

## Highfield Level 2 End-Point Assessment for ST0269 Hire Controller (Plant, Tools and Equipment)

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
<b>K5</b> Principles of contract hire terms and conditions: damage, damage waiver, loss and theft (HP1)		
<b>K6</b> Hire transaction processes: contract documentation for on-hire and off-hire, raising requisitions and equipment (HP3)		
<b>K7</b> Equipment delivery and collection procedures (DC1, DC2)		
<b>K8</b> Organisational procedures and tactics for the prevention of fraudulent plant, tools or equipment hire (FP1)		
<b>K9</b> Principles of hire quotations and pricing structures (IQ2)		
<b>K10</b> Methods of interpreting and extracting relevant information from schedules, drawings, machine operator's manuals or manufacturer's instructions and specifications (IQ1)		
<b>K11</b> Techniques for logging plant, tool and equipment breakdowns (ER1, ER2)		

<b>K12</b> Methods of creating and closing orders for hire: checking process, record keeping for lost hires (HP3)		
<b>K13</b> Hire fleet data: plant, tool and equipment, spare equipment, resources, personnel resources (HP3)		
<b>K14</b> Written communication techniques. Plain English principles using hire controller terminology (CO1)		
<b>K15</b> Verbal communication techniques. Giving and receiving information and matching style to audience (CO1)		
<b>K16</b> Principles of customer relationships: customer loyalty, customer support and increasing sales (CR1, CR3)		
<b>K17</b> Techniques for dealing with customer queries, requests and complaints and escalation procedures (CR2)		
<b>K18</b> Maintenance and servicing requirements of plant, tools and equipment: pre-checks, inspections, tool condition, storage, defect or fault identification (ER1)		
<b>K19</b> Tool and equipment pre and post hire checks and operational testing (HP2, HP4)		
<b>K20</b> Use and benefit of technology and digital systems within the hire sector (IS1)		
<b>K21</b> GDPR policies and procedures (IS1)		
<b>K23</b> Team working principles (CE3, CE4)		
<b>K24</b> Principles of equity, diversity, and inclusion in the workplace and the impact on their work (CE1)		
<b>S1</b> Comply with health and safety regulations, standards, and guidance (HS1)		
<b>S2</b> Comply with environmental and sustainability principles, regulations, standards and organisational systems (ES1, ES2)		
<b>S3</b> Process new hires, damage waivers, orders, returns and enter onto company system (HP1)		
<b>S4</b> Create and send hire quotations, contact customer and entering purchase orders (IQ2)		

<b>S5</b> Source plant, tools and equipment for customer requirements (IQ2)		
<b>S6</b> Arrange the delivery and collection of equipment (DC1, <i>DC2</i> )		
<b>S7</b> Apply written communication techniques for example invoices, checklists, restrictions to drivers and hauliers delivery times, process damage agreement, notification documentation and emails (CO1)		
<b>S8</b> Manage customer relationships (CR1, <i>CR3</i> )		
<b>S9</b> Verbally communicate with customers and colleagues using industry terminology (CO1)		
<b>S10</b> Manage customer queries, requests and handle complaints within remit or escalate when required (CR2)		
<b>S11</b> Comply with regulations and legislation relevant to their role and business (HP1)		
<b>S12</b> Carry out hire transaction processes for example, contract documentation for on-hire and off-hire, raising requisitions and equipment delivery (HP3)		
<b>S13</b> Interpret and extract information from, for example schedules and drawings, machine's operator's manual or manufacturer's instructions (IQ1)		
<b>S14</b> Log plant, tool and equipment breakdowns, pass over to the service department (ER1, <i>ER2</i> )		
<b>S15</b> Ensure tool and equipment pre and post hire checks and operational testing of equipment has been carried out (HP2, <i>HP4</i> )		
<b>S16</b> Carry out and record planned and unplanned learning opportunities and development activities (CE2)		
<b>S17</b> Use organisational IT technology and digital systems (IS1)		
<b>S18</b> Apply team working principles (CE3, <i>CE4</i> )		
<b>B1</b> Take personal responsibility for their own health and safety (HS1)		
<b>B2</b> Promote positive customer relations (CR1)		

<b>B3</b> Take accountability and ownership of their tasks and workload (HP3)		
<b>B4</b> Respond and adapt to work demands and situations and know when to seek advice from others (CR2)		
<b>B5</b> Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice (CE2)		
<b>B6</b> Support equity, diversity, and inclusivity in the workplace (CE1)		

### Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

### Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date