

Think about Interview with a portfolio of evidence Level 3 ST0189 Fire, Emergency and Security Systems Technician V1.1



On the day of this assessment you will carry out:



A 60-minute interview



Remote or face-to-face



In a suitable assessment environment
under exam conditions



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence which is not formally assessed but can be used to illustrate your answers.



Do

- ☐ Review the criteria associated with the interview - this can be found in the EPA-kit and in the table at the end of this document
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Be prepared to answer at least 6 questions and any follow-up questions that your assessor may ask



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to bring your portfolio to refer to during the interview



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview you can resit the assessment



Use the table below to plan and prepare for the interview.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
System maintenance	
(P) Describes how they carry out maintenance activities on fire detection and alarm systems and their components in line with manufacturer's guidance, organisational procedures and legislative regulations and guidance (K4, S13)	
(P) Describes how they carry out maintenance activities on intrusion alarm, access control, video surveillance (CCTV) and their components in line with manufacturer's guidance, organisational procedures and legislative regulations and guidance (K6, S14)	

Assessment criteria

Key points to remember

(D) Explains the importance to the customer and the organisation of following manufacturer's guidance, organisational procedures and legislative regulations and guidance when maintaining fire detection and fire safety systems and components (K4, S13)

(D) Explains the importance to the customer and organisation of following manufacturer's guidance, organisational procedures and legislative regulations and guidance when maintaining intrusion alarm, access control, video surveillance (CCTV) and their components (K6, S14)

Environment and sustainability

(P) Explains how they comply with environmental and sustainability, regulations and standards to reduce the impact of fire and security systems processes and technologies on the environment (K9, S6)

Assessment criteria	Key points to remember
(P) Explains how they take personal responsibility for sustainable outcomes in their work using industry and sector environmental best practices to support Global carbon reductions needs (K14, B2)	
(D) Explains how following their company procedures for sustainability reduces the impact of fire and security systems processes and technologies on the environment (K9, S6)	

Assessment criteria	Key points to remember
Customer service and stakeholder management	
(P) Outlines their responsibilities for delivering customer service and the impact that this has on the organisations brand, professional image and commercial risks (K10)	
(P) Explains how they work collaboratively with stakeholders as part of a team including consulting and engaging with occupants when undertaking work tasks (K16, S10, B6)	

Assessment criteria

Key points to remember

(D) Evaluates the benefits of working collaboratively with stakeholders, and the impact of not doing this on themselves, their stakeholders and the organisation (K16, S10)

Communication

(P) Explains how they communicate verbally with internal and external stakeholders using techniques suitable for the context, adapting style and use of terminology to suit the audience (K11, S9)

(P) Explains how they communicate with internal and external stakeholders in written form using techniques suitable for the context and sector specific terminology (K13, S11)

Assessment criteria	Key points to remember
(D) Explains how they communicate verbally to agree an outcome when stakeholders have conflicting views (K11, S11)	

Assessment criteria	Key points to remember
Equity, diversity and inclusion (CPD)	
(P) Explains how they follow equity, diversity and inclusion principles and legislative guidance and promote the principles to others (K20, B3)	
(D) Explains the benefits of supporting a diverse and inclusive culture for the business (K20)	

Assessment criteria

Key points to remember

Continuous professional development (CPD)

(P) Explains CPD they have undertaken and their future plans for CPD to enhance competence (B4)