

Highfield Level 2 End-Point Assessment for Professional Security Operative – Security Control Room Operative

Mock Assessment Materials

Observation with questions

Communication and customer service					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
CC1	Communicates respectfully with stakeholders using verbal and non-verbal means to establish a rapport and deliver customer service. (K12, K14, S7, S12, B4)				
CC2	Acts responsibly to diffuse potential conflict situations by communicating in a calm and professional manner with others in a way that reflects the organisation's values. (S13, S15, B2, B5)				
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved	Achieved	Not achieved
CC3	<i>Adapts their language and behaviour, in a calm and professional manner, in response to individual needs to exceed stakeholder expectations.</i> (K12, K14, S7, S12, B2)				

Security operations					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
SO1	Navigates a site plan and assesses risk at the site or location by carrying out an observation of the designated area and reporting and recording any irregularities to the site risk assessment. (K26, S8, S9, S17)				
SO2	Follows the assignment instructions and the clients or employers code of conduct and policies for behaviour, appearance, and the use of PPE. (S1, S11, B7)				
SO3	Identifies and challenges suspicious activity across sites and locations, in line with SCaN principles, by being vigilant and aware of the area, and the movements and behaviours of people. (K9, K10, K25, S6, B1)				
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved	Achieved	Not achieved
SO4	<i>Uses their knowledge of the site and usual movement and behaviour of people to recognise and check anomalies, showing awareness of the possible implications of these, reporting in line with procedures. (K25, K26, S17, B1)</i>				

Security technology and equipment					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
ST1	In line with organisational procedures, uses security systems, applications, and technology to support security operations, and identifies faults with equipment taking remedial action where necessary. (K4, S3)				

Security patrol, access, and searching – security control room operative pathway					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
SP1	Applies control room access control procedures to environments by carrying out searches and checking forms of authorisation, detecting and responding to unwanted activities. Reports findings in line with procedures. (K54, K57, K58, S34, S35, S36)				

Security technology and equipment – security control room operative pathway					
Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
SE1	Operates the components of a control room system to gather and store images for evidential use, in line with organisational procedure. (K56, S38, S39)				