

# Highfield Level 3 End-Point Assessment for ST0189 Fire, Emergency and Security

## Systems Technician

### Mock Assessment Materials

Interview underpinned by a portfolio of evidence

System maintenance			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
SM1	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.		
SM2	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.		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
SM3	<i>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.</i>		
SM4	<i>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.</i>		

Environment and sustainability			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
ES1	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.		
ES2	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.		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
ES3	<i>Explains how following their company procedures for sustainability reduces the impact of fire and security systems processes and technologies on the environment.</i>		

Customer service and stakeholder management			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CS1	Outlines their responsibilities for delivering customer service and the impact that this has on the organisations brand, professional image and commercial risks.		
CS2	Explains how they work collaboratively with stakeholders as part of a team including consulting and engaging with occupants when undertaking work tasks.		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
CS3	<i>Evaluates the benefits of working collaboratively with stakeholders, and the impact of not doing this on themselves, their stakeholders and the organisation.</i>		

<b>Communication</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
CO1	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.		
CO2	Explains how they communicate with internal and external stakeholders in written form using techniques suitable for the context and sector specific terminology.		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
CO3	<i>Explains how they communicate verbally to agree an outcome when stakeholders have conflicting views.</i>		

<b>Equity, diversity and inclusion (EDI)</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
ED1	Explains how they follow equity, diversity and inclusion principles and legislative guidance and promote the principles to others.		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
ED2	<i>Explains the benefits of supporting a diverse and inclusive culture for the business.</i>		

### Continuous professional development (CPD)

Ref	Assessment Criteria (Pass)	Achieved	Not achieved
CP1	Explains CPD they have undertaken and their future plans for CPD to enhance competence.		