



Hire Controller Trailblazer Work Record Portfolio

Apprentice Details

Name:

Employer:

Apprentice Ref No:

Training Provider(s):

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Notes for Apprentices

- The aim of this portfolio is for the hire controller to record work undertaken in the workplace.
- Complete entries provide a portfolio of work undertaken which is a requirement to undertake the apprenticeship end-point assessment. Entries should be clear and able to be read by others.
- Entries should **NOT** include off the-job or non-work related training activities.
- Each entry must have a log no and should be sequential: for example, starting from number #1 and continuing from there.
- The matrix indicates the minimum number of activities or conditions that need to have been undertaken within the workplace whilst carrying out the duties of a hire controller
- On completion of each activity and when making an entry into the portfolio, each activity or condition listed in the matrix should be marked by the corresponding log no.
- To complete the apprenticeship, the minimum number of activities should be met.
- Relevant behaviours must also be recorded and confirmed by the employer in the relevant section.
- **The portfolio must be kept safe during the apprenticeship period and must be submitted to the assessment organisation prior to the professional interview part of the end point assessment**

Supported and produced by



Work record matrix

Ref No	Activity	Frequency (amount)	Log No																				
S1	Processing requisitions, orders and on-hire and off-hires	10																					
S2	Carrying out health, safety and environmental checks to ensure the PTE etc. meets the needs of the client's site	6																					
S3	Completing contract documentation for on-hire and off-hires	10																					
S4	Arranging the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements	6																					
S5	Following organisational processes in relation to hire insurance and hire equipment damage, theft and loss;	5																					
S6	Cross-hiring PTE according to organisational procedures;	5																					
S7	Conveying transport requirements including locations, delivery times and potential restrictions to drivers and hauliers	5																					
S8	Organising replacement and recovery of defective equipment	5																					
S9	Processing damage agreement and notification documentation	8																					

Hire Controller – Work Record Portfolio



Ref No	Activity	Frequency (amount)	Log No																				
S10	Explaining to customers the specification of the equipment to be hired, ensuring they understand the health, safety and environmental impacts and operational requirements and procedures.	6																					
S11	For operated plant, ensuring all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence.	3																					
S12	Communicating accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers;	10																					
S13	Explaining hire terms, conditions and rates.	10																					
S14	Providing, explaining and processing hire rates and associated transactions e.g. daily rate, insurance excess, damage charges.	10																					
S15	Using organisational IT, technology and systems	10																					
S16	Complying with organisational data protection policies and processes.	8																					
S17	Actioning customer queries and concerns in accordance with company procedures	8																					

Work record matrix - Behaviours

Behaviour	Scope	Date demonstrated	Employer Initials						
Positive customer relationships;	<i>Interacts with customers in a helpful and positive manner</i>								
Teamwork and independent working;	<i>Working effectively with others and with limited supervision</i>								
Health and Safety-first attitude;	<i>Applies health and safety principles and actions</i>								
Self-motivation to meet operational targets;	<i>Undertakes relevant and additional functions without prompting to meet the work requirements</i>								
Assertiveness, confidence and resilience;	<i>Resists pressure to follow unsafe practices</i>								
Respectfulness with an awareness of equality and diversity considerations;	<i>Applies equality, diversity and inclusion in dealing with others</i>								
Commitment to continual personal and professional development.	Seeks to improve knowledge and skills by undertaking additional learning-based activities								

Work record

Log No	Date of activity	Location
Matrix Ref No	Type of customer and sector	
Description of the activity undertaken		
Health and safety complied with		
Supervisory name	Supervisory Signature & Date	

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