

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

Area 8 - Communication		Observation	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
C8	Demonstrates use of appropriate methods of verbal and non-verbal communication relevant to the situation in order to ensure that risk does not escalate, and all parties are aware of their responsibilities and updated continually.		

Core Behavioural Competencies		Observation	
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
B1	Security Conscious: Demonstrating the consideration of security requirements in their own area of responsibility (e.g. access control, threat awareness and relevant action, incident response and reporting, team mobilisation)		
B2	Professional: Demonstrating conduct that is in line with organisational standards (e.g. Organisation House style (Language, presentation and policy requirements)		
B3	Courteous and Respectful: Communicating effectively, politely and with respect. (e.g. Identified in Appraisal or other feedback methods)		
B4	Calm: Demonstrating self-control when applying conflict management techniques (e.g. dealing with incidents, managing staff, receiving complaints from visitors)		

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)		
B7	Integrity: Applying organisational policy and process in a fair and ethical way (e.g. Applying access control restrictions to all personnel irrespective of status or seniority)		