



# **BCS Digital Industries Apprenticeship**

## **Template 5 - Summative Portfolio Checklist**

### **Level 4 Data Analyst Apprenticeship**

**Version 5.0**  
**August 2019**

## Change History

Any changes made to the project shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

Version Number and Date	Changes Made
V5.0 August 2019	Change History table added to document. Major changes to document format (no Standard specific content changes).

## Overview

This template is to support the training provider in working with the apprentice and employer to ensure the successful completion of the summative portfolio.

The checklists can be used by training providers to help them manage the process through to completion, although training providers may also substitute their own processes and documentation as they see fit.

The apprentice should gather artefacts and record information that can evidence their activities undertaken in the workplace. The portfolio of evidence should demonstrate that the apprentice can fulfil the full range of competencies which are required by the standard, as shown in this template.

The apprenticeship standards are designed to cover a wide range of different job roles so there may be a small number of areas within these mandatory requirements that are not naturally occurring within the day-to-day duties of the apprentice. If it is not possible for the apprentice to demonstrate competence within their summative portfolio, a synoptic project should be selected that will allow the apprentice to demonstrate that they are competent in criteria that they are not exposed to during their normal working activities.

## Summative Portfolio Declaration

### Apprentice Declaration

Name	Daniel Bearcroft
ULN	8118998346
Declaration	I confirm that all the evidence submitted is my own work and it has been completed as specified.
Signature	Daniel Bearcroft
Date	23/06/2020

### Line Manager Declaration (Employer)

Name	Laura-Louise White
Company	UBS
Declaration	I confirm that the work contained within this portfolio has, to the best of my knowledge, been completed solely by Daniel Bearcroft
Signature	Laura-Louise White
Date	23/06/2020

### Training Provider Declaration

Name	
Company	Corndel
Declaration	I confirm that the work contained within this portfolio has, to the best of my knowledge, been completed solely by _____
Signature	
Date	

## Summative Portfolio Acceptable Evidence Format

BCS' intention is to allow flexibility in the format that evidence can take in order to reflect the type of records that an apprentice could realistically be expected to have access to. Typically acceptable evidence includes:

- photographic or video evidence of activity;
- witness statement;
- observation reports;
- annotated screenshots;
- signed-off work records;
- printed outputs of pre- and post-configuration settings;
- peer reviews.

It is important to note that when the summative portfolio is submitted to EPA gateway it is locked and will no longer be editable by the apprentice, for this reason, links to external content will not be accepted as suitable evidence.

## Technical Competencies Evidence Checklist

The defined competence areas are listed below. Not all employer businesses are identical so there will be variation in the types of activity that will be carried out in the course of each apprentice's daily work; however, the apprentice must be able to demonstrate evidence of every competence.

## Competence – Analyse Data Requirements

Identify, collect and migrate data to/from a range of internal and external systems.

Apprentices should be competent in abstracting data for subsequent analysis. This will include:

### Minimum expected requirement:

Identifying the data necessary as inputs to the analysis based upon the requirements of those requesting the analysis.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering project  
Regression project  
Time Series Analysis project  
Text Analysis project  
SQL Project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

Understanding the different dataset was required to get meaningful results from the analysis in my submitted projects.

Domain knowledge was required for a number of these projects as they were directly related to the apprentice's day to day job.

The data for these projects related to the day to day job were all sourced from the internal systems following the data guidelines set out by the company.

Text analysis project data was downloaded from Microsoft Outlook into an Access database, which was then converted into a .csv file.

For my SQL project, I downloaded data in .csv format and converted it back into database form for the exercise

All data sets were uploaded into Jupyter notebook using python.

NOTE: this box will expand as required

**Minimum expected requirement:**

Collecting data from a variety of sources. They should understand that data may be collected not only from stored data but also from sensors, cameras, recording devices, satellites, etc.

**List the evidence in the portfolio that fulfils this requirement:**

Text analysis project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

Data was collected from Outlook as opposed to standard structured and semi-structured sources.

NOTE: this box will expand as required

**Minimum expected requirement:**

Migrating data for subsequent analytics studies and specify data conversion requirements.

**List the evidence in the portfolio that fulfils this requirement:**

Text analysis project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

Data was migrated from Outlook, into Access before being saved as a .csv file.  
This .csv file was then uploaded via Python into Jupyter notebook to allow for analysis to be performed.

NOTE: this box will expand as required

## Competence – Prepare Data

Manipulate and link different data sets as required.

Apprentices need to be able to manipulate and link data sets to provide the data set for data analyst, including:

### Minimum expected requirement:

Manipulating data sets of structured and unstructured data from diverse sources.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering project  
Regression project  
Time Series Analysis project  
Text Analysis project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

Project data came from several different sources and were structured and unstructured sources.  
The text analysis project was an unstructured source.  
The clustering project used structured data.  
Both these projects were taken from internal data sources and had to be analysed according to UBS' guidelines.

NOTE: this box will expand as required

### Minimum expected requirement:

Merging or linking data from a variety of disparate sources.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

The two trackers which record offboarding requests had to be merged in Excel before data analysis could be completed effectively.

NOTE: this box will expand as required



## Competence – Apply Policies

Interpret and apply the organisation's data and information security standards, policies and procedures to data management activities.

Apprentices should be able to identify relevant internal standards and apply them to data analysis work as follows:

### Minimum expected requirement:

Locate organisational standards and policies for secure data analysis activities and processes.

#### List the evidence in the portfolio that fulfils this requirement:

Text analysis project.  
Information Security & Records Management Training Certificate

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

The text analysis project contains CID and this had to be masked according to the UBS guidelines.  
I have also completed UBS' internal training entitled "Information Security and Records Management."

NOTE: this box will expand as required

### Minimum expected requirement:

Review and apply organisational standards and policies for secure data analysis activities and processes.

#### List the evidence in the portfolio that fulfils this requirement:

Text analysis project.

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

This data contains CID and has had to be masked accordingly.

NOTE: this box will expand as required

## Competence – Collect

Collect and compile data from different sources.

### Minimum expected requirement:

Compiling data in preparation for analyses is a core part of data analysis and can involve manually compiling data from multiple sources including:

- Databases;
- Spreadsheets;
- Reports.

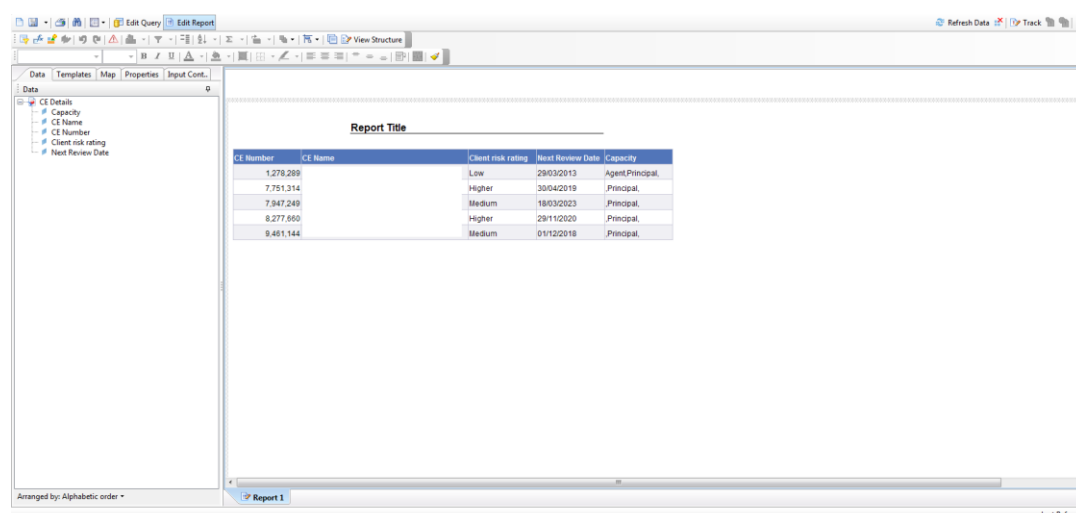
### List the evidence in the portfolio that fulfils this requirement:

Clustering project  
SQL Project

NOTE: this box will expand as required

### Reflections on applying knowledge learnt:

For the clustering project data was collected from the two offboarding request trackers and merged in Excel before analysis could be completed. For the SQL project see evidence below:



Client Number	Client Name	Client risk rating	Next Review Date	Capacity
1,279,209		Low	29/03/2019	Agent/Principal
7,751,314		Higher	30/04/2019	Principal
7,947,249		Medium	18/03/2023	Principal
8,277,550		Higher	29/11/2020	Principal
9,481,144		Medium	01/12/2018	Principal

The above report is an example of how the data was gathered for several projects including my SQL project.

This report is run on Business Objects. This software pulls together different tables from UBS' Entity Master system

Offboarding priority is based on risk and as you can see from the above each client is assigned a risk rating (Client Risk Rating).

The higher the rating, the higher the potential Anti-Money Laundering (AML) risk.

Cases that are Higher AML risk and with expired Know Your Customer (KYC) review dates need to be offboarded as a priority to keep the KYC risk profile of the bank at an acceptable level.

Following the UBS data policy guidelines, I have removed all Client Identifying Data (CID). CID is classed

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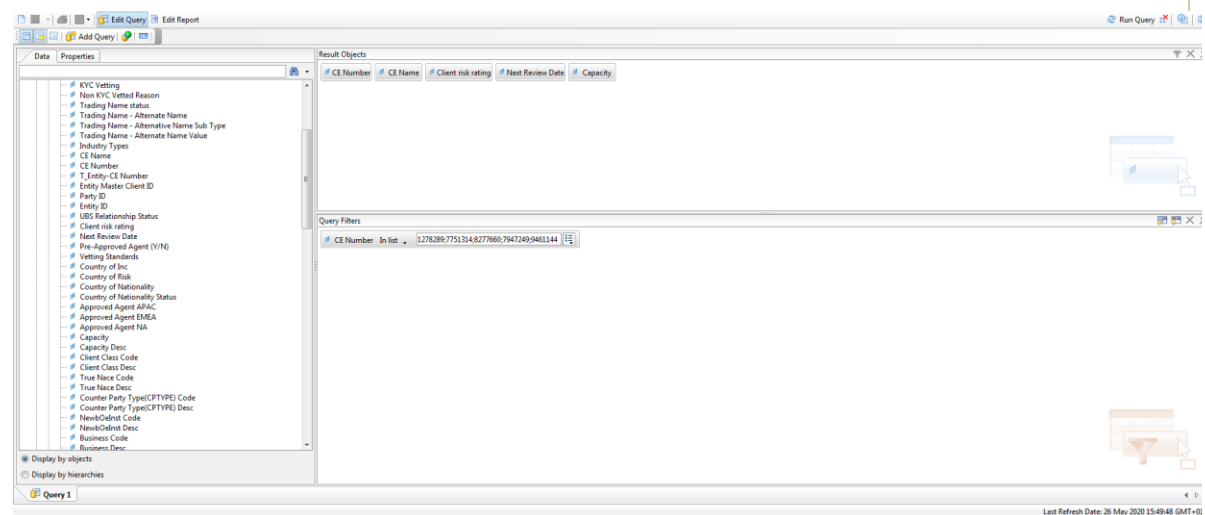
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as sensitive data and should not be sent externally to the bank.



The second screenshot is an example of how the report is created in Business Objects before it is run.

On the left-hand side of the report, you can see a selection of the available data points which could be pulled into the report for it to be enriched with.

These data points are columns from many different rationale database tables.

I have to run these reports as part of my role. This report, in particular, is run for a Key Procedural Control (KPC) to make sure data in the client legal master system matches against the offboarding database. The offboarding database does not feed directly from Entity Master, therefore, a check is in place to make sure the most recent data has been uploaded, which will mean the prioritisation of all classes is correct.

NOTE: this box will expand as required

## Competence – Query

Perform database queries across multiple tables to extract data for analysis.

### Minimum expected requirement:

Apprentices should be able to filter and retrieve specific data using database queries in more than one database table.

- Single and multiple queries;
- Use of database query tools;
- Query processing;
- Query containment.

### List the evidence in the portfolio that fulfils this requirement:

SQL Project

NOTE: this box will expand as required

### Reflections on applying knowledge learnt:

I have extensively used the Business Object Desktop Intelligence software to pull data and create reports about client attributes from the client legal database (known internally as Entity Master).

One of these reports involves pulling client data for all clients that are out of KYC (Know Your Customer) review. The clients are assigned risk ratings from Low to Higher and therefore clients with the Higher risk rating and out of KYC review need to be either offboarded or reviewed as a priority.

The data which is pulled by this tool is all structured data which I stored in numerous different warehouse 'universes', each with several different data tables that need to be joined. The data has to be linked by and attribute ID to join the different data tables.

This is used to work out the risk rating for clients in the team's book of work and used to make sure the higher risk client accounts are worked on first.

In my SQL project, I had to extract data and convert it back into a database format for the exercise. A screenshot example is attached

NOTE: this box will expand as required

## Competence – Statistics Analysis

Perform routine statistical analyses and ad-hoc queries.

**Apprentices should be able to undertake standard analyses using industry-standard methods using popular methods:**

### Minimum expected requirement:

General linear model: A widely used model usable for assessing the effect of several predictors on one or more continuous dependent variables.

#### List the evidence in the portfolio that fulfils this requirement:

Regression project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

As per the project, this was based on the time offboarding requests were taking to be offboarded. Regression analysis was performed on this to try and predict is time in triage affected the overall time for offboarding.

NOTE: this box will expand as required

### Minimum expected requirement:

Generalised linear model: An extension of the general linear model for discrete dependent variables.

#### List the evidence in the portfolio that fulfils this requirement:

Text-analysis project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

I classified the sentiment of emails into a discrete categorical inputs.

NOTE: this box will expand as required

**Minimum expected requirement:**

Structural equation modelling: Usable for assessing latent structures from measured manifest variables.

**List the evidence in the portfolio that fulfils this requirement:**

Not covered

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

Not covered

NOTE: this box will expand as required

**Minimum expected requirement:**

Item response theory: Models for assessing one latent variable from several binary measured variables.

**List the evidence in the portfolio that fulfils this requirement:**

Not covered

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

Not covered

NOTE: this box will expand as required

## Competence – Analytical Techniques

Use a range of analytical techniques such as data mining, time series forecasting and modelling techniques to identify and predict trends and patterns in data.

Apprentices need to be able to apply a range of analytical techniques, including:

### Minimum expected requirement:

Data mining tools to discover useful patterns in large data sets.

#### List the evidence in the portfolio that fulfils this requirement:

Time series project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

As part of the time series analysis project, I looked at the sustainability of the data set to see if there were useful patterns which we could extract useful information from. E.g. do we get more offboarding requests in Q1 or in Q4 where project deadlines are likely to be set.

NOTE: this box will expand as required

### Minimum expected requirement:

Time series analysis where data is taken over time in order to extract meaningful statistics and other characteristics.

#### List the evidence in the portfolio that fulfils this requirement:

Time series project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

As part of the time series project I looked at all the offboarding requests, we have received since 2017 to try and extract patterns in request data such as the mean amount of requests we get, what times of year the most popular and how large populations distort the model.

NOTE: this box will expand as required

**Minimum expected requirement:**

Time series forecasting where a model is used to predict future values based on previously observed values.

**List the evidence in the portfolio that fulfils this requirement:**

Time series project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

As part of the project, I tried to predict the amount of offboarding request we would receive in the next 90 day period based on the previous amount of request the team has received.

NOTE: this box will expand as required



## Competence – Dashboard and Reporting

Assist with product of performance dashboard and reports.

### Minimum expected requirement:

The apprentice needs to demonstrate that they can report and record data appropriately.

#### List the evidence in the portfolio that fulfils this requirement:

I have created automated reports of request status linked to a SharePoint site. This data is pulled into Excel and uses PivotCharts to automate the visualisations based on the data.

I gathered the requirements and worked with the technology team to create team dashboards in Tableau. Clustering project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

These automated reports have saved a lot of FTE from when they were created manually.

Full automation of reports will be achieved once SharePoint is decommissioned and Tableau pulls the data automatically. This will free the team up to work on more value-added work rather than creating management information (MI).

NOTE: this box will expand as required

## Competence – Quality Assurance

Assist with data quality checking and cleansing.

Apprentices should be able to undertake data quality checking:

### Minimum expected requirement:

Ensuring data quality including correcting, standardising and verifying data.

#### List the evidence in the portfolio that fulfils this requirement:

Regression project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

I had to remove the negative data after visualisation showed problems with the initial population.

NOTE: this box will expand as required

### Minimum expected requirement:

Checking data for errors, inconsistencies, redundancies and incomplete information.

#### List the evidence in the portfolio that fulfils this requirement:

Regression project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

Completed as part of exploring the data

NOTE: this box will expand as required

**Minimum expected requirement:**

Cleansing data, including de-duplication and verification of information.

**List the evidence in the portfolio that fulfils this requirement:**

Regression project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

Completed as part of exploring the data

NOTE: this box will expand as required

## Competence – Visualisation

Apply the tools and techniques for data analysis, data visualisation and presentation.

Apprentices should be able to apply the tools and techniques for data analysis, visualisation and for communicating results:

### Minimum expected requirement:

Work with data analysis and data mining tools to produce data insights.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering Project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

This was completed as part of the project work which required data analysis and mining.

NOTE: this box will expand as required

### Minimum expected requirement:

Create and study the visual representation of data, to communicate information clearly and efficiently to users via a range of statistical graphics, plots, information graphics, tables, and charts.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering project  
Regression project  
Time Series Analysis project  
Text Analysis project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

Visualisations have been created in multiple projects based on the results and data of the project in question.

NOTE: this box will expand as required

## Competence – Report

Assist with the production of a range of ad-hoc and standard data analysis reports.

**Apprentices need to be able to develop reports summarising the business outcomes of analysis studies:**

### Minimum expected requirement:

Report the outcomes of analysis in many formats to the users of the analysis to support their requirements.

#### List the evidence in the portfolio that fulfils this requirement:

Time Series project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

Reported back expected intake of request as part of weekly triage team meeting

NOTE: this box will expand as required

### Minimum expected requirement:

Explain the quantitative messages contained in the data.

#### List the evidence in the portfolio that fulfils this requirement:

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

I have had to report what the current offboarding pipeline status is. This involves update on how many requests we get in, how many reject at request capture level (as we have to take if there are any outstanding obligations for the clients before we can even start), how many cases we reject after the initial analysis, and how many cases have been completed weekly.

The quantitative message of this data shows that more automation is required in the team. We do a very manual process with run books totalling over 600 steps.

The current demand level is higher than throughput therefore no matter how many cases we work in a month the overall pipeline number will increase and we have shown this with visualisations mapping input vs throughput.

This report has demonstrated that we can get through the higher risk items but the lower risk item runs the risk of becoming aged and therefore distorting the current overall KYC status of UBS when looked at by a third party.

In all my projects I have had to explain quantitative messages in the data.

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## Competence – Present

**Summarise and present the results of data analysis to a range of stakeholders, making recommendations.**

**It is important that apprentices can summarise and present their findings:**

### **Minimum expected requirement:**

Summarise the outcomes of an analysis.

#### **List the evidence in the portfolio that fulfils this requirement:**

Weekly Team Governance Meeting Minutes

Time Series Project

NOTE: this box will expand as required

#### **Reflections on applying knowledge learnt:**

Achieved as part of being transparent with senior management on the current state of offboarding.

I chair the weekly team governance meeting so I have to present and summarise data analysis and exploration weekly.

I presented my time series project to my line manager so show her what analysis can be done using python.

NOTE: this box will expand as required

### **Minimum expected requirement:**

Present data to a wide range of stakeholders.

#### **List the evidence in the portfolio that fulfils this requirement:**

Weekly Team Governance Meeting Minutes

NOTE: this box will expand as required

#### **Reflections on applying knowledge learnt:**

Achieved as part of being transparent with senior management on the current state of offboarding.

I chair the weekly team governance meeting so I have to present and summarise data analysis and exploration weekly.

NOTE: this box will expand as required

## Competence – Architecture

Works with the organisation's data architecture.

### Minimum expected requirement:

Understand that the data architecture is composed of models, policies, rules or standards that govern which data is collected, and how it is stored, arranged, integrated, and put to use in data systems.

#### List the evidence in the portfolio that fulfils this requirement:

Information Security and Records Management Training Certification

Clustering Project

Time Series Project

SQL Project

Text Analysis Project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

I am compliant with UBS' data policy and aware of what I need to do to avoid future issues. I can demonstrate this by providing my training certificates.

My projects were made up of internally sourced UBS data. They have been completed and submitted in line with the companies data policies. This shows I am aware of all policies and rules used to govern data in UBS and how to put it in use.

NOTE: this box will expand as required

### Minimum expected requirement:

Identify particular characteristics of own organisation's data architecture.

#### List the evidence in the portfolio that fulfils this requirement:

SQL Project

NOTE: this box will expand as required

#### Reflections on applying knowledge learnt:

I am an SME on UBS data structures, client and internally, and get help support technology teams with UAT testing for several systems. In my SQL project, I had to combine two data extracts to create a useable database for my project as I am was not allowed to read only access to the data architecture.

NOTE: this box will expand as required

## Generic Levels of Responsibility Evidence Checklist

Areas of responsibility and associated typical evidence are shown below.

### Proficiency – Business Skills

- **Demonstrates an analytical and systematic approach to issue resolution.**
- **Takes the initiative in identifying and negotiating appropriate personal development opportunities.**
- **Demonstrates effective communication skills.**
- **Contributes fully to the work of teams.**
- **Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures.**
- **Appreciates the wider business context, and how their role relates to other roles and to the business of the employer of client.**

**List the evidence in the portfolio that fulfils these requirements:**

**Demonstrates an analytical and systematic approach to issue resolution:**

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project

**Takes the initiative in identifying and negotiating appropriate personal development opportunities:**

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project

**Demonstrates effective communication skills:**

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project

**Contributes fully to the work of teams:**

Clustering project

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Regression project  
SQL project  
Text analysis project  
Time series project  
I also manage a team of 6 analysts who all work with every division of the organisation

**Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures:**

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project

**Appreciates the wider business context, and how their role relates to other roles and to the business of the employer of client:**

Clustering project  
Regression project  
SQL project  
Text analysis project  
Time series project  
I also manage a team of 6 analysts who all work with every division of the organisation

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

**Demonstrates an analytical and systematic approach to issue resolution:**

All my project involved me finding an issue and way use the data to solve this. My time-series project was used to try and forecast request capture and therefore solve the issue around team resourcing

**Takes the initiative in identifying and negotiating appropriate personal development opportunities:**

I am the person who pushed to take this apprentice for my personal growth.  
I had to articulate and demonstrate why it was a beneficial course for me.

**Demonstrates effective communication skills:**

I am the person who pushed to take this apprentice for my personal growth. I had to articulate to senior management what the benefits of the apprenticeship would bring to the team, as well as personally.

I have had to be able to communicate on deadline, hackathon dates and my overall status of the course. I

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have provided transparent updates to my Line Manager of how I am getting on, and what support I might require.

All of my projects also demonstrate my communication skills. I have to articulate my thought process and rationale in why I completed my projects and the results that were achieved.

**Contributes fully to the work of teams:**

Prioritisation is key when managing a very in-demand team. I chair the team's weekly governance meeting and well as managing a team of analysts. I also attend department-wide risk meetings to present the progress of the team to the wider

**Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures:**

My projects have helped me demonstrate this. I have had to schedule and stick to deadlines to get projects submitted. These have all had to be submitted to UBS data control procedures and standards.

**Appreciates the wider business context, and how their role relates to other roles and to the business of the employer of client:**

We are a hugely in-demand team and work with almost every division in the bank. We report into risk forums, help deal with system breaks and other data quality issues. My projects have used internal UBS data and allowed me to address offboarding.

NOTE: this box will expand as required

## Proficiency – Complexity

- Performs a range of work, sometimes complex and non-routine, in a variety of environments.
- Applies a methodical approach to issue definition and resolution.
- Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.

List the evidence in the portfolio that fulfils these requirements:

**Performs a range of work, sometimes complex and non-routine, in a variety of environments.**

Text analysis project  
SQL project

**Applies a methodical approach to issue definition and resolution.**

Text analysis project

**Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.**

Text analysis project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

**Performs a range of work, sometimes complex and non-routine, in a variety of environments.**

I used SQL in a Python environment due to limitations. This was a complex project which involved several different programs and methodologies.

**Applies a methodical approach to issue definition and resolution.**

As above

**Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.**

As above

NOTE: this box will expand as required

## Proficiency – Autonomy

- Works under general direction.
- Uses discretion in identifying and responding to complex issues and assignments.
- Usually receives specific instructions and has work reviewed at frequent milestones.
- Determines when issues should be escalated to a higher level.

List the evidence in the portfolio that fulfils these requirements:

**Works under general direction:**

Clustering project

**Uses discretion in identifying and responding to complex issues and assignments:**

Clustering project

**Usually receives specific instructions and has work reviewed at frequent milestones:**

Clustering project

**Determines when issues should be escalated to a higher level:**

Regression project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:**

**Works under general direction:**

High-level brief based on source public domain data independently

**Uses discretion in identifying and responding to complex issues and assignments:**

As above

**Usually receives specific instructions and has work reviewed at frequent milestones:**

As above

**Determines when issues should be escalated to a higher level:**

Brought up data quality issues in the SharePoint site due to this project. Clean-up underway which should make the metrics easier to produce and more accurate.

NOTE: this box will expand as required

## Proficiency – Influence

- Interacts with and influences colleagues.
- Has working level contact with customers, suppliers and partners.
- May supervise others or make decisions which impact the work assigned to individuals or phases of projects.
- Makes decisions which influence the success of projects and team objectives.

List the evidence in the portfolio that fulfils this requirement:

### Interacts with and influences colleagues:

Weekly Team Governance Meeting Minutes

### Has working level contact with customers, suppliers and partners:

Weekly Team Governance Meeting Minutes

### May supervise others or make decisions which impact the work assigned to individuals or phases of projects:

Weekly Team Governance Meeting Minutes

### Makes decisions which influence the success of projects and team objectives:

Weekly Team Governance Meeting Minutes  
Time Series Project

NOTE: this box will expand as required

**Reflections on applying knowledge learnt:****Interacts with and influences colleagues:**

I am a team lead so I have to look at the work my direct reports are completing and help them prioritise their books of work effectively according to the demand from the business. If there is higher priority work I have to articulate to my team why it needs to take priority and the rationale behind it for deadlines and objectives to be met successfully.

**Has working level contact with customers, suppliers and partners:**

I liaise with several different areas of the bank. This includes other operations teams, teams in the Investment Bank who deal with the various products on offer, financial crime, HR for issues involving my team, learning and development as one of my direct reports is doing a different apprenticeship. Whilst we do not offer all these teams a business service being in contact with these partners is required for the team to function successfully.

**May supervise others or make decisions which impact the work assigned to individuals or phases of projects:**

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**Makes decisions which influence the success of projects and team objectives:**

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NOTE: this box will expand as required