

# Highfield Level 3 End-Point Assessment for ST0320 Recruitment Consultant

## Mock Assessment Materials

### Professional Discussion

Business development				
Ref	Knowledge – 20 marks available (min 4 marks = pass)	Passed	Attempted not passed	Section achieved
	Assessment criteria			
<b>BD1</b>	Understands what a 'good deal' looks like (pass)			
<b>BD2</b>	Reflects on reasons for success and learns from experience (pass)			
<b>BD3</b>	Differentiates between various models and is flexible in approach (pass)			
<b>BD4</b>	Decisions are well reasoned and thought through (pass)			
<b>BD8</b>	<i>Understands how to increase profitability individually and collectively (distinction)</i>			
<b>BD9</b>	<i>Proactively offers to coach colleagues (distinction)</i>			
<b>BD10</b>	<i>Understands the most effective method for different situations (distinction)</i>			
<b>BD11</b>	<i>Decisions are timely, show good judgement and are fully evidenced (distinction)</i>			

Business development				
Ref	Skills – 20 marks available (min 4 marks = pass)	Passed	Attempted not passed	Section achieved
	Assessment criteria			
<b>BD5</b>	Demonstrates a sound understanding of commercial priorities (pass)			
<b>BD6</b>	Independently seeks and secures new relationships (pass)			
<b>BD7</b>	Proactively initiates and completes tasks (pass)			
<b>BD12</b>	<i>Maximises opportunities to deliver profitable new business (distinction)</i>			
<b>BD13</b>	<i>Proactively contributes to sales activity outside of own specialism (distinction)</i>			
<b>BD14</b>	<i>Takes ownership of tasks in a proactively and timely manner (distinction)</i>			

Consultancy				
Ref	Knowledge – 20 marks available (min 4 marks = pass)	Passed	Attempted not passed	Section achieved
	Assessment criteria			
<b>CN1</b>	Broad understanding of their sector and how external factors can affect it (pass)			
<b>CN2</b>	Clear communication of accurate information (pass)			
<b>CN8</b>	<i>Detailed understanding of their sector and how it can be affected by external factors (distinction)</i>			
<b>CN9</b>	<i>Clear, concise and accurate communication of independent thoughts and ideas (distinction)</i>			
Ref	Skills – 20 marks available (min 4 marks = pass)	Passed	Attempted not passed	Section achieved
	Assessment criteria			
<b>CN3</b>	Presents advice in a clear and concise way (pass)			
<b>CN4</b>	Requires minimal support from colleagues (pass)			
<b>CN5</b>	Demonstrates they can communicate clearly in both written and verbal forms (pass)			
<b>CN6</b>	Shows flexibility and uses appropriate communication channels (pass)			
<b>CN7</b>	Tasks completed as requested (pass)			
<b>CN10</b>	<i>Positively influences client and candidate decision making (distinction)</i>			
<b>CN11</b>	<i>Independently forms solutions and offers advice to others (distinction)</i>			
<b>CN12</b>	<i>Communication is consistently clear, accurate and effective (distinction)</i>			
<b>CN13</b>	<i>Independently chooses the most appropriate and effective communication channel (distinction)</i>			
<b>CN14</b>	<i>Proactively identifies and then completes tasks (distinction)</i>			

Behaviours				
Self-motivation – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B1.1	Independent action to meet expectations (pass)			
B1.2	Applies initiative in developing their own knowledge and skills (pass)			
B1.3	Consistently strives to exceed expectations (distinction)			
B1.4	Proactively seeks opportunities to develop themselves and share learning with others (distinction)			
Courage and ability to effectively challenge poor performance – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B2.1	Uses knowledge to identify bad practice and escalate (pass)			
B2.2	Regularly shows integrity and reliability (pass)			
B2.3	Advises on best practice when challenging bad practice (distinction)			
B2.4	Encourages others to show more integrity and reliability (distinction)			

Enterprise and entrepreneurship – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B3.1	Proactively seeks opportunities for personal growth and development in their specialism (pass)			
B3.2	Effectively manages opportunities to completion (pass)			
B3.3	<i>Proactively seeks and identifies opportunities for growth and development in the wider environment (distinction)</i>			
B3.4	<i>Efficiently manages resources to maximise results (distinction)</i>			
Ambition, drive and determination – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B4.1	Demonstrates a view of their future professional development (pass)			
B4.2	Agrees realistic targets and makes good plans to meet them (pass)			
B4.3	<i>Demonstrates planning and targets to achieve their view of their professional development (distinction)</i>			
B4.4	<i>Independently creates stretch targets for personal and business opportunities (distinction)</i>			
Tenacity and resilience – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B5.1	Continues to work towards targets when managing rejection (pass)			
B5.2	Consistently completes tasks (pass)			
B5.3	<i>Strives to be better next time when receives negative feedback (distinction)</i>			
B5.4	<i>Consistently completes tasks and seeks opportunities for improvement (distinction)</i>			

Confident, assertive and persuasive communicator – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B6.1	Uses a range of communication methods to present clear and concise information (pass)			
B6.2	Consistently questions uncertainty for clarification (pass)			
B6.3	Uses the most effective communication method to positively influence outcomes (distinction)			
B6.4	Takes personal responsibility for outcomes (distinction)			
Innovative– 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B7.1	Forms new ideas and supports implementation (pass)			
B7.2	Forms new ideas and drives implementation (distinction)			
Ethical customer focused approach – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B9.1	Has customer satisfaction at the centre of their actions (pass)			
B9.2	Conducts reviews with clients (pass)			
B9.3	Champions customer care best practice and strives for a win/win solution (distinction)			
B9.4	Leads client reviews and suggests improvements (distinction)			

Good questioning and listening – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B11.1	Understands and answers questions (pass)			
B11.2	Focuses on the matter at hand (pass)			
B11.3	Ask supplementary questions to investigate potential scenarios and ensures positive outcome (distinction)			
B11.4	Is able to analyse an issue quickly and effectively (distinction)			
Demonstrate problem solving and decision making – 2 marks available (min 1 mark = pass)				
Ref	Assessment criteria	Passed	Attempted not passed	Section achieved
B12.1	Decisions are thought through and address the issue at hand (pass)			
B12.2	Uses past experiences to inform decisions (pass)			
B12.3	Decisions are timely show good judgement and are fully evidenced. They positively affect outcomes (distinction)			
B12.4	Balances expediency with best practice (distinction)			