

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

## Mock Assessment Materials

### Case Study and VIVA

| Customers |                                                                            |          |              |
|-----------|----------------------------------------------------------------------------|----------|--------------|
| Ref       | Assessment Criteria                                                        | Achieved | Not achieved |
| CS1       | Describe how organisations' services meet the diverse needs of a community |          |              |

| Quality standards |                                                                                    |          |              |
|-------------------|------------------------------------------------------------------------------------|----------|--------------|
| Ref               | Assessment Criteria                                                                | Achieved | Not achieved |
| QS1               | Summarise the quality standards for departments you work and how they are measured |          |              |

| Customer service |                                                                                                                                                   |          |              |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------|
| Ref              | Assessment Criteria                                                                                                                               | Achieved | Not achieved |
| 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                                                                                   | Achieved | Not achieved |
| 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                                                                                                          | Achieved | Not achieved |
| 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                                                                                                          | Achieved | Not achieved |
| 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                                                               | Achieved | Not achieved |
| 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 |  |  |
|-----|-------------------------------------------------------------------------------------------------------------------------|--|--|

| Responsive |                                                                                                            |          |              |
|------------|------------------------------------------------------------------------------------------------------------|----------|--------------|
| Ref        | Assessment Criteria                                                                                        | Achieved | Not achieved |
| RE1        | Delivers a timely performance with energy and takes responsibility and accountability for quality outcomes |          |              |

| Customer care |                                                             |          |              |
|---------------|-------------------------------------------------------------|----------|--------------|
| Ref           | Assessment Criteria                                         | Achieved | Not achieved |
| CC1           | Demonstrates a genuine interest and care towards their work |          |              |
| CC2           | Shows consideration and flexibility to people               |          |              |

| Teamwork (Behaviour) |                                                                               |          |              |
|----------------------|-------------------------------------------------------------------------------|----------|--------------|
| Ref                  | Assessment Criteria                                                           | Achieved | Not achieved |
| 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 |          |              |