

**Highfield Level 4 End-Point Assessment for ST0192 Improvement Technician**  
**Mock assessment materials**  
**Professional discussion underpinned by log**

Professional discussion pass criteria		
Reference	Assessment criteria (Pass)	Professional discussion
PD1	Continuously drives for change and encourages others to deliver results across functional areas	
PD2	Standardises best practice	
PD3	Demonstrate awareness of their own and others' working styles to create a high performing team	
PD4	Promote a moral, legal and socially appropriate working manner, aligned to the organisation's values	
PD5	Maintain flexibility to the needs of the project	
PD6	Critically evaluates own improvement journey and identifies the recommendations for improvement/change	
PD7	Proactively seek and act on feedback	
PD8	Reflect on performance and demonstrate the desire for development	
PD9	Adapt quickly to working with new situations, stakeholders and challenges	
PD10	Ensures the safety of themselves and others and speaks out to challenge safety issues	
PD11	Clearly explain methods used for making decisions in the project team	
PD12	Clearly explain how they engaged and influenced others	
PD13	Clearly explain their coaching skills by observing, listening, using questioning, providing feedback and spotting learning opportunities	
PD14	Clearly explain their approach to project management	
PD15	Clearly explain their approach to change management	
PD16	Design an experiment with clear objectives to optimise a process or improve a product	

PD17	Conduct a measurement system analysis to ensure the integrity of data collected under the experiment	
PD18	Analyse the results of the experiment data to identify opportunities to optimise processes or improve products	
PD19	Clearly explain their use of benchmarking to inform target setting and improvement options	

#### Professional discussion merit criteria

Reference	Assessment criteria (Merit)	Professional discussion
PD20	Identifies opportunities for cross-functional improvement	
PD21	Supports delivery of business-wide improvement projects led by improvement experts	

#### Professional discussion distinction criteria

Reference	Assessment criteria (Distinction)	Professional discussion
PD22	Takes the opportunity to prepare and/or deliver training to upskill colleagues	
PD23	Seeks opportunities to involve others in building a continuous improvement culture	