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

End-Point Assessment Kit

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EPA Kit

Contents

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How to use this EPA kit

Welcome to the Highfield end-point assessment kit for the Level 2 Hire Controller (Plant, Tools and Equipment) Apprenticeship Standard.

Highfield is an end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 2 Hire Controller (Plant, Tools and Equipment) Apprenticeship Standard.

This EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful.

In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on amplification
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out mock assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment

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Introduction

Standard overview

The hire sector for Plant, Tools and Equipment (PTE) provides specialist plant, tools, machinery or equipment on short or long-term hire to carry out specific tasks across the construction and other sectors. The type of product hired could range from powered hand tools up to machinery such as excavators or cranes with a qualified operator. Hire sector employers range from small local companies up to large national organisations, although some companies specialise in just one equipment type (such as cranes) and others offer a range of over 2000 products servicing all commercial sectors and domestic customers.

The hire controller is the main point of contact for their customers but works as part of a team and needs an in-depth technical product knowledge in terms of operation of the equipment, health, safety and environmental considerations. They further advise customers on the right plant, tools or equipment for a job and in many cases, how to use it.

They understand the specific requirements of the sectors in which their customers operate and are also the main source of technical advice and instruction for customers. They further ensure that stock is maintained to the required standard and help to ensure that all legal, health, safety and environmental requirements are met.

On-programme requirements

Although learning, development and on-programme assessment are flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Hire Controller (Plant, Tools and Equipment) standard.

Throughout the period of learning and development, the apprentice should meet with the employer and on-programme assessor to record their progress against the standard. At these reviews, the employer and on-programme assessor should:

- achievement of level 1 English and maths. If the apprentice began their apprenticeship training before their 19th birthday, they will still be subject to the mandatory requirement to study towards and achieve English and maths. The requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.
- set learning goals.
- track the apprentice's progress.
- create a forum for coaching and guidance.
- coordinate 20% of the apprentice's time being spent in off-the-job training.

Once the apprentice is deemed competent, the relevant section(s) of the standard should be signed off by the on-programme assessor and employer.

The maintenance of an on-programme record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of the apprentice's learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for end-point assessment. The on-programme assessment log is **not** a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment.

Work record portfolio

A work record portfolio, containing at least 1 piece of evidence for each of the specified KSBs (knowledge, skills and behaviours) that are outlined later in this EPA kit, should be submitted to Highfield at gateway. This will inform the interview.

The work record portfolio should be gathered on-programme and should be of real-work activities that take place. The portfolio as a minimum must include evidence of projects that have required the apprentice to demonstrate the areas of the standard relevant to the professional interview. This should include photographic evidence, witness testimonies and a written report on each project undertaken.

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Evidence sources may include evidence of work undertaken which may be supported by:
- client/customer feedback
- witness testimonies
- employer/trainer feedback
- training records
- appraisal records
- training course completion

This list is not definitive and other evidence sources are permissible. However reflective accounts and self-evaluations are not allowed.

The portfolio must be accompanied by a portfolio matrix. This can be downloaded from our website. The portfolio matrix must be fully completed, including a declaration by the employer and the apprentice to confirm that the portfolio is valid and attributable to the apprentice.

The work record portfolio must be submitted to Highfield at gateway. It is not directly assessed but underpins the professional interview.

Use of Artificial Intelligence (AI) in the EPA

Assessments must be carried out in accordance with the published assessment plan and all work submitted must be the apprentice's own. AI tools must not be used to generate evidence in its entirety or to replace the apprentice's own judgement, performance or competence. Any use of AI must be transparent, limited and properly referenced.

Where AI has been used by the apprentice as part of normal work activity (for example, drafting a document, worksheet or PowerPoint) this may form part of the portfolio provided that:

The apprentice has materially authored, verified and taken responsibility for the content:

- AI use is clearly declared and referenced within the work (include tool name, purpose and how outputs were verified)
- Source prompts, system settings and the portions influenced by AI are retained and available for review
- AI outputs must not substitute for authentic demonstration of competence against the standard

If an AI tool is used at any stage of an assessment method (for example, to prepare a presentation outline or to organise notes), its use must be fully referenced in the submission or assessor records, and must not compromise authenticity, validity or security. Assessors

must be satisfied that decisions remain rooted in the apprentice's knowledge, skills and behaviours, and in direct evidence gathered through observation, questioning and professional discussion.

AI tools must not be used to produce assessment evidence end-to-end, to fabricate logs/records or to simulate performance.

Readiness for end-point assessment

For an apprentice to be ready for the end-point assessment:

- they must have successfully completed the Level 1 English and maths components of the apprenticeship. The requirements for English and maths are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report.
- the apprentice and the employer should then engage with Highfield to agree on a plan and schedule for each assessment activity to ensure all components can be completed within a **mandated** end-assessment window. Further information about the gateway process is covered later in this kit.
- the work record portfolio must be completed and submitted to Highfield at gateway with a portfolio matrix.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Order of end-point assessments

The knowledge test must be the first assessment component undertaken. The work record portfolio will be submitted at gateway. Once the portfolio has been reviewed, and the apprentice has achieved a grade of at least pass in the knowledge test, the portfolio interview will be scheduled.

The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment, in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Specific considerations:

The assessment criteria to be assessed during the professional interview assessment method have been taken from Table 1 of the assessment plan.

The knowledge, skills and behaviours in Annex A that identify as needing to be covered by the professional interview must be mapped to the word record portfolio.

The assessment criteria to be assessed during the knowledge test assessment method have been taken from Annex A.

Page 7 of the assessment plan states that all pass criteria must be evidenced, however for the knowledge test, the learner may not pass each criteria but will achieve a pass grade.

IfATE have introduced the flexibility framework which removes the need to complete assessments in a certain order if stated in the assessment plan. Therefore, Highfield have removed the need to first complete and pass the knowledge test within this standard. This means these assessment methods can take place at any point in the assessment window, and a pass grade is not required in order to complete the remaining assessment method.

Within the assessment plan the knowledge, skills and behaviours (KSBs) are organised into themes, this does not correlate with the mapping to the criteria. Within the kit the themes have not been included, the KSB's and criteria have been organised by assessment method.

Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have completed the following. The requirements for English and maths listed below are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths listed below are optional for apprentices aged 19+ at the start of their apprenticeship training.

- Achieved Level 1 English
- Achieved Level 1 maths
- Completed their work record portfolio

Therefore, apprentices should be advised by employers and providers to gather this evidence throughout their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The gateway meeting

The gateway meeting should be attended by the apprentice and a representative from the employer and training provider.

The gateway readiness report should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield. If you require any support completing the gateway readiness report, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Reasonable adjustments
Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements
Highfield Assessment will complete an identification check before starting any assessment and will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving license
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card or travel card

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

Below are the knowledge, skills and behaviours (KSBs) from the standard and related assessment criteria from the assessment plan. On-programme learning will be based upon the KSBs and the associated assessment criteria are used to assess and grade the apprentice within each assessment method.

Knowledge test	
Knowledge	**Skills**
K3 Their company services, structure and systems, and their role within it, including **employment rights and responsibilities (ERR)** **K5 Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE** e.g. PUWER regulations, toxic substances, maintenance and testing **K8** The **environmental impact** of the products (plant, tools and equipment) available for hire by the company **K13** PTE availability and how they are maintained, used and stored **K14 Product testing methods and checks** to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks **K15 Methods to control and maximise equipment availability**	**S11** For plant supplied with an operator, ensure all **licences and site cards** are current and valid for the operation and liaise with the contractor to provide such evidence

K16 Company **hire charge policy, pricing procedures, payment methods and procedures, transaction security**	
K17 Fraudulent hire tactics and company prevention procedures	
K18 How **technology, IT and systems** are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments	
K19 Data protection policies and procedures	
K20 Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling	
K21 Methods used to convey technical, operational, environmental and safety information and advice to customers	

Assessment Criteria
KT1 Their company's **employment rights and responsibilities (ERR)** (K3)
KT2 Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE, e.g. PUWER regulations, toxic substances, maintenance and testing (K5)
KT3 The **environmental impact** of the products (plant, tools and equipment) available for hire by the company (K8)
KT4 PTE availability and how they are maintained, used and stored (K13)
KT5 Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks (K14)
KT6 Methods to control and maximise equipment availability (K15)

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KT7 Company **hire charge policy**, **pricing procedures**, **payment methods and procedures**, **transaction security** (K16)

KT8 Fraudulent hire tactics and **company prevention procedures** (K17)

KT9 How **technology, IT and systems** are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments (K18)

KT10 Data protection policies and procedures (K19)

KT11 Techniques to provide customer service and promote customer loyalty (K20)

KT12 Methods used to convey technical, operational, environmental and safety information and advice to customers (K21)

KT13 For plant supplied with an operator, ensure all **licences and site cards** are current and valid for the operation (S11)

Amplification and guidance

- **Employment rights and responsibilities (ERR)** may include:
  - Giving the staff a safe and healthy place to work
  - Making sure the equipment used by employees is safe and tested
  - Entitlements to breaks and rest
  - Worker Protection (amendment to Equality Act) Act
  - Working Time Regulations

- **Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE** may include:
  - Health and Safety at Work etc. Act
  - Manual Handling Operations Regulations
  - Provision and Use of Work Equipment Regulations (PUWER)
  - Lifting Operations and Lifting Equipment Regulations (LOLER)
  - Personal Protective Equipment Regulations

- o Control of Substances Hazardous to Health Regulations (COSHH)
- o Risk assessment method statement (RAMS)
- o Abrasive wheels

- **Environmental impact**:
  - o storage of hazardous chemicals
  - o different types of environmental pollution including air, light, chemical, noise, watercourse and radiological
  - o storage of waste oils and preventing leaks into the ground causing an environmental danger
  - o recycling of waste materials
  - o use of diesel forklift trucks and replacing these with electric or battery operated

- **Product testing methods and checks** may include:
  - o electrical PAT test
  - o mechanical service
  - o run test
  - o visual inspection
  - o oil level checks

- **Methods to control and maximise equipment availability** may include:
  - o keeping more of the fast-moving items in stock
  - o keeping on top of repairs
  - o knowing what your customers want
  - o using hire logs

- **Hire charge policy** may include:

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- single day hire
- 2 day hire
- 3 day hire
- 1 week hire
- weekend hire

- **Pricing procedures** may include:
  - special rates
  - account customers
  - cash customers

- **Payment methods and procedures** may include:
  - being paid monthly (between 60 & 90 days) for account customers
  - paying a deposit
  - paying in advance of the hire for cash customers

- **Transaction security** may include:
  - card payments instead of cash
  - not allowing goods to leave before a payment has gone through
  - credit checks

- **Fraudulent hire tactics** may include:
  - use of fake identification
  - collection for an account customer

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- **Company prevention procedures** for fraudulent hire may include:
  - carrying out ID checks
  - use of insurance and insurance claims
  - ringing the account customer for verification
  - closed accounts

- **Technology, IT and systems** may include:
  - computer
  - tablets
  - mobile phones
  - unique plant item numbers
  - stock control systems
  - proximity sensors
  - hire software systems

- **Data protection policies and procedures** may include:
  - The Data Protection Act
  - General Data Protection Regulation (GDPR)

- **Techniques to provide customer service and promote customer loyalty** may include:
  - rates
  - good equipment (well maintained)
  - reward systems
  - offers and promotions
  - product knowledge

- o trade shows
- o feedback from customer reviews

- **Methods used to convey** information and advice to customers may include:
  - o verbal and non-verbal communication
  - o face-to-face
  - o email
  - o telephone
  - o written information/instructions
  - o manufacturer specifications
  - o positive body language
  - o demonstrations
  - o use of the internet (to give the customer information)

- **Licences and site cards** may include:
  - o Construction Skills Certification Scheme (CSCS) cards (green, red, blue, gold, black, white)
  - o Chainsaw licence
  - o Hired in plant insurance

Professional interview		
Knowledge	**Skills**	**Behaviours**
K1 The role of PTE hire in each of the **sectors** they serve e.g. construction, facilities, mechanical contractors

K2 The **product range (PTE),** operating methods, **technical specifications** and how they are utilised by their customers on different projects

K3 Their company services, structure and systems, and their role within it, including **employment rights and responsibilities (ERR)**

K4 The **legal requirements**, company procedures, hire terms and conditions, protocols and formats relating to the provision of technical and safety information and advice

K6 Contract hire terms and conditions incl. damage, loss and theft

K7 How the Health and Safety at Work Act applies to their role including product maintenance, health & safety standards, and product useage risks in a range of site conditions. This includes areas specific to noise, chemicals, oils, fire, | **S1** Process requisitions, orders and on-hire and off-hires, ensuring all legal, health & safety requirements have been met

S2 For commercial clients, carry out health, safety and environmental checks to ensure the PTE meets the needs of the client's site

S3 Complete contract documentation for on-hire and off-hires

S4 Arrange the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements

S5 Follow organisational processes in relation to hire insurance and hire equipment damage, theft and loss

S6 Cross-hire PTE according to organisational procedures

S7 Convey transport requirements including locations, delivery times and potential restrictions to drivers and hauliers

S8 Organise the replacement and recovery of defective equipment | **B1** Positive customer relationships

B2 Teamwork and independent working

B3 Health and Safety-first attitude

B4 Self-motivation to meet operational targets

B5 Assertiveness, confidence and resilience

B6 Respectfulness with an awareness of equality and diversity considerations

B7 Commitment to **ongoing personal development** |

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Working Time Regulations, working at height, safety processes, manual handling, safety management, risk assessment and hazard identification

K9 The accident and emergency response procedures including where the environment is affected

K10 How to process hire transactions including completion of contract documentation for on-hire and off-hire, raising requisitions and equipment delivery procedures

K11 The methods of preparing, creating and closing orders for hire and dispatching including the checking of progress and the record-keeping processes for lost hires

K12 Company hire fleet management systems to ensure timely delivery/collection of products, spares and staff

K20 Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling | **S9** Process damage agreement and notification documentation

S10 Explain to customers the specification of the equipment to be hired, ensuring they understand the **health, safety and environmental impacts** and operational requirements and procedures

S11 For plant supplied with an operator, ensure all **licences and site cards** are current and valid for the operation and liaise with the contractor to provide such evidence

S12 Clearly communicate accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers

S13 Explain hire terms, conditions and rates

S14 Provide, explain and process **hire rates and associated transactions** e.g. daily rate, insurance excess, damage charges

S15 Use **organisational IT, technology and systems** | |

| | S16 Comply with organisational **data protection policies and processes** | |
| | S17 Action customer queries and concerns in accordance with company procedures | |

Pass Criteria

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)

Amplification and guidance

- **Sectors** may include:
  - Construction
  - Facilities

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- o   Mechanical contractors
- o   DIY
- o   Landscaping
- o   Demolition

- The **product range (PTE)** and services may include:
  - o   lighting and power
  - o   compaction
  - o   concrete
  - o   heating, drying and cooling
  - o   access
  - o   breaking and drilling
  - o   cleaning and floor care
  - o   fixing, grinding and sanding
  - o   gardening and landscaping
  - o   lifting and shifting
  - o   decorating
  - o   plumbing and heating
  - o   sawing and cutting
  - o   site safety and security
  - o   surveying
  - o   welding
  - o   diggers
  - o   dumpers
  - o   trailers

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- o air tools
- o roofing

- **Technical specifications** should be kept up to date with changes in the industry.

- **Employment rights and responsibilities (ERR)** may include:
  - o Giving the staff a safe and healthy place to work
  - o Making sure the equipment used by employees is safe and tested
  - o Entitlements to breaks and rest
  - o Worker Protection (amendment to Equality Act) Act
  - o Working Time Regulations

- **Legal requirements**, company policies and using company procedures may include:
  - o Procedures relating to hire insurance
  - o Procedures relating to hire equipment damage, theft and loss
  - o Health and Safety at Work etc. Act
  - o Manual Handling Operations Regulations
  - o Provision and Use of Work Equipment Regulations (PUWER)
  - o Personal Protective Equipment Regulations
  - o Control of Substances Hazardous to Health Regulations (COSHH)
  - o Working Time Regulations
  - o Abrasive Wheels Regulations
  - o Environmental policies and procedures
  - o Environmental Protection Act
  - o Waste Electrical and Electronic Equipment Regulations (WEEE)

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- o   Control of Vibration at Work Regulations
- o   Work at Height Regulations

- **Company hire fleet management systems** may include:
  - o   keeping track of fast-moving items
  - o   investing in equipment
  - o   investing in vehicles

- **Techniques to provide customer service and promote customer loyalty** may include:
  - o   rates
  - o   good equipment (well maintained)
  - o   reward systems
  - o   offers and promotions
  - o   product knowledge
  - o   trade shows
  - o   feedback from customer reviews

- **Health, safety and environmental impacts** may include:
  - o   musculoskeletal problems such as pulled muscles or injured back from heavy lifting
  - o   storage of hazardous chemicals
  - o   different types of environmental pollution including air, light, chemical, noise, watercourse and radiological
  - o   testing of all equipment to avoid injury
  - o   ensuring all electrical equipment is in working order to prevent risk of electrical shock (PAT testing)
  - o   working at height
  - o   storage of waste oils and preventing leaks into the ground causing an environmental danger

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- o limiting the amount of petrol kept on site (20 litres only) and ensuring it is locked away
- o making sure if liquefied petroleum gas (LPG) is stored, it is outside in a locked cage
- o making sure there is the correct paperwork and signage on vehicles if transporting LPG
- o recycling of waste materials
- o use of diesel forklift trucks and replacing these with electric or battery operated

- **Licences and site cards** may include:
  - o Construction Skills Certification Scheme (CSCS) cards (green, red, blue, gold, black, white)
  - o Chainsaw licence
  - o Hired in plant insurance

- **Hire rates and associated transactions** may include:
  - o daily rate
  - o insurance excess
  - o damage costs
  - o wear charges for diamond products including core bits and diamond blades
  - o cost for fuel or 2 stroke oils
  - o cost for personal protective equipment (PPE)

- **Organisational IT, technology and systems** may include:
  - o computer
  - o tablets
  - o mobile phones
  - o unique plant item numbers
  - o stock control systems

- o proximity sensors
- o hire software systems

- **Data protection policies and processes** may include:
  - o The Data Protection Act
  - o General Data Protection Regulation (GDPR)

- **Ongoing personal development** may include:
  - o supplier training courses
  - o company training courses
  - o online learning
  - o health and safety courses

- **Steps in the company process** may include:
  - o phone calls
  - o booking items onto the system
  - o arranging delivery date
  - o booking items on to a driver's tablet
  - o delivering items
  - o confirming contract on the system
  - o arranging collection of the item
  - o checking for damage on return and following company process
  - o creating invoice
  - o servicing items and returning to stock

- **Tasks** may include:
  o processing requisitions, orders and on-hire and off-hires
  o carrying out health, safety and environmental checks
  o completing contract documentation for on-hire and off-hires
  o arranging delivery and collection of equipment
  o cross-hiring PTE
  o communicating with drivers and haulers about transport requirements
  o organising the replacement and recovery of defective equipment
  o processing damage agreement and notification documentation

- **Health and safety procedures** may include:
  o Health and Safety at Work etc. Act
  o Manual Handling Operations Regulations
  o Provision and Use of Work Equipment Regulations (PUWER)
  o Personal Protective Equipment Regulations
  o Control of Substances Hazardous to Health Regulations (COSHH)
  o Working Time Regulations
  o Risk assessments
  o Abrasive Wheels Regulations
  o Liquefied petroleum gas (LPG)
  o Fuel storage

Professional Interview Distinction Criteria

Professional Interview

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*

Amplification and guidance

- **Working processes** may include:
    - checking customer id
    - taking deposits
    - using computer systems
    - hire insurance checks

- **Contingency and problems solving steps** may include:
    - offering alternative products where necessary
    - arranging to exchange an item

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- **Hire rates** can differ depending on the customer.

- **Factors** that could cause variation on hire rates may include:
  o size of the company
  o returning customers
  o cash customers

- **Hire fleet management system** is used to help maintain all hire equipment to a high standard and abide by all health and safety requirements.

- **Key health and safety legislation** may include:
  o Health and Safety at Work etc. Act
  o Manual Handling Operations Regulations
  o Provision and Use of Work Equipment Regulations (PUWER)
  o Personal Protective Equipment Regulations
  o Control of Substances Hazardous to Health Regulations (COSHH)
  o Abrasive Wheels Regulations
  o Control of Vibration at Work Regulations
  o Work at Height Regulations

- **Customer requirements** may include:
  o product knowledge
  o product demonstration
  o rates

- o reliability
- o safety

- Examples of **products most commonly used by different sectors** may include:
  - o construction
    - Breakers
    - Mixers
    - Generators
    - Transformers
    - Cable detector
  - o Facilities
    - Drills
    - Generators
    - Cable detector
  - o mechanical contractors
    - Drills
    - Generators
    - Breakers
    - Cable detector

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Assessment summary

The end-point assessment for the hire controller (plant, tools and equipment) is made up of 2 components:

1. a **90-minute** knowledge test consisting of **50 multiple-choice questions**
2. a **90-minute** professional interview

As an employer/training provider you should agree on a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine an overall grade for the apprentice.

Knowledge test

Total marks available are 50.

- To pass the knowledge test, apprentices must achieve at least 70%, which equates to 35 out of 50.
- To achieve a distinction in the knowledge test, apprentices must achieve at least 86%, which equates to 43 out of 50.

Professional interview

Apprentices will be marked against the pass and distinction criteria outlined in this kit.

- To pass the portfolio interview, all pass criteria must be achieved.
- To achieve a distinction in the portfolio interview, in additional to achieving all pass criteria, the apprentice must also demonstrate at least 7 of the distinction criteria.

Grading

The apprenticeship will be graded distinction, pass or fail.

To achieve an overall pass, the apprentice must achieve at least a pass in both the knowledge test and the professional interview.

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To achieve an overall distinction, the apprentice must achieve a distinction in both the knowledge test and the professional interview.

Retake and resit information

Apprentices who fail one or more of the EPA assessment methods will be offered the opportunity to take a re-sit/retake. Re-sits/re-takes will not be offered to apprentices wishing to move from pass to a distinction. If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake. If a **resit** is chosen, please call the Highfield scheduling team to arrange the resit. If a **retake** is chosen, the apprentice will require a period of further learning and will need to complete a retake checklist. Once this is completed, please call the Highfield scheduling team to arrange the retake.

Apprentices should have a supportive action plan to prepare for any re-sit/re-takes.

An individual EPA assessment method re-sit/re-take must be taken within the maximum EPA period, i.e. 3 months, and within 1 month of the original assessment method, otherwise, the entire EPA must be retaken.

The maximum grade that can be awarded for a re-sit/re-take will be pass unless there are exceptional circumstances accounting for the original fail.

Assessing the knowledge test

The test consists of **50 multiple-choice questions**, 10 of which will be scenario based and will last **90-minutes**. The **pass** mark being **70% (35 out of 50)** and the **distinction** mark being **86% (43 out of 50).**

The multiple-choice test may be delivered online or be paper-based and should be taken in a controlled environment that is a quiet space, free of distractions and influence in the presence of an invigilator. The invigilator may be the independent assessor or another external person employed by Highfield or a Highfield remote invigilator. The test will be invigilated in line with the Highfield Invigilation policy.

Before the assessment

The employer/training provider should:
- brief the apprentice on the areas that will be assessed by the multiple-choice test.
- set the apprentice a mock multiple-choice test in readiness for end-point assessment. A mock multiple-choice test is available to download from the Highfield Assessment website and is also available on the Highfield mock e-assessment system

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Knowledge test criteria

Knowledge test
KT1 Their company's employment rights and responsibilities (ERR) (K3)
KT2 Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE, e.g. PUWER regulations, toxic substances, maintenance and testing (K5)
KT3 The environmental impact of the products (plant, tools and equipment) available for hire by the company (K8)
KT4 PTE availability and how they are maintained, used and stored (K13)
KT5 Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks (K14)
KT6 Methods to control and maximise equipment availability (K15)
KT7 Company hire charge policy, pricing procedures, payment methods and procedures, transaction security (K16)
KT8 Fraudulent hire tactics and company prevention procedures (K17)
KT9 How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments (K18)
KT10 Data protection policies and procedures (K19)
KT11 Techniques to provide customer service and promote customer loyalty (K20)
KT12 Methods used to convey technical, operational, environmental and safety information and advice to customers (K21)
KT13 For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation (S11)

Assessing the professional interview

The professional interview will last **90 minutes** (+10% at the assessor's discretion). During the professional interview, the assessor will ask a **minimum of 15 questions** to assess the knowledge and understanding of the standard.

The apprentice may refer to their work record portfolio during the professional interview. The work record portfolio provides a structure for this conversation. The portfolio should provide at least 1 piece of evidence for each of the KSBs outlined. A piece of evidence can cover more than 1 assessment criteria.

Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support. The training provider should support where needed. The employer and training provider should review the portfolio with the apprentice and make a judgement on whether they should be progressed to end-point assessment. The interview assesses the understanding and learning that is shown in the portfolio; the portfolio is not directly assessed.

The professional discussion will take place either in person or via videoconference. This will be organised by Highfield's scheduling team once the apprentice has been submitted for gateway.

The employer may be present to support but will not be allowed to add any further information or examples to what the apprentice has stated or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion.

Apprentices will be marked against the criteria included in the tables on the following pages. Apprentices must achieve 100% of the stated professional interview criteria to pass the assessment. To achieve a distinction, in addition to achieving 100% of the pass criteria, the apprentice must also demonstrate at least 7 of the additional distinction criteria.

Before the assessment:

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- brief the apprentice on the activities to be carried out and the duration of the assessment
- ensure the apprentice knows which hire controller (plant, tools and equipment) criteria will be assessed (outlined on the following pages)

- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience in preparation for their assessment

The professional interview - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that the apprentice experiences a mock professional interview in preparation for their live assessment. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should consider the following elements in their planning:

- a 90-minute time slot should be available for the complete professional interview. If it is intended to be a complete mock assessment covering all relevant standards; however, this time may be split up to allow for progressive learning.
- consider an audio recording of the mock, and to allow the mock to be heard by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice, to complete the learning experience. The mock assessment sheets may be used for this purpose and are available to download from the Highfield Assessment website.
- at least 15 structured 'open' questions should be used as part of the professional interview which do not lead the candidate but allow them to express their knowledge in a calm and comfortable manner. Example questions that you can use for a mock assessment are listed below.

Examples of the types of question that may be used include:

- How do you contribute to your organisation's policies regarding equality, diversity and inclusion?
- What information is important to give a customer when they are hiring equipment?
- What actions would you take if a customer returned some equipment damaged?
- Describe a customer complaint and how you dealt with this.
- What continued professional development have you undertaken?

- Tell me the hire rates for 3 products. What transactions are involved with these?
- What health and safety procedures must you follow in your role?
- How do you ensure you are communicating in a clear and appropriate way to customers?
- What factors cause variations in hire rates?
- What is the consequence of the hire fleet management system being used incorrectly?
- What products are most commonly used by the construction sector?
- Describe a time that you have suggested an improvement to the company after receiving a customer complaint.
- What is a consequence of not meeting a customer's needs?
- What company systems or IT tools do you use to process a new hire order?
- What checks do you perform before equipment is dispatched or collected by the customer?

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Professional interview criteria

During the professional interview, which will last 90 minutes, the following standards should be evidenced. Apprentices should prepare for the professional interview by ensuring that relevant evidence is gathered on-programme and by considering how the criteria can be met.

Professional Interview
To pass, the following must be evidenced.
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
To gain a distinction, the following must be evidenced.
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*