

Highfield Level 2 End-Point Assessment for ST0235 Housing and Property Management

Assistant Mock Assessment Materials

Cast Study and VIVA

Customers		
Ref	Assessment Criteria	Case Study and VIVA
CS1	Describe how organisations' services meet the diverse needs of a community.	

Quality standards		
Ref	Assessment Criteria	Case Study and VIVA
QS1	Summarise the quality standards for departments you work in and how they are measured.	

Customer service		
Ref	Assessment Criteria	Case Study and VIVA
CSS1	Builds rapport with customers and demonstrates empathy and understanding when dealing with them.	
CSS2	Responds to customers, colleagues & partner organisations in a timely, accurate fashion in accordance with service standards and company policies	

Communication		
Ref	Assessment Criteria	Case Study and VIVA
CO1	Adapts and uses the appropriate method and style of communication to changing circumstances and needs	
CO2	Signposts customers to appropriate services and support	

Information collection and sharing		
Ref	Assessment Criteria	Case Study and VIVA
IS1	Collects, records and stores information that is accurate, sufficient, relevant and in line with the organisation's policies	
IS2	Uses a variety of methods to collect and present information effectively	

Teamwork (Skill)		
Ref	Assessment Criteria	Case Study and VIVA
TW1	Achieves individual, team and business outcomes through working collaboratively with colleagues, teams and external partners.	
TW2	Demonstrates the ability to work with colleagues to resolve problems	

Decision making		
Ref	Assessment Criteria	Case Study and VIVA
DM1	Demonstrates effective decision making to ensure work tasks are completed on time	
DM2	Demonstrates the ability to follow instructions and meet deadlines	
DM3	Asks for advice when making decisions and following instructions if unclear or the deadline is not going to be achieved	

Customer care		
Ref	Assessment Criteria	Case Study and VIVA
CC1	Demonstrates a genuine interest and care towards their work	
CC2	Shows consideration and flexibility to people	

Teamwork (Behaviour)		
Ref	Assessment Criteria	Case Study and VIVA
TW3	Is an enthusiastic and positive team member	
TW4	Demonstrates an open and honest communication style	
TW5	Takes responsibility for their work and understand how this supports the team	