

Think about
Professional discussion
Level 2 ST0907 Aviation
Customer Service
Operative v1.1



On the day of this assessment you will carry out:



A 60-minute professional discussion



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence, which is not formally assessed, but can be used to illustrate your answers.



Do

- Review the criteria associated with the professional discussion - this can be found in the EPA Kit and in the table at the end of this document
- Ensure a quiet room is available and that there are no interruptions or distractions
- Be prepared to answer at least 8 questions and any follow-up questions that your assessor may ask
- Reflect on your on-programme learning and experience



Don't

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



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 professional discussion, you can resit the assessment





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

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Customer service and assistance	
(P) Explain how your role in aviation team aligns with the organisational vision and objectives and outline how and why your own drive to achieve these aims has contributed (K5, B8)	
(P) Describe the steps taken to assist passengers and the adaptations needed to facilitate passengers with additional needs while in transit through the airdrome. Give an example of when you have had to communicate with the flight crew regarding specific customer needs (K16, S13)	
(D) Evaluate your own approaches to meeting organisation objectives and vision (K5, B8)	



Regulatory requirements

(P) Outline sector specific regulations, legislation and procedures and the importance of following legislation and monitoring compliance (K1, K2)

(P) Define the regulatory requirements governing the arrivals process of passenger services (K15)

(P) Explain how you ensure you comply with aviation regulations, working within legislative guidelines and procedures whilst processing mandatory documentation and health related items through the correct channels (S1, S14)

(P) Recall the procedures for dealing with unauthorised access in a restricted area including the steps taken when identifying passenger anomalies and the reporting of this to the line manager (K10, S10)



<p>(D) Evaluate why completing legal documentation and monitoring compliance in the organisation is important for the aviation sector as a whole (K2)</p>	
<p>(D) Explain the procedure for dealing with unauthorised access in a restricted area including passenger anomalies in accordance with relevant regulations (K10, S10)</p>	
<p>Compliance</p>	
<p>(P) Explain boarding, departure and arrivals processes, the steps you follow when scrutinising travel documentation and how you carry out boarding functions including accurate head counts, security checks, pre-boarding briefs and passenger-handling duties (K14, S9, S12)</p>	
<p>(P) Explain what remedial action you would take when you have identified aviation system faults or errors (K17, S16)</p>	



<p>(P) Describe how you identify prohibited articles in aviation operations and given an example of how you dealt with an item following procedures for identification and safe handling of goods (K4, S5)</p>	
<p>(D) Summarise the importance of scrutinising travel documentation correctly and explain the wider impact on the functioning of the airport (S9)</p>	
<p>(D) Describe a time when you have identified a fault or error and the steps you took to ensure the correct course of action was observed (S16)</p>	
<p>(D) Describe the reasons for the prohibition of articles and explain the importance of the safe handling of dangerous goods within the aviation industry (K4, K5)</p>	



Teamwork and communication

(P) List the emergency procedures, common incidents and disruptions that may occur in an aviation environment describing the appropriate action of recording and relevant people to alert in the event of an incident. Describe a time when you have successfully dealt with a problem (an incident, disruption, or emergency) and remained focused so that a timely decision could be made (K9, S8, B4)

(P) Summarise the importance of communications and customer service to the organisation and explain the impact of being a positive role model to others in attitude to work and how it is undertaken (K8, B2)

(D) Evaluates the action they took during the event of an incident and explains how staying focused informed their decision-making process (K9, B4)

v2.0

