

Highfield Level 3 End-Point Assessment for Security First Line Manager

Mock assessment materials

Observation

| Area 8 - Communication | | Observation | |
|------------------------|---|-------------|----------------------|
| Ref | Assessment Criteria (Pass) | Passed | Attempted not passed |
| C8 | Demonstrates use of appropriate methods of verbal and non-verbal communication relevant to the situation in order to ensure that risk does not escalate, and all parties are aware of their responsibilities and updated continually. | | |

| Core Behavioural Competencies | | Observation | |
|-------------------------------|--|-------------|----------------------|
| Ref | Assessment Criteria (Pass) | Passed | Attempted not passed |
| B1 | Security Conscious: Demonstrating the consideration of security requirements in their own area of responsibility (e.g. access control, threat awareness and relevant action, incident response and reporting, team mobilisation) | | |
| B2 | Professional: Demonstrating conduct that is in line with organisational standards (e.g. Organisation House style (Language, presentation and policy requirements) | | |
| B3 | Courteous and Respectful: Communicating effectively, politely and with respect. (e.g. Identified in Appraisal or other feedback methods) | | |
| B4 | Calm: Demonstrating self-control when applying conflict management techniques (e.g. dealing with incidents, managing staff, receiving complaints from visitors) | | |

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| B5 | Customer Focused: Providing a service over and above contractual requirements (e.g KPI performance, Appraisal or other feedback received) | | |
| B6 | Confidential: Demonstrating adherence to Organisational Policy and Legislation such as the Data Protection Act. (E.g. Assignment Instructions, Feedback, Appraisals) | | |
| B7 | Integrity: Applying organisational policy and process in a fair and ethical way (e.g. Applying access control restrictions to all personnel irrespective of status or seniority) | | |