



Think about

Interview underpinned by a portfolio of evidence

Level 2 ST0269 Hire Controller (Plant Tools and Equipment) V1.1

On the day of this assessment you will carry out:



A 60-minute interview underpinned by a portfolio of evidence



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



**Key point**

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



## Do

- Review the criteria associated with the interview underpinned by a portfolio of evidence - 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 8 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 portfolio to refer to during the 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 interview underpinned by a portfolio of evidence, you can resit the assessment





## Use the table below to plan and prepare for the interview underpinned by a portfolio of evidence

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
<b>Health and safety</b>	
<b>(P)</b> Explain how you comply with health and safety regulations, standards and guidance taking responsibility for your own health and safety in your role. (S1, B1)	
<b>Information, quotes and pricing</b>	
<b>(P)</b> Explain how you 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)	
<b>(P)</b> Describe how you 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

**(P)** Explain how you 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)

**(P)** Describe how tool and equipment pre and post hire checks and operational testing of equipment are carried out in line with organisational procedures. (K19, S15)

**(P)** Explain how you take ownership and remain accountable in your 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)

**(D)** Outline 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)

### Customer relationships

**(P)** Describe how you manage and promote positive customer relationships in line with organisational guidelines. (K16, S8, B2)



<b>(P)</b> Explain how you manage customer queries, requests and complaints and how you escalate these when they are outside of the remit of your role. (K17, S10, B4)	
<b>(D)</b> Explain the importance of managing customer relationships in line with organisational procedures. (K16, S8)	
<b>Fraud prevention</b>	
<b>(P)</b> Explain the organisational procedures and tactics used to prevent fraudulent hire. (K8)	
<b>Equipment repair and servicing</b>	
<b>(P)</b> Describe how you 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)	
<b>(D)</b> Explain the importance of logging plant tool and equipment breakdowns and the impact on the company of not doing this. (K11, S14)	



### **Delivery and collection**

**(P)** Describe how you arrange delivery and collection of equipment in line with organisational procedures. (K7, S6)

**(D)** Outline the importance of delivery and collection of equipment and the impact on the business if not done in line with organisational procedures. (K7, S6)

### **IT systems**

**(P)** Describe how you 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**

**(P)** Describe how you 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)



<b>Environmental and sustainability</b>	
<b>(P)</b> Describe how you comply with environmental and sustainability principles, regulations, standards and organisational systems. (S2)	
<b>(D)</b> Explain how following sustainability principles, regulations, standards organisational systems reduces the impact of the hire industry on the wider environment. (S2)	
<b>CPD, EDI and team working</b>	
<b>(P)</b> Describe how you support equity, diversity and inclusion rules, contributing to an inclusive workplace and the impact this has on your work. (K24, B6)	
<b>(P)</b> Describe how you have carried out and recorded learning and development activities to show continual personal and professional development (CPD) to enhance your competence in your role. (S16, B5)	
<b>(P)</b> Describe how you apply team working principles. (K23, S18)	



<p><b>(D)</b> Outline the impact and the benefits of teamwork to the organisation and the wider team. (K23, S18)</p>	
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