

**Think about
Observation with
questions and answers
Level 2 Aviation Customer
Service Operative v1.0**



On the day of this assessment you will carry out:



A 90-minute observation



Face-to-face



In your workplace



With an end-point assessor



Key point

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



Do

- Review the criteria that will be assessed in the observation
 - this can be found in the EPA kit and in the planner at the end of this document
- Use the planner to plan how you will demonstrate the skills and behaviours that are associated with the observation.
- You will be expected to demonstrate the following:
 - check customer documents including issuing boarding cards and complete baggage reconciliation processes
 - ensure all customers are kept informed in order to help meet the aviation timetable requirements
 - deliver customer service activities
 - identify and assist those customers requiring support during their journey
 - follow all safety and security and compliance procedures
- Prepare to answer at least 8 questions following the observation



Don't

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



Next steps

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



Resits

- If you do not achieve a pass result on the observation you can resit the assessment



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

Standard area	Key points to remember
<p>Uses aviation systems following operational procedures and demonstrates the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines.</p>	
<p>Performs 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. Achieves this while treating equipment and technology responsibly and with care.</p>	

Demonstrates adapting to different customer circumstances in compliance with customer service policies and procedures, establishes an approach to work tasks which demonstrates they are an active participant.

Transmits, receives and records information as it is required, treating co-workers, customers, and other stakeholders according to the policy guidelines set out by the organisation and establishes an approach to communicating with co-workers, customers and stakeholders which reflects the ethical/behaviour code set out by the organisation.

Demonstrates working in a team, with others and responding to the needs of individuals in compliance with organisational safe working practices and workflow operational guidelines.

Maintains customer service needs and adapts to different circumstances whilst following check-in process and procedures.