

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

Mock Assessment Materials - Professional Interview

Professional Interview Criteria

Ref	Assessment Criteria	Achieved	Not achieved
PI1	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 (K10, K11, S1, S3, S4, S6, S8, S9)		
PI2	Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate) (K4, K6, S1, S3, S4, S5, S6, S15, S16, B4)		
PI3	Provide hire rates for 3 products and list the relevant associated transactions (S14)		
PI4	Describe how Company hire fleet management systems ensure timely delivery/collection of products, spares, staff (K12)		
PI5	Correctly describe company policy and procedures for complaint handling (K20)		
PI6	Describe the health and safety procedures followed and why (K7, K9, S1, S2, B3)		
PI7	Describe steps taken to meet customer requirements (K20, S12, S13, S17, B1, B5)		
PI8	Demonstrate an understanding of the sectors and company including services, product range and specification (K1, K2, K3, B2)		
PI9	Communicate material in a literate, articulate and appropriate way (S7, S10, S11, S12, B5, B6)		
PI10	Demonstrate a commitment to ongoing personal development (B7)		

Professional Interview Distinction Criteria

Ref	Assessment Criteria	Achieved	Not achieved
D1	<i>Give fully detailed descriptions of their working processes including rationale for their order of work, materials and equipment chosen</i>		
D2	<i>Demonstrate a consideration of the implications of their actions and explain contingency and problems solving steps taken</i>		
D3	<i>Provides alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation</i>		
D4	<i>Demonstrate an understanding of how hire rates are derived and any factors that could cause variation</i>		
D5	<i>Suggest consequences of the hire fleet management system not being used correctly</i>		
D6	<i>Provide an understanding of the pattern of complaints received and suggests improvements which could be made to reduce complaints</i>		
D7	<i>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</i>		
D8	<i>Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify</i>		
D9	<i>Provide an analysis of the products most commonly used by different sectors and any issues that arise</i>		
D10	<i>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</i>		