

**Think about  
Professional Discussion  
Level 2 Aviation Customer  
Service Operative v1.0**



**On the day of this assessment you will carry out:**



**A 60-minute professional discussion**



**Remote or face-to-face**



**Under exam conditions**



**With an end-point assessor**



**Key point**

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your professional discussion.



## Do

- Review the criteria associated with the professional discussion – this can be found in the EPA kit
- Ensure a quiet room is available and that there are no interruptions or distractions
- Be prepared to answer at least 8 questions that demonstrate your competence and focus on the required areas
- Reflect on your on-programme learning and experience



## Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to bring your ID



## Next steps

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

- If you do not achieve a pass result on the professional discussion, you can resit the assessment



## Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember
Customer service and assistance	

**Regulatory  
requirements**

**Compliance**

**Teamwork and  
communication**

