

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

End-Point Assessment Kit



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EPA Kit

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How to use this EPA kit

Welcome to the Highfield end-point assessment kit for the Level 2 Hire Controller (Plant, Tools and Equipment) Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 2 Hire Controller (Plant, Tools and Equipment) Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process. Additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

This EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship standard:	Hire Controller (Plant, Tools and Equipment)
Level:	2
On-programme duration:	Typically, 18 months
EPA window duration:	3 months
Grading:	Pass/distinction
End-point assessment duration:	Maximum 4 weeks
End-point assessment methods:	Knowledge test, Professional interview

In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out mock assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment

Introduction

Standard overview

The hire sector for Plant, Tools and Equipment (PTE) provides specialist plant, tools, machinery or equipment on short or long-term hire to carry out specific tasks across the construction and other sectors. The type of product hired could range from powered hand tools up to machinery such as excavators or cranes with a qualified operator. Hire sector employers range from small local companies up to large national organisations, although some companies specialise in just one equipment type (such as cranes) and others offer a range of over 2000 products servicing all commercial sectors and domestic customers.

The hire controller is the main point of contact for their customers but works as part of a team and needs an in-depth technical product knowledge in terms of operation of the equipment, health, safety and environmental considerations. They further advise customers on the right plant, tools or equipment for a job and in many cases, how to use it.

They understand the specific requirements of the sectors in which their customers operate and are also the main source of technical advice and instruction for customers. They further ensure that stock is maintained to the required standard and help to ensure that all legal, health, safety and environmental requirements are met.

On-programme requirements

Although learning, development and on-programme assessment are flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the business administrator standard.

Throughout the period of learning and development, the apprentice should meet with the employer and on-programme assessor to record their progress against the standard. At these reviews, the employer and on-programme assessor should:

- set learning goals
- track the apprentice's progress
- create a forum for coaching and guidance
- coordinate 20% of the apprentice's time being spent in off-the-job training

Once the apprentice is deemed competent, the relevant section(s) of the standard should be signed off by the on-programme assessor and employer.

The maintenance of an on-programme record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of the apprentice's learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for end-point assessment. The on-programme assessment log is **not** a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment.

Work record portfolio

A work record portfolio, containing at least 1 piece of evidence for each of the specified KSBs (knowledge, skills and behaviours) that are outlined later in this EPA kit, should be submitted to Highfield at gateway. This will inform the interview.

The work record portfolio should be gathered on-programme and should be of real-work activities that take place. The portfolio as a minimum must include evidence of projects that have required the apprentice to demonstrate the areas of the standard relevant to the professional interview. This should include photographic evidence, witness testimonies and a written report on each project undertaken.

A portfolio matrix must also be completed and submitted with the work record portfolio. The portfolio matrix is available to download from the Highfield Assessment website.

Readiness for end-point assessment

For an apprentice to be ready for the end-point assessment:

- they must have successfully completed the Level 1 English and maths components of the apprenticeship and attempted the Level 2 English and maths components
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report.
- the apprentice and the employer should then engage with Highfield to agree on a plan and schedule for each assessment activity to ensure all components can be completed within a 3-month end-assessment window. Further information about the gateway process is covered later in this kit.
- the work record portfolio must be completed and submitted to Highfield at gateway with a portfolio matrix.

Order of end-point assessments

The knowledge test must be the first assessment component undertaken. The work record portfolio will be submitted at gateway. Once the portfolio has been reviewed, and the apprentice has achieved a grade of at least pass in the knowledge test, the portfolio interview will be scheduled.

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The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment, in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (ST0269, 2018):

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hire-controller-plant-tools-and-equipment/>

End-point assessment plan (AP01, 2018):

https://www.instituteforapprenticeships.org/media/2499/st0269_hire_controller_l2_ap-for-publication_30112018.pdf

Specific considerations:

The assessment criteria to be assessed during the professional interview assessment method have been taken from Table 1 of the assessment plan.

The knowledge, skills and behaviours in Annex A that identify as needing to be covered by the professional interview must be mapped to the word record portfolio.

The assessment criteria to be assessed during the knowledge test assessment method have been taken from Annex A.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved Level 1 English
- achieved Level 1 maths
- attempted Level 2 English
- attempted Level 2 maths
- completed their work record portfolio and portfolio matrix (template available as a separate document)

Therefore, apprentices should be advised by employers and providers to gather this evidence throughout their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm that the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The gateway readiness report should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the gateway readiness report, please contact your employer engagement manager at Highfield Assessment.

Please note: a copy of the standard should be available to all attendees during the gateway meeting.

Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving license
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card or travel card

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

Apprenticeship Standard

The following pages contain the Level 2 Hire Controller (Plant, Tools and Equipment) Apprenticeship Standard and the assessment criteria in a suggested format that is suitable for delivery.

Industry	
Knowledge	
The role of PTE hire in each of the sectors they serve e.g. construction, facilities, mechanical contractors	
The product range (PTE), operating methods, technical specifications and how they are utilised by their customers on different projects	
Professional interview	
Reference	Assessment Criteria
IN1	Demonstrate an understanding of the sectors and company including services, product range and specification

Company	
Knowledge	
Their company services, structure and systems, and their role within it, including employment rights and responsibilities	
Knowledge test	
Reference	Assessment Criteria
CO1	Their company's employment rights and responsibilities (ERR)

Health, Safety and Environmental

Knowledge		Skills
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		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
The environmental impact of the products (plant, tools and equipment) available for hire by the company		For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence
The accident and emergency response procedures including where the environment is affected		
Knowledge test		
Reference	Assessment Criteria	
HS1	For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation	
HS2	The environmental impact of the products (plant, tools and equipment) available for hire by the company	
Professional interview		
Reference	Pass Criteria	
HS3	Describe the health and safety procedures followed and why	

Legal	
Knowledge	
The legal requirements, company procedures, hire terms and conditions, protocols and formats relating to the provision of technical and safety information and advice	
Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE e.g. PUWER regulations, toxic substances, maintenance, testing	
Contract hire terms and conditions including damage, loss and theft	
Knowledge test	
Reference	Assessment Criteria
LE1	Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE, e.g. PUWER regulations, toxic substances, maintenance and testing

Hire Processes	
Knowledge	
How to process hire transactions including completion of contract documentation for on-hire and off-hire, raising requisitions and equipment delivery procedures	
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	
Professional interview	
Reference	Pass Criteria
HP1	Be able to list the steps in the company process from receipt of enquiry to on-hire start and again for the off-hire process

Stock Management Processes

Knowledge

Company hire fleet management systems to ensure timely delivery/collection of products, spares, staff

PTE availability and how they are maintained, used and stored

Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks

Methods to control and maximise equipment availability

Knowledge test

Reference	Assessment Criteria
SM1	PTE availability and how they are maintained, used and stored
SM2	Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks
SM3	Methods to control and maximise equipment availability

Professional interview

Reference	Pass Criteria
SM4	Describe how company hire fleet management systems ensure timely delivery/collection of products, spares, staff

Finance	
Knowledge	Skills
Company hire charge policy, pricing procedures, payment methods and procedures, transaction security	Provide, explain and process hire rates and associated transactions, e.g. daily rate, insurance excess, damage charges
Fraudulent hire tactics and company prevention procedures	
Knowledge test	
Reference	Assessment Criteria
FN1	Company hire charge policy, pricing procedures, payment methods and procedures, transaction security
FN2	Fraudulent hire tactics and company prevention procedures
Professional interview	
Reference	Pass Criteria
FN3	Provide hire rates for 3 products and list the relevant associated transactions

Technology, IT and Data	
Knowledge	Skills
How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments. Data protection policies and procedures	Use organisational IT, technology and systems
	Comply with organisational data protection policies and processes
Knowledge test	
Reference	Assessment Criteria
TE1	How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments
TE2	Data protection policies and procedures

Customer Service	
Knowledge	Skills
Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling	Action customer queries and concerns in accordance with company procedures
Knowledge test	
Reference	Assessment Criteria
CS1	Techniques to provide customer service and promote customer loyalty
Professional interview	
Reference	Pass Criteria
CS2	Describe steps taken to meet customer requirements

Communication	
Knowledge	Skills
Methods used to convey technical, operational, environmental and safety information and advice to customers	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
	Explain hire terms, conditions and rates
Knowledge test	
Reference	Assessment Criteria
CM1	Methods used to convey technical, operational, environmental and safety information and advice to customers
Professional interview	
Reference	Pass Criteria
CM2	Correctly describe company policy and procedures for complaint handling
CM3	Communicate material in a literate, articulate and appropriate way

Technical Hire Consultation and Transaction

Skills

- Process requisitions, orders and on-hire and off-hires, ensuring all legal, health & safety requirements have been met
- For commercial clients, carry out health, safety and environmental checks to ensure the PTE meets the needs of the client's site
- Complete contract documentation for on-hire and off-hires
- Arrange the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements
- Follow organisational processes in relation to hire insurance and hire equipment damage, theft and loss
- Cross-hire PTE according to organisational procedures
- Convey transport requirements including locations, delivery times and potential restrictions to drivers and hauliers
- Organise the replacement and recovery of defective equipment
- Process damage agreement and notification documentation

Professional interview

Reference	Pass Criteria
TH1	Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate)

Behaviours

Positive customer relationships

Teamwork and independent working

Health and safety-first attitude

Self-motivation to meet operational targets

Assertiveness, confidence and resilience

Respectfulness with an awareness of equality and diversity considerations

Commitment to continual personal and professional development

Professional interview

Reference	Pass Criteria
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BE1	Demonstrate a commitment to ongoing personal development
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Distinction Criteria

Professional Interview

Reference	Distinction Criteria
D1	Give fully detailed descriptions of their working processes including rationale for their order of work, materials and equipment chosen
D2	Demonstrate a consideration of the implications of their actions and explain contingency and problems solving steps taken
D3	Provides alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation
D4	Demonstrate an understanding of how hire rates are derived and any factors that could cause variation
D5	Suggest consequences of the hire fleet management system not being used correctly
D6	Provide an understanding of the pattern of complaints received and suggests improvements which could be made to reduce complaints
D7	Demonstrate an understanding of key health and safety legislation relating to the Hire sector and describe examples of how they have applied this, detailing the reasons for doing so and the implications if not applied
D8	Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify
D9	Provide an analysis of the products most commonly used by different sectors and any issues that arise
D10	Meets all of the information needs of the customer by communicating clearly and confidently demonstrating detailed knowledge of the material and able to answer customer questions about the content fully and without need for support from colleagues

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Assessment summary

The end-point assessment for the hire controller (plant, tools and equipment) is made up of 2 components:

1. a 90-minute knowledge test consisting of 50 questions
2. a 90-minute professional interview

As an employer/training provider you should agree on a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine an overall grade for the apprentice.

Knowledge test

- To pass the knowledge test, apprentices must achieve at least 70%, which equates to 35 out of 50.
- To achieve a distinction in the knowledge test, apprentices must achieve at least 86%, which equates to 43 out of 50.

Professional interview

- To pass the portfolio interview, all pass criteria must be achieved.
- To achieve a distinction in the portfolio interview, in addition to achieving all pass criteria, the apprentice must also demonstrate at least 7 of the distinction criteria.

Grading

The apprenticeship will be graded distinction, pass or fail.

To achieve an overall pass, the apprentice must achieve at least a pass in both the knowledge test and the professional interview.

To achieve an overall distinction, the apprentice must achieve a distinction in both the knowledge test and the professional interview.

Retake and resit information

Apprentices who fail one or more of the EPA assessment methods will be offered the opportunity to take a re-sit/retake. Re-sits/re-takes will not be offered to apprentices wishing to move from pass to a distinction. If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake. If a **resit** is chosen, please call the Highfield scheduling team to arrange the resit. If a **retake** is chosen, the apprentice will require a period of further learning and will need to complete a new gateway readiness meeting and report. Once this is completed, please call the Highfield scheduling team to arrange the retake.

Apprentices should have a supportive action plan to prepare for any re-sit/re-takes.

An individual EPA assessment method re-sit/re-take must be taken within the maximum EPA period, i.e. 3 months, and within 1 month of the original assessment method, otherwise, the entire EPA must be retaken.

The maximum grade that can be awarded for a re-sit/re-take will be pass unless there are exceptional circumstances accounting for the original fail.

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Assessing the knowledge test

The following areas (knowledge and skills) of the hire controller (plant, tools and equipment) standard will be assessed by a 90-minute knowledge test consisting of 50 questions with the pass mark being 70% (35 out of 50) and the distinction mark being 86% (43 out of 50).

The topics covered within the test are listed below:

- industry
- company
- legal
- health, safety and environmental
- hire processes
- stock management processes
- finance
- technology, IT and data
- customer service
- communication

All of the areas above will be covered within each paper, however not every aspect of every area will be covered in every test.

Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the knowledge test.
- In readiness for end-point assessment, the apprentice should complete a sample test. The mock tests are available as paper-based tests and also on the mock e-assessment system.

Knowledge test criteria

The following pages include the criteria that are covered by the knowledge test.

Company

Reference	Assessment criteria
CO1	Their company's employment rights and responsibilities (ERR)

Health, Safety and Environmental

Reference	Assessment criteria
HS1	For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation
HS2	The environmental impact of the products (plant, tools and equipment) available for hire by the company

Legal

Reference	Assessment criteria
LE1	Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE, e.g. PUWER regulations, toxic substances, maintenance and testing

Stock Management Processes

Reference	Assessment criteria
SM1	PTE availability and how they are maintained, used and stored
SM2	Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks
SM3	Methods to control and maximise equipment availability

Finance

Reference	Assessment criteria
FN1	Company hire charge policy, pricing procedures, payment methods and procedures, transaction security
FN2	Fraudulent hire tactics and company prevention procedures

Technology, IT and Data

Reference	Assessment criteria
TE1	How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments
TE2	Data protection policies and procedures

Customer Service

Reference	Assessment criteria
CS1	Techniques to provide customer service and promote customer loyalty

Communication

Reference	Assessment criteria
CM1	Methods used to convey technical, operational, environmental and safety information and advice to customers

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Assessing the professional interview

The professional interview will last 90 minutes. During the professional interview, the assessor will ask a minimum of 15 questions to assess the knowledge and understanding of the standard.

The work record portfolio provides a structure for this conversation. The portfolio should provide at least 1 piece of evidence for each of the KSBs outlined. A piece of evidence can cover more than 1 assessment criteria. This should be submitted to Highfield at gateway alongside a portfolio matrix form. The portfolio matrix form template is available to download from the Highfield Assessment website.

Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support. The training provider should support where needed. The employer and training provider should review the portfolio with the apprentice and make a judgement on whether they should be progressed to end-point assessment. The interview assesses the understanding and learning that is shown in the portfolio; the portfolio is not directly assessed.

The professional discussion will take place either in person or via videoconference. This will be organised by Highfield's scheduling team once the apprentice has been submitted for gateway.

The employer may be present to support but will not be allowed to add any further information or examples to what the apprentice has stated or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion.

The portfolio should contain evidence of at least one of each of the knowledge, skills and behaviours outlined in the apprenticeship standard.

Note: the portfolio is not directly assessed; it is used to frame the discussion at interview, where KSBs are to be demonstrated.

Apprentices will be marked against the criteria included in the tables on the following pages. Apprentices must achieve 100% of the stated portfolio interview criteria to pass the assessment. To achieve a distinction, in addition to achieving 100% of the pass criteria, the apprentice must also demonstrate at least 7 of the additional distinction criteria.

Before the assessment:

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- brief the apprentice on the activities to be carried out and the duration of the assessment
- ensure the apprentice knows which hire controller (plant, tools and equipment) criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience in preparation for their assessment

The apprentice is permitted to bring notes during the interview; however, these must be self-prepared notes and cannot be provided or influenced by the employer/training provider.

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

The professional interview - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that the apprentice experiences a mock professional interview in preparation for their live assessment. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should consider the following elements in their planning:

- a 90-minute time slot should be available for the complete professional interview. If it is intended to be a complete mock assessment covering all relevant standards; however, this time may be split up to allow for progressive learning.
- consider an audio recording of the mock, and to allow the mock to be heard by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice, to complete the learning experience. The mock assessment sheets may be used for this purpose, and are available to download from the Highfield Assessment website.
- at least 15 structured 'open' questions should be used as part of the professional interview which do not lead the candidate, but allow them to express their knowledge in a calm and comfortable manner. Example questions that you can use for a mock assessment are listed below.

Examples of the types of question that may be used include:

- How do you contribute to your organisation's policies regarding equality, diversity and inclusion?
- What information is it important to give a customer when they are hiring equipment?
- What actions would you take if a customer returned some equipment damaged?
- Describe a customer complaint and how you dealt with this.

Professional interview criteria

During the portfolio interview, which will last 90 minutes, the following standards should be evidenced. Apprentices should prepare for the professional interview by ensuring that relevant evidence is gathered on-programme and by considering how the criteria can be met.

Industry	
Reference	Assessment criteria
IN1	Demonstrate an understanding of the sectors and company including services, product range and specification

Health, Safety and Environmental	
Reference	Assessment criteria
HS3	Describe the health and safety procedures followed and why

Hire Processes	
Reference	Assessment criteria
HP1	Be able to list the steps in the company process from receipt of enquiry to on-hire start and again for the off-hire process

Stock Management Processes	
Reference	Assessment criteria
SM4	Describe how company hire fleet management systems ensure timely delivery/collection of products, spares, staff

Finance	
Reference	Assessment criteria
FN3	Provide hire rates for 3 products and list the relevant associated transactions

Customer Service	
Reference	Assessment criteria
CS2	Describe steps taken to meet customer requirements

Communication

Reference	Assessment criteria
CM2	Correctly describe company policy and procedures for complaint handling
CM3	Communicate material in a literate, articulate and appropriate way

Technical Hire Consultation and Transaction

Reference	Assessment criteria
TH1	Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate)

Behaviours

Reference	Assessment criteria
BE1	Demonstrate a commitment to ongoing personal development

Professional Interview Distinction Criteria

Reference	Assessment criteria
D1	Give fully detailed descriptions of their working processes including rationale for their order of work, materials and equipment chosen
D2	Demonstrate a consideration of the implications of their actions and explain contingency and problems solving steps taken
D3	Provides alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation
D4	Demonstrate an understanding of how hire rates are derived and any factors that could cause variation
D5	Suggest consequences of the hire fleet management system not being used correctly
D6	Provide an understanding of the pattern of complaints received and suggests improvements which could be made to reduce complaints
D7	Demonstrate an understanding of key health and safety legislation relating to the Hire sector and describe examples of how they have applied this, detailing the reasons for doing so and the implications if not applied
D8	Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify
D9	Provide an analysis of the products most commonly used by different sectors and any issues that arise
D10	Meets all of the information needs of the customer by communicating clearly and confidently demonstrating detailed knowledge of the material and able to answer customer questions about the content fully and without need for support from colleagues

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