

Highfield Level 2 End Point-Assessment for ST0269 Hire Controller (Plant, Tools and Equipment)

Apprentice Details

Name	
Employer	
Training Provider	

Work record portfolio

It is a requirement of this assessment plan that a work record portfolio is submitted at Gateway to support the professional interview. This is not assessed. Please see the EPA-kit for more information on the requirements for the work record portfolio.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
K1: The role of PTE hire in each of the sectors they serve e.g. construction, facilities, mechanical contractors (IN1)		
K2: the product range (PTE), operating methods, technical specifications and how they are utilised by their customers on different projects (IN1)		
K3: their company services, structures and systems, and their role within it, including employment rights and responsibilities (ERR) (CO1)		
K7: how the Health and Safety at Work act applies to their role including product maintenance, health & safety standards, and product usage risks in a range of site conditions. This includes areas specific to noise, chemicals, oils, fire, Working Time Regulations, working at height, safety processes, manual handling, safety management, risk assessment and hazard identification (HS3)		
K9: The accident and emergency response procedures including where the environment is affected (HS3)		

K10: how to process hire transactions including completion of contract documentation for on-hire and off-hire, raising requisitions and equipment delivery procedures (HP1)		
K11: The methods of preparing, creating and closing orders for hire and dispatching including the checking of progress and the record-keeping processes for lost hires (HP1)		
K12: Company hire fleet management systems to ensure timely delivery/collection of products, spares and staff (SM4)		
K20: techniques to provide customer service and promote customer loyalty. Company policy and procedures for complain handling (CS2)		
S1: Process requisitions, order and on-hire and off-hires, ensuring all legal, health & safety requirements have been met (TH1)		
S2: For commercial clients, carry out health, safety and environmental checks to ensure the PTE meets the needs of the client's site (TH1)		
S3: Complete contract documentation for on-hire and off-hire (TH1)		
S4: Arrange the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements (TH1)		
S5: Follow organisational processes in relation to hire insurance and hire equipment damage, theft and loss (TH1)		
S6: cross-hire PTE according to organisational procedures (TH1)		
S7: Convey transport requirements including locations, delivery times and potential restrictions to driver and hauliers (TH1)		
S8: Organise the replacement and recovery of defective equipment (TH1)		
S9: Process damage agreement and notification documentation (TH1)		
S10: Explain to customers the specification of the equipment to be hired, ensuring they understand the health, safety and environmental impacts and operational requirements and procedures (HS3)		
S11: For plant supplied with an operator, ensure all licenses and suite cards are current and valid for the operation and liaise with the contractor to provide such evidence (HS1)		

S12: clearly communicate accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers (CM2)		
S13: Explain hire terms, conditions and rates (CM3)		
S14: Provide, explain and process hire terms and rates and associated transactions e.g. daily rate, insurance excess, damage charges (FN3)		
S17: Action customer queries and concerns in accordance with company procedures (CS2)		
B1: Positive customer relationships (BE1)		
B2: teamwork and independent working (BE1)		
B3: Health and Safety first attitude (BE1)		
B4: Self-motivation to meet operational targets (BE1)		
B5: assertiveness, confidence and resilience (BE1)		
B6: Respectfulness with an awareness of equality and diversity considerations (BE1)		
B7: Commitment to ongoing personal development (BE1)		

Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date