meet deadlines. • Actively identifies team workload problems and offers to support peers where appropriate. • Ability to understand issues beyond own remit.	• Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Copies of work diaries and calendars (whether paper based or online), copies of 'To Do' lists or similar work planning documents. • Copies of emails offering support to colleagues with their workload or accepting additional workload.
Team Work • Supports colleagues and collaborates to achieve results. • Builds working relationships within own team and other parts of the organisation. • Be aware of their impact on others.	• Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Written testimony from line manager (or other senior managers within the organisation if teamwork is across multiple departments). • Copies of emails offering support to colleagues with their workload or accepting additional workload. • Training course certificates for interpersonal skills course or similar.
Personal Development • Successfully implements changes that are required, as directed. • Displays an ongoing commitment to learning and self-improvement. • Seeks feedback and acts on it to improve their performance.	• Documentary evidence of making changes to work completed, such as clearing a set of management review points received when preparing working papers. • Training course certificates for Anti Money Laundering or GDPR. • Training course certificates for accounting software packages, such as 'Sage' or 'Xero'. • Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Written testimony from line manager.

Professionalism • Looks to behave professionally by adhering to the organisational code of conduct. • Has a 'right first time' approach. • Shows integrity in their approach. • Demonstrates personal pride in the job through appropriate dress and positive and confident language.	• Copy of own organisational code of conduct or staff handbook. • Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Technical presentation given to colleagues at work (need to upload video recording and/or PowerPoint slides as evidence). • 'Thank you' emails from satisfied internal and external stakeholders • Written testimony from line manager.
Customer Focus • Builds and maintains customer satisfaction with the products and services offered by the organisation in line with company policy, regulation and practice. • Delivers excellent service, identifying and meeting or exceeding customer expectations.	• 'Thank you' emails from satisfied internal and external stakeholders. • Copy of latest appraisal document (note that minutes from 'one-to-one' meetings would also be suitable). • Written testimony from line manager.