

Highfield Level 3 End-Point Assessment for ST0150 Electrical, Electronic Product Service and Installation Engineer

Mock Assessment Materials

Professional discussion

| Knowledge | | |
|-----------|---|----------|
| Ref | Assessment Criteria | Achieved |
| PDK1 | Explain effective customer care techniques | |
| PDK2 | Outline company policies relating to customer care | |
| PDK3 | State the customer care approach regarding vulnerable customers | |

| Skills | | |
|--------|--|----------|
| Ref | Assessment Criteria | Achieved |
| PDS1 | Explain the principles of the EU/BS product standards | |
| PDS2 | Explain how to resolve disputes and know who to report to in case of problems | |
| PDS3 | Research and apply environmental legislation that is current and appropriate to installations and repairs | |
| PDS4 | Explain the principles of electrical safety and how to work safely | |
| PDS5 | Explain how electrical, electronic and software issues can be caused and how these lead to faults in equipment | |
| PDS6 | Describe different fault-finding techniques | |

| Behaviours | | |
|------------|---|----------|
| Ref | Assessment Criteria | Achieved |
| PDB1 | Give a good impression of their employer and themselves by being polite and appropriately dressed | |
| PDB2 | Use a friendly manner to colleagues and customers | |
| PDB3 | Undertake 'personal professional development' in an industry that is changing rapidly | |
| PDB4 | Develop a trusting relationship with customer and colleagues | |