

**Highfield Level 2 End-Point Assessment for ST1016 Professional Security Operative – Mobile**  
**Security Patrol Operative**  
**Mock Assessment Materials**  
**Observation with questions**

<b>Communication and customer service</b>					
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Observation</b>		<b>Questions</b>	
		<b>Achieved</b>	<b>Not achieved</b>	<b>Achieved</b>	<b>Not achieved</b>
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. (K12, K14, S7, S12, B2)</i>				

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)				

### Legislation, regulation, and procedures - mobile security patrol operative

Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
LP1	Completes basic maintenance and vehicle checks on mobile security vehicles, before identifying locations on maps, and routes to destinations using mapping equipment in the vehicle in line with legislation and manufacturer instructions. (S31, S32, S33)				

### Security patrol, access and searching - mobile security patrol operative

Ref	Assessment Criteria (Pass)	Observation		Questions	
		Achieved	Not achieved	Achieved	Not achieved
SP1	Applies a range of searching techniques, and adapts their searching methodology where necessary, in line with organisational procedures. (K44, K45, S28)				
SP2	In line with organisational procedure, conducts patrols of assigned areas to control access to the area, responding to unwanted activities. Communicates report findings following patrols, in line with operational instructions. (S29)				