

Highfield Level 4 End-Point Assessment for ST0236 Senior Housing and Property Management Mock Assessment Materials

Work Project

| Customers and Stakeholders | | |
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| Ref | Assessment Criteria | Project Mark |
| CS1 | Operate in a way that builds rapport with customers and demonstrates empathy and understanding when dealing with them | |
| CS2 | Demonstrate consistent accurate and appropriate communication through all relevant media | |
| CS3 | Operate in a way that builds rapport with relevant stakeholders to deliver an acceptable level of customer service | |
| CS4 | Assess the range of services offered by the organisation and how they meet needs | |
| CS5 | Plan customer engagement to identify, address and meet diverse needs. | |

| Customer Service | | |
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| Ref | Assessment Criteria | Project Mark |
| CSS1 | Exercise customer service management responsibility with consideration for the organisation's service offer, customer expectations and resources | |
| CSS2 | Demonstrate ethical and non-judgemental decision making | |
| CSS3 | Demonstrate leadership role in meeting and delivery in order to exceed customer expectations | |
| CSS4 | Demonstrate the ability to vary customer service delivery depending on the customers' requirements | |

| Communication | | |
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| Ref | Assessment Criteria | Project Mark |
| CO1 | Demonstrate the appropriate method and style of communication to changing circumstances and needs | |
| CO2 | Demonstrate effective communication skills across a range of verbal and written media | |
| CO3 | Demonstrate effective mediation and resolution skills to resolve conflict | |
| CO4 | Demonstrate effective skills in managing staff | |

| Collaborative working | | |
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| Ref | Assessment Criteria | Project Mark |
| CW1 | Lead the delivery of joint outcomes through working collaboratively with individuals and teams | |
| CW2 | Analyse the organisations business targets and suggest ways to achieve them | |
| CW3 | Lead project members to delivery business targets | |
| CW1 | Lead the delivery of joint outcomes through working collaboratively with individuals and teams | |

| Information collection and sharing | | |
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| Ref | Assessment Criteria | Project Mark |
| IS1 | Understand systems available for data analysis | |
| IS2 | Be capable of interrogating data and present strategic / management information | |
| IS3 | Prepare data reports including suggestions and conclusions on how the information collection could be improved and/or shared | |

| Influencing and negotiating skills | | |
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| Ref | Assessment Criteria | Project Mark |
| NS1 | Lead negotiations with partners and suppliers | |
| NS2 | Achieve outcomes beneficial to the organisation through influence and negotiation | |

| Financial management | | |
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| Ref | Assessment Criteria | Project Mark |
| FM1 | Demonstrate effective management of budgets | |
| FM2 | Demonstrate skills in seeking value for money outcomes | |
| FM3 | Understand and evaluate financial statements | |

| Performance and project management | | |
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| Ref | Assessment Criteria | Project Mark |
| PPM1 | Demonstrate effective project management skills to drive forward projects to achieve timescales and strategic objectives | |
| PPM2 | Develop effective project plans | |
| PPM3 | Present and report on project progress, successes and challenges to senior managers | |
| PPM4 | Lead on projects successfully through to project completion | |

| People Management | | |
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| Ref | Assessment Criteria | Project Mark |
| PM1 | Analyse skills and attributes that make an effective team leader | |
| PM2 | Evaluate own leadership skills and attributes, identifying areas for personal development | |
| PM3 | Apply methods to encourage team building, mutual trust and respect | |
| PM4 | Analyse the effectiveness of line management approaches for teams | |
| PM5 | Apply performance management principles to team or project work | |
| PM6 | Describe the process of managing workplace stress | |
| PM7 | Demonstrate effective formal planning | |

| Decision making and prioritising | | |
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| Ref | Assessment Criteria | Project Mark |
| DM1 | Describe the company objectives and outline how team and own targets meet company objectives | |
| DM2 | Evaluate own working practices against company objectives | |

| Responsive | | |
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| Ref | Assessment Criteria | Project Mark |
| RS1 | Deliver timely performance with energy and takes responsibility and accountability for quality outcomes | |

| Trust and dependability | | |
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| Ref | Assessment Criteria | Project Mark |
| TD1 | Demonstrate integrity and ethical behaviour in the way they do their job | |
| TD2 | Demonstrate the importance of engaging with people in an honest and up-front manner | |
| TD3 | Show confidence and professionalism when dealing with people | |

| Adaptability | | |
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| Ref | Assessment Criteria | Project Mark |
| AD1 | Respond positively to change and shows willingness to refocus priorities when required | |

| Self-motivation | | |
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| Ref | Assessment Criteria | Project Mark |
| SM1 | Manage own time well, adjusting schedules, tasks and priorities when necessary | |

| Customer Care | | |
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| Ref | Assessment Criteria | Project Mark |
| CC1 | Demonstrate a responsive service towards client and customer needs | |
| CC2 | Show consideration and flexibility to clients and customers | |
| CC3 | Meet customer expectations for quality, services and professionalism | |

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| CC4 | Show guidance and support to others | |
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| Teamwork | | |
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| Ref | Assessment Criteria | Project Mark |
| TW1 | Demonstrate qualities of an enthusiastic and positive team leader | |
| TW2 | Share knowledge, ideas and experiences with team and peers to assist with continuous improvement | |
| TW3 | Demonstrate an open and honest communication style | |