

# Highfield Level 4 End-Point Assessment for ST0236 Senior Housing and Property Management

## Mock Assessment Materials

### Work Project

Customers and Stakeholders		
Ref	Assessment Criteria	Project Mark
CS1	Operate in a way that builds rapport with customers and demonstrates empathy and understanding when dealing with them	
CS2	Demonstrate consistent accurate and appropriate communication through all relevant media	
CS3	Operate in a way that builds rapport with relevant stakeholders to deliver an acceptable level of customer service	
CS4	Assess the range of services offered by the organisation and how they meet needs	
CS5	Plan customer engagement to identify, address and meet diverse needs.	

Customer Service		
Ref	Assessment Criteria	Project Mark
CSS1	Exercise customer service management responsibility with consideration for the organisation's service offer, customer expectations and resources	
CSS2	Demonstrate ethical and non-judgemental decision making	
CSS3	Demonstrate leadership role in meeting and delivery in order to exceed customer expectations	
CSS4	Demonstrate the ability to vary customer service delivery depending on the customers' requirements	

<b>Communication</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
CO1	Demonstrate the appropriate method and style of communication to changing circumstances and needs	
CO2	Demonstrate effective communication skills across a range of verbal and written media	
CO3	Demonstrate effective mediation and resolution skills to resolve conflict	
CO4	Demonstrate effective skills in managing staff	

<b>Collaborative working</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
CW1	Lead the delivery of joint outcomes through working collaboratively with individuals and teams	
CW2	Analyse the organisations business targets and suggest ways to achieve them	
CW3	Lead project members to delivery business targets	
CW1	Lead the delivery of joint outcomes through working collaboratively with individuals and teams	

<b>Information collection and sharing</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
IS1	Understand systems available for data analysis	
IS2	Be capable of interrogating data and present strategic / management information	
IS3	Prepare data reports including suggestions and conclusions on how the information collection could be improved and/or shared	

<b>Influencing and negotiating skills</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
NS1	Lead negotiations with partners and suppliers	
NS2	Achieve outcomes beneficial to the organisation through influence and negotiation	

<b>Financial management</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
FM1	Demonstrate effective management of budgets	
FM2	Demonstrate skills in seeking value for money outcomes	
FM3	Understand and evaluate financial statements	

<b>Performance and project management</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
PPM1	Demonstrate effective project management skills to drive forward projects to achieve timescales and strategic objectives	
PPM2	Develop effective project plans	
PPM3	Present and report on project progress, successes and challenges to senior managers	
PPM4	Lead on projects successfully through to project completion	

<b>People Management</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
PM1	Analyse skills and attributes that make an effective team leader	
PM2	Evaluate own leadership skills and attributes, identifying areas for personal development	
PM3	Apply methods to encourage team building, mutual trust and respect	
PM4	Analyse the effectiveness of line management approaches for teams	
PM5	Apply performance management principles to team or project work	
PM6	Describe the process of managing workplace stress	
PM7	Demonstrate effective formal planning	

<b>Decision making and prioritising</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
DM1	Describe the company objectives and outline how team and own targets meet company objectives	
DM2	Evaluate own working practices against company objectives	

<b>Responsive</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
RS1	Deliver timely performance with energy and takes responsibility and accountability for quality outcomes	

<b>Trust and dependability</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
TD1	Demonstrate integrity and ethical behaviour in the way they do their job	
TD2	Demonstrate the importance of engaging with people in an honest and up-front manner	
TD3	Show confidence and professionalism when dealing with people	

<b>Adaptability</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
AD1	Respond positively to change and shows willingness to refocus priorities when required	

<b>Self-motivation</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
SM1	Manage own time well, adjusting schedules, tasks and priorities when necessary	

<b>Customer Care</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Project Mark</b>
CC1	Demonstrate a responsive service towards client and customer needs	
CC2	Show consideration and flexibility to clients and customers	
CC3	Meet customer expectations for quality, services and professionalism	

CC4	Show guidance and support to others	
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Teamwork		
Ref	Assessment Criteria	Project Mark
TW1	Demonstrate qualities of an enthusiastic and positive team leader	
TW2	Share knowledge, ideas and experiences with team and peers to assist with continuous improvement	
TW3	Demonstrate an open and honest communication style	