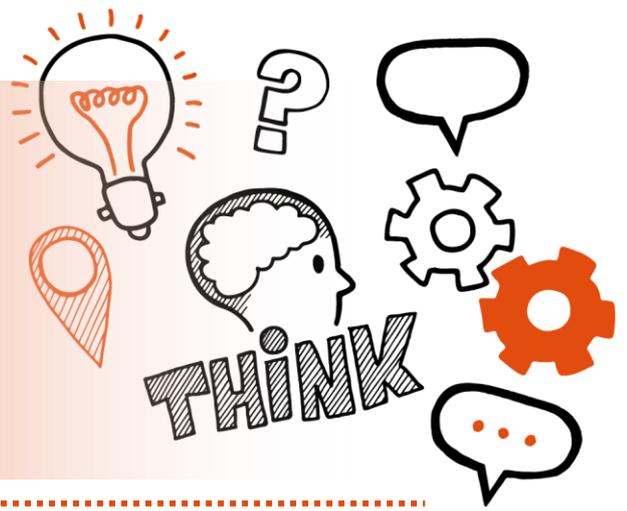


Think about

Observation with questions and answers

Level 2 ST0907 Aviation
Customer Service Operative v1.1



On the day of this assessment you will carry out:



A 90-minute observation with questions and answers



Face-to-face



In your workplace



With an end-point assessor



Key point

Your end-point assessor will ask you a minimum of eight questions during the assessment method.



Do

- Review the criteria associated with the observation with questions and answers - this can be found in the EPA Kit and in the table at the end of this document
- Use the planner to plan how you will demonstrate the skills and behaviours associated with the observation
- Be prepared to answer at least 8 questions and any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to tell your colleagues and customers that you are being observed



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the observation with questions and answers, you can resit the assessment





Use the table below to plan and prepare for the observation with questions and answers

(P) indicates pass criteria

Assessment criteria	Key points to remember
Observation with questions and answers criteria	
(P) Use aviation systems following operational procedures and demonstrate the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines	
(P) Demonstrate the use of correct handling methods using IATA PRM codes or another applicable means of communication (S15)	
(P) Perform necessary checks of passports, visas and other statutory travel documentation using appropriate equipment and technology in line with regulations and organisational processes for check-in of passengers and baggage. Achieve this while treating equipment and technology responsibly and with care (K11, K12, S11, B6, B7)	



<p>(P) Demonstrate adapting to different customer circumstances in compliance with customer service policies and procedures, establish an approach to work tasks which demonstrates you are an active participant (K6, B1)</p>	
<p>(P) Transmit, receive and record information as it is required, treating co-workers, customers and other stakeholders according to the policy guidelines set out by the organisation and establish an approach to communicating with co-workers, customers and stakeholders which reflects the ethical/behaviour code set out by the organisation (K7, S7, B3)</p>	
<p>(P) Demonstrate working in a team, with others and responding to the needs of individuals in compliance with organisational safe working practices and workflow operational guidelines (S6, B5)</p>	
<p>(P) Maintain customer service needs and adapt to different circumstances whilst following check-in process and procedures (K13, S4)</p>	

v2.0

