

Highfield Level 3 End-Point Assessment for ST0038 Aviation Ground Specialist – Passenger

Services Mock Assessment Materials

Practical Observation

Core assessment criteria

Safety		
Ref	Assessment Criteria	Achieved
SA7	Ensure self and team correctly report hazards as identified	
SA8	Act within standard operating procedures at all times	
SA9	Take action to deal with hazards in line with organisational procedures	

Compliance & legislation		
Ref	Assessment Criteria	Achieved
CL7	Ensure area of responsibility complies with procedures and legislative requirements	
	Assessment Criteria - (Merit)	
CL8	Ensure compliance of team members within area of responsibility	
CL9	Correct non-compliance in area of responsibility	
	Assessment Criteria - (Distinction)	
CL10	Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

Communication		
Ref	Assessment Criteria	Achieved
CO10	Ensure accurate and timely communication with the right people at the right time using the correct method	
CO11	Ensure communication is received and understood	
CO12	Adapt language and tone to match audience and situation	
	Assessment Criteria - (Merit)	
CO13	Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	
	Assessment Criteria - (Distinction)	
CO14	Ensure excellent communication with all internal and external stakeholders	

Interpersonal skills		
Ref	Assessment Criteria	Achieved
IP8	Work as part of a team to ensure adequate performance in the role	
IP9	Provide appropriate guidance for team members	
	Assessment Criteria - (Merit)	
IP10	Take initiative as a senior team member or supervisor to improve performance in the role within limits of operation	

Aviation systems		
Ref	Assessment Criteria	Achieved
AS1	Ensure prescribed systems are used correctly	
AS2	Report faults or errors as they occur	
AS3	Take action to maintain systems to prevent faults or errors	

Aviation timescales		
Ref	Assessment Criteria	Achieved
AT6	Ensure minimum performance expectations are met in own area of responsibilities	
	Assessment Criteria - (Merit)	
AT7	Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	
	Assessment Criteria - (Distinction)	
AT8	Organise and prioritise work to make the most efficient use of time, and complete core and relevant additional tasks within timescales	

Passenger services assessment criteria

Scenario 1

Travel documentation			
Ref	Assessment Criteria	Pract Obs	Prof Disc
TD5	Displays a good knowledge of travel documentation (e.g. passports, diplomatic documentation, visas, etc.)		
	Assessment Criteria - (Merit)		
TD6	Displays excellent knowledge of travel documentation		
TD7	Can resolve documentation discrepancies		

Check in			
Ref	Assessment Criteria	Pract Obs	Prof Disc
CI9	Meets standards in given time frame		
	Assessment Criteria - (Merit)		
CI10	Delivers standard within reduced time frame or exceeds standards within timeframe		
	Assessment Criteria - (Distinction)		
CI11	Exceeds standards within reduced time frame		

Customer service and communication			
Ref	Assessment Criteria	Pract Obs	Prof Disc
CS10	Presents a positive corporate image		
CS11	Wears uniform to corporate standard		
CS12	Acts in a manner that protects corporate values		
CS13	Adequately practises the required skills for interacting with passengers and employees		
CS14	Gives adequate information/direction to assist employees with passenger interactions		
CS15	Communicate directly with passengers as required		
CS16	Ensure effective teamwork, e.g. cooperation, involvement, assistance		
	Assessment Criteria - (Merit)		
CS17	Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation		
CS18	Utilises the required skills for interacting with passengers and employees		
CS19	Communicating appropriately with employees to promote confidence		
CS20	Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction		
CS21	Give clear and concise information/direction		
CS22	Invest in team, promotion of empowerment, offering development opportunities		

	Assessment Criteria - (Distinction)		
CS23	Always presents a positive corporate image		
CS24	Acts in a manner that promotes corporate values		
CS25	Personality reflects positive corporate image		
CS26	Fully engages with employees to develop customer experience		
CS27	Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs		
CS28	Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance		

Scenario 2

Gate processes			
Ref	Assessment Criteria	Pract Obs	Prof Disc
GP8	Use DCS adequately		
GP9	Adequately oversee disruptions, e.g. fire evacuation, flight delay, security alert, DCS outage ensuring all involved follow procedure		
	Assessment Criteria - (Merit)		
GP10	Displays good knowledge of DCS		
	Assessment Criteria - (Distinction)		
GP11	Displays excellent knowledge of DCS		

Customer service and communication			
Ref	Assessment Criteria	Pract Obs	Prof Disc
CS10	Presents a positive corporate image		
CS11	Wears uniform to corporate standard		
CS12	Acts in a manner that protects corporate values		
CS13	Adequately practises the required skills for interacting with passengers and employees		
CS14	Gives adequate information/direction to assist employees with passenger interactions		
CS15	Communicate directly with passengers as required		
CS16	Ensure effective teamwork, e.g. cooperation, involvement, assistance		

Assessment Criteria - (Merit)		
CS17	Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation	
CS18	Utilises the required skills for interacting with passengers and employees	
CS19	Communicating appropriately with employees to promote confidence	
CS20	Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction	
CS21	Give clear and concise information/direction	
CS22	Invest in team, promotion of empowerment, offering development opportunities	
Assessment Criteria - (Distinction)		
CS23	Always presents a positive corporate image	
CS24	Acts in a manner that promotes corporate values	
CS25	Personality reflects positive corporate image	
CS26	Fully engages with employees to develop customer experience	
CS27	Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs	
CS28	Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance	

Scenario 3

Customer service and communication			
Ref	Assessment Criteria	Pract Obs	Prof Disc
CS10	Presents a positive corporate image		
CS11	Wears uniform to corporate standard		
CS12	Acts in a manner that protects corporate values		
CS13	Adequately practises the required skills for interacting with passengers and employees		
CS14	Gives adequate information/direction to assist employees with passenger interactions		
CS15	Communicate directly with passengers as required		
CS16	Ensure effective teamwork, e.g. cooperation, involvement, assistance		
	Assessment Criteria - (Merit)		
CS17	Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation		
CS18	Utilises the required skills for interacting with passengers and employees		
CS19	Communicating appropriately with employees to promote confidence		
CS20	Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction		
CS21	Give clear and concise information/direction		
CS22	Invest in team, promotion of empowerment, offering development opportunities		

	Assessment Criteria - (Distinction)		
CS23	Always presents a positive corporate image		
CS24	Acts in a manner that promotes corporate values		
CS25	Personality reflects positive corporate image		
CS26	Fully engages with employees to develop customer experience		
CS27	Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs		
CS28	Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance		