

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	Not 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	Not 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	Not 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		