

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

Flight operations assessment criteria

Scenario 1

Support flight operations			
Ref	Assessment Criteria	Pract Obs	Prof Disc
SO7	Maintain the collection of operational information on aircraft movements and operating conditions from all available sources		
SO8	Disseminate operational information in a timely manner to all relevant parties in line with organisational procedures		
SO9	Ensure visual displays of aircraft movements are accurate in line with organisational procedures		
SO10	Process aircraft progress and operational information in line with organisational procedures		
SO11	Record contingency plans in line with organisational requirements		
SO12	Tell all relevant parties about new and revised contingency plans in line with organisational procedures		
	Assessment Criteria - (Merit)		
SO13	Record aircraft progress and operational information accurately and clearly		
SO14	Use all available information sources and contingency plans in case of flight irregularities		
SO15	Review and revise contingency plans in response to changing circumstances		
	Assessment Criteria - (Distinction)		
SO16	Obtain approval for contingency plans		
SO17	Implement contingency plans according to own level of responsibility		

Scenario 2

Monitor the weather in an aviation environment			
Ref	Assessment Criteria	Pract Obs	Prof Disc
MW7	Collate all incoming information relating to current and forecast weather using all available information sources		
MW8	Seek clarification from designated forecast unit of weather reports		
MW9	Acknowledge receipt of information in line with organisational procedures		
MW10	Observe weather conditions in immediate vicinity		
MW11	Record information about current and forecast weather in line with organisational procedures		
	Assessment Criteria - (Merit)		
MW12	Evaluate pilot and agency reports about weather conditions to ascertain changes		
MW13	Collect contingency plans on weather diversions		
MW14	Ensure routine meteorological information is shared with others, and record the information provided		
MW15	Identify significant changes in current and forecast weather and their implications		
	Assessment Criteria - (Distinction)		
MW16	Take appropriate actions in response to changes in current and forecast weather		
MW17	Implement contingency plans due to weather		

Scenario 3

Reducing aviation hazards			
Ref	Assessment Criteria	Pract Obs	Prof Disc
RH10	Arrived punctually		
RH11	Dressed in the correct PPE for the environment		
RH12	Identify types of hazard		
RH13	Conduct FOD Plod, safely and effectively		
RH14	React to potential hazardous situations, such as FOD intake		
	Assessment Criteria - (Merit)		
RH15	Communicate hazards/potential hazards to the appropriate level		
	Assessment Criteria - (Distinction)		
RH16	Rectify hazards such as clearing FOD, reporting actions taken to the appropriate authority		

Resolve multifaceted aviation issues			
Ref	Assessment Criteria	Pract Obs	Prof Disc
RM9	Collect and interpret information from others about problems they have raised		
RM10	Ask others appropriate questions to check own understanding of problems		
RM11	Share feedback with others to help identify and prevent possible problems		
RM12	Identify any connected problems and the range of factors affecting them		
RM13	Identify a number of available methods for resolving complex aviation problems		
RM14	Discuss and agree the proposed option for solving the problem with others		
RM15	Take action to put the agreed option into practice		
	Assessment Criteria - (Merit)		
RM16	Consult with others to identify and confirm the options available		
RM17	Work out the main features, advantages, disadvantages and risks of each option		
RM18	Suggest other ways that problems may be resolved if personal help cannot be provided		
RM19	Keep others fully informed about what is happening to resolve the problem(s)		
	Assessment Criteria - (Distinction)		
RM20	Choose the best overall option to solve the problem		
RM21	Communicate with others to make sure that any commitments related to solving the problem are kept		