

Highfield Level 2 End-Point Assessment for ST0235 Housing and Property Management Assistant

Mock Assessment Materials

Case Study and VIVA

Customers			
Ref	Assessment Criteria	Achieved	Not achieved
CS1	Describe how organisations' services meet the diverse needs of a community		

Quality standards			
Ref	Assessment Criteria	Achieved	Not achieved
QS1	Summarise the quality standards for departments you work in and how they are measured		

Customer service			
Ref	Assessment Criteria	Achieved	Not achieved
CSS1	Builds rapport with customers and demonstrates empathy and understanding when dealing with them		
CSS2	Responds to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and Company policies		

Communication			
Ref	Assessment Criteria	Achieved	Not achieved
CO1	Adapts and uses the appropriate method and style of communication to changing circumstances and needs		
CO2	Signposts customers to appropriate services and support		

Information collection and sharing			
Ref	Assessment Criteria	Achieved	Not achieved
IS1	Collects, records and stores information that is accurate, sufficient, relevant and in line with the organisation's policies		
IS2	Uses a variety of methods to collect and present information effectively		

Teamwork (Skill)			
Ref	Assessment Criteria	Achieved	Not achieved
TW1	Achieves individual, team and business outcomes through working collaboratively with colleagues, teams and external partners		
TW2	Demonstrates the ability to work with colleagues to resolve problems		

Decision making			
Ref	Assessment Criteria	Achieved	Not achieved
DM1	Demonstrates effective decision making to ensure work tasks are completed on time		
DM2	Demonstrates the ability to follow instructions and meet deadlines		

DM3	Asks for advice when making decisions and following instructions if unclear or the deadline is not going to be achieved		
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Responsive			
Ref	Assessment Criteria	Achieved	Not achieved
RE1	Delivers a timely performance with energy and takes responsibility and accountability for quality outcomes		

Customer care			
Ref	Assessment Criteria	Achieved	Not achieved
CC1	Demonstrates a genuine interest and care towards their work		
CC2	Shows consideration and flexibility to people		

Teamwork (Behaviour)			
Ref	Assessment Criteria	Achieved	Not achieved
TW3	Is an enthusiastic and positive team member		
TW4	Demonstrates an open and honest communication style		
TW5	Takes responsibility for their work and understand how this supports the team		