

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

Mock Assessment Materials

Interview underpinned by a portfolio of evidence

Health and safety			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
HS1	Explains how they comply with health and safety regulations, standards and guidance taking responsibility for their own health and safety in their role (S1, B1)		

Information, quotes and pricing			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
IQ1	Explains how they use information extracted from for example, schedules, drawings, machine operator's manuals or manufacturer's instructions and specifications to complete tasks in line with organisational guidelines (K10, S13)		
IQ2	Describes how they source plant, tools or equipment to meet customers' requirements, create and send hire quotations and enter purchase orders in line with organisational procedures (K9, S4, S5)		

Hire process, documentation and regulations			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
HP1	Explains how they process new hires, damage waivers, orders and returns in line with regulatory and organisational contract hire terms and conditions, including recording the details on company systems (K5, S3, S11)		
HP2	Describes how tool and equipment pre and post hire checks and operational testing of equipment are carried out in line with organisational procedures (K19, S15)		
HP3	Explains how they take ownership and remain accountable in their role for carrying out hire transaction processes, including creating and closing orders and using hire fleet data in line with organisational and regulatory requirements (K6, K12, K13, S12, B3)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
HP4	<i>Outlines the importance of pre and post hire checks and testing of tools and equipment and the impact on the business if not done in line with organisational procedures (K19, S15)</i>		

Customer relationships			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
CR1	Describes how they manage and promote positive customer relationships in line with organisational guidelines (K16, S8, B2)		
CR2	Explains how they manage customer queries, requests and complaints and how they escalate these when they are outside of the remit of their role (K17, S10, B4)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
CR3	<i>Explains the importance of managing customer relationships in line with organisational procedures (K16, S8)</i>		

Fraud prevention			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
FP1	Explains the organisational procedures and tactics used to prevent fraudulent hire (K8)		

Equipment repair and servicing			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
ER1	Describes how they log maintenance or servicing requirements and breakdowns for plant, tools or equipment and pass these to the service department in line with organisation procedures (K11, K18, S14)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
ER2	<i>Explains the importance of logging plant tool and equipment breakdowns and the impact on the company of not doing this (K11, S14)</i>		

Delivery and collection			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
DC1	Describes how they arrange delivery and collection of equipment in line with organisational procedures (K7, S6)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
DC2	<i>Outlines the importance of delivery and collection of equipment and the impact on the business if not done in line with organisational procedures (K7, S6)</i>		

IT systems

Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
IS1	Describes how they use information technology and digital systems in line with organisational procedures, and the benefit to the business of using these to carry out work tasks (K20, K21, S17)		

Communication

Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
CO1	Describes how they communicate with others using written and verbal techniques in a way that is suitable for the context and supports task completion (K14, K15, S7, S9)		

Environmental and sustainability

Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
ES1	Describes how they comply with environmental and sustainability principles, regulations, standards and organisational systems (S2)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
ES2	<i>Explains how following sustainability principles, regulations, standards organisational systems reduces the impact of the hire industry on the wider environment (S2)</i>		

CPD, EDI and team working

Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
CE1	Describes how they support equity, diversity and inclusion rules, contributing to an inclusive workplace and the impact this has on their work (K24, B6)		
CE2	Describes how they have carried out and recorded learning and development activities to show continual personal and professional development (CPD) to enhance their competence in their role (S16, B5)		
CE3	Describes how they apply team working principles (K23, S18)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
CE4	<i>Outlines the impact and the benefits of teamwork to the organisation and the wider team (K23, S18)</i>		