

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

## Mock Assessment Materials - Professional Interview

Industry		
Ref	Assessment Criteria	Achieved
IN1	Demonstrate an understanding of the sectors and company including services, product range and specification	

Health, Safety and Environmental		
Ref	Assessment Criteria	Achieved
HS3	Describe the health and safety procedures followed and why	

Hire Processes		
Ref	Assessment Criteria	Achieved
HP1	Be able to list the steps in the company process from receipt of enquiry to on-hire start and again for the off-hire process	

Stock Management Processes		
Ref	Assessment Criteria	Achieved
SM4	Describe how company hire fleet management systems ensure timely delivery/collection of products, spares, staff	

## Finance

Ref	Assessment Criteria	Achieved
FN3	Provide hire rates for 3 products and list the relevant associated transactions	

## Customer Service

Ref	Assessment Criteria	Achieved
CS2	Describe steps taken to meet customer requirements	

## Communication

Ref	Assessment Criteria	Achieved
CM2	Correctly describe company policy and procedures for complaint handling	
CM3	Communicate material in a literate, articulate and appropriate way	

## Technical Hire Consultation and Transaction

Ref	Assessment Criteria	Achieved
TH1	Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate)	

## Behaviours

Ref	Assessment Criteria	Achieved
BE1	Demonstrate a commitment to ongoing personal development	

## Professional Interview Distinction Criteria

Ref	Assessment Criteria	Achieved
D1	Give fully detailed descriptions of their working processes including rationale for their order of work, materials and equipment chosen	
D2	Demonstrate a consideration of the implications of their actions and explain contingency and problems solving steps taken	
D3	Provides alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation	
D4	Demonstrate an understanding of how hire rates are derived and any factors that could cause variation	
D5	Suggest consequences of the hire fleet management system not being used correctly	
D6	Provide an understanding of the pattern of complaints received and suggests improvements which could be made to reduce complaints	
D7	Demonstrate an understanding of key health and safety legislation relating to the Hire sector and describe examples of how they have applied this, detailing the reasons for doing so and the implications if not applied	
D8	Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify	
D9	Provide an analysis of the products most commonly used by different sectors and any issues that arise	
D10	Meets all of the information needs of the customer by communicating clearly and confidently demonstrating detailed knowledge of the material and able to answer customer questions about the content fully and without need for support from colleagues	