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**VTCT**

**Professional Discussion  
Apprentice Guidance**

# Professional Discussion Apprentice Guidance

## VTCT Level 3 Wellbeing and holistic therapist

### Purpose of the Professional Discussion

The Professional Discussion is one of the assessment methods that will be used within the Wellbeing and holistic therapist Apprenticeship Standard End-point Assessment. It is appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned and will focus on coverage of prior learning achieved during the on-programme stage of the apprenticeship standard.

The Professional Discussion will allow Knowledge, Skills and Behaviours (KSBs) which may not naturally occur in every workplace or within the Observation with questions.

You will use your portfolio of evidence from the on-programme stage of the apprenticeship standard, which will be submitted at the Gateway stage to support the Professional Discussion.

### Overview of a Professional Discussion

A Professional Discussion is an assessment method which is a planned, in-depth, two-way conversation between the Apprenticeship Assessor and yourself. It is an effective way of assessing your complex understanding and knowledge.

### Delivery of the Professional Discussion

The Professional Discussion will be conducted as follows:

- a 1:1 conversation, with no other parties involved
- completed in an appropriate environment which is free from distractions and interruptions
- both parties may refer to your portfolio of evidence to support the Professional Discussion

During the Professional Discussion, the Apprenticeship Assessor may ask a minimum of eight questions to provide you with the opportunity to cover the range of KSBs. The Apprenticeship Assessor will make use of the full allocated time for questioning to allow you the opportunity to evidence your occupational competence.

The Apprenticeship Assessor has the discretion to increase the time by up to 10% for the Professional Discussion to allow you to demonstrate your knowledge and understanding.

### How long will the Professional Discussion take?

The Professional Discussion must last for **60 minutes** and will be conducted and assessed by VTCT's Apprenticeship Assessor.

## Where will the Professional Discussion take place?

The Professional Discussion can take place in your employer's workplace or your training provider's premises on the same day as the Observation with questions or on separate day via Microsoft Teams.

## Portfolio of Evidence

The portfolio of evidence that you complete during the on-programme stage of the apprenticeship standard, which is submitted at the Gateway stage is not assessed or graded by the Apprenticeship Assessor; however, it is used to inform your Professional Discussion.

The content of the portfolio of evidence must be sufficient to evidence that you can demonstrate all the Knowledge, Skills and Behaviours required as mapped to the Professional Discussion, and will typically contain **17** pieces of evidence.

The criteria for the portfolio of evidence are as follows:

- The content must be sufficient to evidence that you can demonstrate all the Knowledge, Skills and Behaviours required as mapped to the Professional Discussion assessment method. This will typically contain **17** pieces of evidence, this can be more if you wish. An example of how the evidence can be mapped to the Knowledge, Skills and Behaviours, can be found on pages 10-11
- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- Your portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to the SEPA system
- Your portfolio of evidence should contain written accounts of activities that you have completed and mapped against the Knowledge, Skills and Behaviours, supported by appropriate evidence, including photographic evidence and work products
- Progress review documentation, witness testimonies, and feedback from colleagues and/or clients can also be included
- A Declaration of Authenticity Form must be signed by you, your training provider and your employer alongside the portfolio of evidence submitted
- The portfolio of evidence must be submitted to the SEPA system at the Gateway stage
- VTCT will send the portfolio of evidence to the Apprenticeship Assessor at least **three** weeks prior to the Professional Discussion
- You cannot include reflective accounts or self-evaluation documentation as evidence within your portfolio of evidence
- A completed VTCT Level 3 Wellbeing and holistic therapist Mapping Document is required to be uploaded alongside your portfolio of evidence (Appendix 1)

## **Preparation for a Professional Discussion**

During the Professional Discussion, you must confirm a proficient understanding of the requirements for the technical skills as outlined in the Wellbeing and holistic therapist Apprenticeship Standard End-point Assessment Plan.

To prepare you for the Professional Discussion, it is essential that the grade descriptors on pages 5-9 are considered. The grade descriptors include areas that are required to be covered throughout the Professional Discussion.

During the Professional Discussion, the Apprenticeship Assessor will allow you to lead the discussion and to make reference to your portfolio of evidence from the on-programme stage of the Wellbeing and holistic therapist Apprenticeship Standard.

When completing the Professional Discussion, you will explain the following:

- Liaison with colleagues and non-health care and health care practitioners
- Perform and adapt holistic treatments to treat clients with variable needs
- Resolve problems that may occur during treatments
- Organisational operating problems with scope of responsibility
- Meeting targets
- Continuing professional development and wellbeing
- Ownership of work
- Ambassador for the organisation and industry

## **How is the Professional Discussion graded?**

The Apprenticeship Assessor will use the assessment tools and procedures that are set by VTCT to evidence the Professional Discussion. The Apprenticeship Assessor will make all grading decisions.

## Liaison with colleagues, non-healthcare and healthcare practitioners

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
K14	The apprentice explained protocols used when liaising or referring clients with other multidisciplinary professionals, following legal requirements for gaining client consent
S10	The apprentice explained how they have liaised with colleagues, non-health care and health care practitioners to establish suitability and safety of treatments

## Perform and adapt holistic treatments to treat clients with variable needs

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all of the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
S17	The apprentice explained how they have performed and adapted holistic treatments for clients with variable needs
K13	The apprentice explained how they identified client treatment considerations, describes when and how to refer and /or tailor treatments and experiences for those clients with medically diagnosed conditions

## Resolve problems that may occur during treatments

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
S20	The apprentice explained how they resolved problems which occurred during the treatments and wellbeing experiences, recognising and dealing with contra-actions and referred when required
S21	The apprentice explained how they identified, resolved and reported organisational operational problems within the scope of their responsibility

## Meeting Targets

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
S24, K45	The apprentice explained how they have adjusted their performance to meet personal and organisational targets within agreed timescales and evaluated their findings by reviewing and recording progress
K44	The apprentice explained how to promote sales and additional products, services and treatments to new and existing clients
K46	The apprentice explained how they use and maintain salon procedures to safely control work operations and the management of salon business systems and processes

## Own continuous professional development and wellbeing

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
K47, S25	The apprentice explained how they have managed continuing professional development (CPD) incorporating research, professional practice and progression
K15, B5	The apprentice explained how they established a routine which manages and maintains their own wellbeing

## Ambassador for the organisation and industry

### Pass criteria

You will achieve a Pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
B3	The apprentice explained how they lead by example, contributes ideas, and acts as an ambassador for the organisation and industry



## Liaison with colleagues, non-healthcare and healthcare practitioners

### Distinction criteria

You will achieve a Distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all the additional criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
S10	The apprentice evaluated how they liaised with colleagues, non-health care and healthcare practitioners to identify areas for improvement

## Resolve problems that may occur during treatments

### Distinction criteria

You will achieve a Distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all the additional criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
S21	The apprentice explained how they suggested improvements to organisational procedures for resolving/reporting operational problems



## Own continuous professional development and wellbeing

### Distinction criteria

You will achieve a Distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all the additional criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
K15, B5	The apprentice explained how they reviewed their routine to manage and maintain their own wellbeing

## Ambassador for the organisation and industry

### Distinction criteria

You will achieve a Distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all the additional criteria below:

Knowledge, Skills and Behaviours requirements	Grading criteria
B3	The apprentice evaluated how they lead by example and/or how they contributed ideas to the organisation including their role as an ambassador

## Mapping requirements for the Portfolio of Evidence

This is an example of how the Knowledge, Skills and Behaviours required for the Professional Discussion can be mapped to the different evidence types that you may use.

Evidence	KSBs Requirements	Knowledge, Skills and Behaviours criteria	Examples of types of evidence:
1	K14	Protocol when liaising with or referring a client to other multidisciplinary professionals, following legal requirements for gaining valid client informed consent	<ul style="list-style-type: none"> <li>• Copy of workplace policy/procedure</li> </ul>
2	K14	Protocol when liaising with or referring a client to other multidisciplinary professionals, following legal requirements for gaining valid client informed consent	<ul style="list-style-type: none"> <li>• Assignment/written questions</li> </ul>
3	S10	Liaise with colleagues and non-health care and health care practitioners	<ul style="list-style-type: none"> <li>• Treatment plan</li> <li>• Aftercare leaflet</li> <li>• Case studies</li> </ul>
4	S17	Perform and adapt holistic treatments to treat clients with variable needs, including those with specific health issues for example cancer, diabetes, life limiting or life-threatening conditions ensuring consent has been established with other multi-disciplinary professional teams	<ul style="list-style-type: none"> <li>• Treatment plan</li> <li>• Aftercare leaflet</li> <li>• Case studies</li> </ul>
5	K13	Client treatment considerations, when and how to refer, and how to tailor or adapt treatments and experiences for those clients with a medically diagnosed condition. This includes life limiting or threatening conditions such as cancer, diabetes, epilepsy, circulatory disorders, pregnancy, post-operative care	<ul style="list-style-type: none"> <li>• Assignment/ Written questions</li> </ul>
6	S20	Resolve problems that may occur during the treatments and wellbeing experiences recognising and dealing with contra-actions, and refer when required	<ul style="list-style-type: none"> <li>• Treatment plan</li> <li>• Aftercare leaflet</li> <li>• Case studies</li> </ul>
7	S21	Identify, resolve and report organisational operational problems within the scope of responsibility	<ul style="list-style-type: none"> <li>• Minutes of meetings</li> </ul>
8	S24	Meet personal and organisational targets within the agreed timescale, and evaluating the findings by reviewing and recording progress	<ul style="list-style-type: none"> <li>• Individual progress reviews</li> <li>• Development plans</li> </ul>

Evidence	KSBs Requirements	Knowledge, Skills and Behaviours criteria	Examples of types of evidence:
9	K45	How to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress	<ul style="list-style-type: none"> <li>• Assignment/written questions</li> </ul>
10	K44	Types of promotional activities that can be used to maximise business profit, including how to promote additional products, services and treatments to new and existing clients	<ul style="list-style-type: none"> <li>• Power Point presentation</li> </ul>
11	K46	Salon business procedures that safely control work operations, the management of systems and processes	<ul style="list-style-type: none"> <li>• Policies/procedures</li> <li>• Risk assessments</li> </ul>
12	K46	Salon business procedures that safely control work operations, the management of systems and processes	<ul style="list-style-type: none"> <li>• Assignment/written questions</li> </ul>
13	K47	What constitutes continuing professional development (CPD), Why and how to access CPD and the importance of keeping up to date	<ul style="list-style-type: none"> <li>• Assignment/ written questions</li> </ul>
14	S25	Manage own continuing professional development (CPD) incorporating research, professional practice and progression	<ul style="list-style-type: none"> <li>• CPD Log &amp; Certificates</li> </ul>
15	K15	How to support, manage and maintain own wellness and wellbeing	<ul style="list-style-type: none"> <li>• Assignment/written questions</li> </ul>
16	B5	Proactively manages and maintains own wellbeing	<ul style="list-style-type: none"> <li>• Presentation</li> </ul>
17	B3	Contributes ideas, leads by example and acts as an ambassador for the organisation and industry	<ul style="list-style-type: none"> <li>• Minutes of staff meeting</li> </ul>

## Appendix 1 - Professional Discussion Mapping Document

### Professional Discussion Mapping Document

#### Wellbeing and Holistic Therapist

This mapping document is to be completed prior to the gateway stage and submitted with the Portfolio of Evidence for each apprentice.

**Please note:** It is a requirement of the training provider to submit all the evidence electronically, via the 'Documents tab' on the apprentice's dashboard within the SEPA system. This must be in a scanned format, allowing the evidence package to be viewed remotely.

Evidence number <i>(typically 1 – 7 pieces of evidence)</i>	KSBs Requirements:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:
1	K13	<i>Client treatment considerations, when and how to refer, and how to tailor or adapt treatments and experiences for those clients with a medically diagnosed condition. This includes life limiting or threatening conditions such as cancer, diabetes, epilepsy, circulatory disorders, pregnancy, post-operative care</i>	<i>Written questions</i>
2	K14	<i>Protocol when liaising with or referring a client to other multidisciplinary professionals, following legal requirements for gaining valid client informed consent</i>	<i>Copy of workplace policy/procedure</i>

Evidence number <i>(typically 1 – 7 pieces of evidence)</i>	KSBs Requirements:	Knowledge, Skills and Behaviours criteria:	Type of evidence submitted:

## Appendix 2 – Declaration of Authenticity



### Declaration of Authenticity Statement Wellbeing & Holistic Therapist

#### Apprentices

The work that you submit for your 'Portfolio' must be your own. Should you copy from someone else, allow other apprentices to copy from you, or plagiarise in any other way, the work submitted will be void.

#### Apprentice Declaration

I have produced the submitted Portfolio without assistance and I can confirm that it is my own work.

Apprentice name:	[insert name]
Apprentice signature:	[insert signature]
Date:	[insert date]

#### Training Provider Declaration

I have authenticated the apprentice's work and I am satisfied that to the best of my knowledge, the Portfolio produced is solely that of the apprentice.

Training Provider name:	[insert name]
Training Provider signature:	[insert signature]
Date:	[insert date]

#### Employer Declaration

I have authenticated the apprentice's work and I am satisfied that to the best of my knowledge, the Portfolio produced is solely that of the apprentice.

Employer name:	[insert name]
Employer signature:	[insert signature]
Date:	[insert date]