

**Highfield Level 3 End-Point Assessment for ST0330 Security First Line
Manager Mock assessment materials
Synoptic Assessment Interview**

Area 1 – Health and Safety		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
HS1	Identify three examples of Health and Safety Regulations and explain why these minimise risk and hazards to health and wellbeing		
HS2	Identify own responsibilities when complying to Health and Safety Regulations in their own area of responsibility		
HS3	Identify the implications of non-compliance to staff, visitors and the organisation.		
HS4	Explain a H&S incident that has occurred in the workplace, describing the investigation undertaken and the measures implemented as a result. (Learners must reference H&S policy and Legislation compliance when describing this incident)		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
HS5	<i>Explain their organisations process for evaluating H&S Compliance referencing the organisational H&S policy, H&S audit practices, and action planning process for risk reduction</i>		

Area 2 – Customer and Stakeholder Management		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CS1	Describe the market in which their role operates		
CS2	Identify their customers and industry stakeholders		
CS3	Identify how knowing these helps build relationships and confidence in the service		
CS4	Give one example from their own experience of a specific security problem raised by their customer (e.g. unauthorised access, down manning) and describe the measures implemented to meet the Customer’s needs		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
CS5	<i>Identify internal and external sources of information and explain how accessing these would add value to the service they are responsible for</i>		
CS6	<i>Describe an activity that has been implemented in their own area of responsibility that has strengthened their relationship with the customer</i>		

Area 4 – Staff Management and Development		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
SM1	Describe the structure of their own Department. Must be able to identify job roles, required knowledge, skills and essential and desirable qualifications for each		
SM2	Identify three forms of legislation in relation to people management and the relevant organisational policy to support this.		

SM3	Describe the techniques they use to motivate staff in their area of responsibility		
SM4	Describe the communication techniques they use with their teams and Customers and why these are effective		
SM5	Describe own organisations development policy and describe the coaching and guidance you have provided to the workforce to comply with this		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
SM6	<i>Describe the benefits that a motivated workforce brings to the Team, the Customer and the Organisation</i>		
SM7	<i>Explain how Equality, Diversity and Inclusion is communicated and represented within the Teams that they manage and what impact this has on Team performance, and the organisation as a whole</i>		

Area 5 – Contract Performance and Management		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CP1	Identify three different contract models that can be used in the Security Industry and briefly describe each		
CP2	Explain how the Security Service Provision is performance managed in their own organisation (e.g. SLA/KPI)		
CP3	Identify the regulations that govern security provision on a national scale, identifying at least two of the licenses required and the impact if their own team is non-compliant		
CP4	Describe two KPI criteria for their own area of responsibility and how they relate to the service that they deliver		
CP5	Identify the management information that can be used to evidence KPI performance		

CP6	Describe an example of how the security provision could fail to meet the minimum requirements of a KPI and provide example of measure that could be implemented to resolve		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
CP7	<i>Explain the potential impact of failing to meet a KPI to staff, the Customer and the Organisation</i>		
CP8	<i>Give examples of penalties that can occur if performance is not managed</i>		
CP9	<i>Describe when they have provided added value to their customer and how this can impact perception of the overall contract performance</i>		

Area 8 – Communication		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
C1	Differentiate between communication methods available, explaining how they would use them and how they could be adapted to suit different levels of audience. (e.g. Verbal – telephone/radio, Non-verbal – body language, and Written – Email, Reports, Letters)		
C2	Identify which communication method is most likely to be used internally and which used externally and explain why		
C3	Identify how the Data Protection Act impacts their own role/area of responsibility		
C4	Describe a Security Incident that they have been part of and can describe the forms of communication used throughout		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
C5	<i>Explain the impact of failing to record events accurately throughout an emergency</i>		

C6	<i>Explain why accurate communication is required post-emergency situation – what will this information be used for?</i>		
C7	<i>Describe the impact of ineffective communication to staff, the customer and the organisation</i>		

Area 9 – Corporate Social Responsibility		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CR1	Describe what is meant by Corporate Social Responsibility and give one example of good practice and one example of bad practice		
CR2	Identify one crime/threat reduction initiative that they have linked in with (e.g. ACT Awareness, Business Watch etc) and describe how they implemented this to support the security provision in your area of responsibility to protect property, people or premises		
CR3	Describe what is meant by sustainability and provide two examples of how you have supported your organisations approach to reducing its carbon footprint		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
CR4	<i>Give one example of a practice implemented within their own area of responsibility that supports their organisations Corporate Social Responsibility and can explain how this was implemented (e.g. training, communication etc.) and what benefits this brings to the staff, the customer and the organisation</i>		

Area 11 – Security First Line Manager Responsibilities		Synoptic Assessment interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
SF1	Explain own job role and the diversity of requirements (Minimum criteria: People Management, Client Management, Compliance Management, Incident Management, Communication, Record Keeping)		
SF2	Give an example of when you have reviewed the service performance and explain how that performance impacts others and the security environment		
SF3	Give an example of when they have reviewed service performance and how they have identified and communicated success		
Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
SF4	<i>Identify when they have provided “added value” to their customer and what benefits this can bring to staff, the customer and the organisation</i>		
SF5	<i>Give two examples of sources of feedback that can help them develop the service they provide. (E.g. Customer Survey, Appraisals, Team Briefings)</i>		
SF6	<i>Explain how their actions or inaction can impact on the industry as a whole</i>		

Area 12 – Security Resource Management		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
RM1	Summarise the “resources” that they have, to deliver the security service provision in their own area of responsibility. (People, CCTV, Electronic Barriers, Turnstiles, Gates etc)		
RM2	Give an example of where they have had to react to an event or an emergency that has resulted in mobilisation of staff and/or impacted the day to day use of equipment and resources. (e.g. Power Cut, Unauthorised access incident, additional staff required for an event, Staff absence with no relief officer)		

Ref	Assessment Criteria (Distinction)	Passed	Attempted not passed
RM3	<i>Include legislation compliance when summarising resources (e.g. People – Equality Act 2010, CCTV – Data Protection Act, Electronic Barriers – Health and Safety (Access and Inclusion))</i>		
RM4	<i>Identify the maintenance requirements for equipment and resources that are used in the day- to-day security service delivery</i>		

Core Behavioural Competencies		Synoptic Assessment Interview	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
B2	Professional: Demonstrating conduct that is in line with organisational standards (e.g. Organisation House style (Language, presentation and policy requirements))		
B5	Customer Focused: Providing a service over and above contractual requirements (e.g KPI performance, Appraisal or other feedback received)		
B6	Confidential: Demonstrating adherence to Organisational Policy and Legislation such as the Data Protection Act. (E.g. Assignment Instructions, Feedback, Appraisals)		