

## Think about Professional Interview Level 2 ST0269 Hire Controller v1.0/AP01



### **On the day of this assessment you will carry out:**



## **A 90-minute professional interview**



### Remote or face-to-face



**In a suitable, controlled environment free from distraction**



The assessor will communicate with the employer representative after reviewing the portfolio to clarify company policy, procedures and processes only. The employer representative can provide guidance such as confirming company policies, procedures, processes or providing context on technical information. Any information provided by the employer representative must only be at the request of the assessor who has the final say over the assessment and grade awarded. The employer representative must not provide evidence on behalf of the apprentice. The employer representative must not amplify or clarify anything in the portfolio.



## Key point

You will have already submitted your work record portfolio, which is not formally assessed, but can be used to illustrate your answers.



## Do

- Review the criteria associated with the professional interview - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 15 questions and any follow-up questions that your assessor may ask



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your work record portfolio to refer to during the professional interview



## Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



## Resits

- If you do not achieve a pass result on the professional interview, you can resit the assessment



## Use the table below to plan and prepare for the professional interview

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
(P) 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	
(P) Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate)	

**(P)** Provide hire rates for 3 products and list the relevant associated transactions

**(P)** Describe how Company hire fleet management systems ensure timely delivery/collection of products, spares, staff

**(P)** Correctly describe company policy and procedures for complaint handling

**(P)** Describe the health and safety procedures followed and why

**(P)** Describe steps taken to meet customer requirements

**(P)** Demonstrate an understanding of the sectors and company including services, product range and specification

**(P)** Communicate material in a literate, articulate and appropriate way

**(P)** Demonstrate a commitment to ongoing personal development

**(D)** Give fully detailed descriptions of your working processes including rationale for your order of work, materials and equipment chosen

**(D)** Demonstrate a consideration of the implications of your actions and explain contingency and problems solving steps taken

**(D) Provide alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation**

**(D)** Demonstrate an understanding of how hire rates are derived and any factors that could cause variation

**(D) Suggest consequences of the hire fleet management system not being used correctly**

**(D) Provide an understanding of the pattern of complaints received and suggest improvements which could be made to reduce complaints**

**(D)** Demonstrate an understanding of key health and safety legislation relating to the Hire sector and describe examples of how you have applied this, detailing the reasons for doing so and the implications if not applied

**(D)** Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify

**(D)** Provide an analysis of the products most commonly used by different sectors and any issues that arise

**(D)** Meet 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