

Summary of Changes Log

Document title and version number	Overview of change	Date of the change
L2 Aviation Customer Service Operative Timeline was v1.0 is now v1.1	<p>Guidance on employer/training provider representation at assessment methods updated in line with the assessment plan.</p> <p>Added ST number into title.</p>	02/04/2025
L2 Aviation Customer Service Operative Factsheet	<p>Added ST number into title. Guidance on English and maths requirements updated in line with the funding rules.</p>	01/08/2025
L2 Aviation Customer Service Operative EPA Kit was v1.2 is now v1.3	<p>Guidance on English and maths requirements updated in line with the funding rules.</p> <p>Highfield Assessment logo updated.</p>	01/08/2025
L2 Aviation Customer Service Operative Timeline was v1.1 is now v1.2	<p>Guidance on English and maths requirements updated in line with the funding rules.</p>	01/08/2025
L2 Aviation Customer Service Operative EPA Kit was v1.3 now v2.0	<p>Front cover updated.</p> <p>Removed paragraph regarding apprentice meeting with the assessor every three months on page 5.</p> <p>Added the following statement into the on-programme requirements on page 5 ‘apprentices must have achieved all qualifications mandated in the aviation customer service operative occupational standard: Level 2 Category 9 Certificate in Dangerous Goods Awareness.’</p> <p>Updated the Highfield approach section to better align with the assessment plan.</p>	05/02/2026

	<p>Updated the Aviation Customer Service Operative apprenticeship standard table formatting.</p> <ul style="list-style-type: none"> Restructured the themes into assessment methods combining all assessment criteria together into one table <p>Updated the grading information for assessment methods and added a grading matrix table.</p> <p>Updated retake and resit information on page 20 to better align with the assessment plan.</p> <p>Updated the assessing the observation with question and answers information.</p> <ul style="list-style-type: none"> Wording amended to better align with the assessment plan Grading information added Mock assessment information updated Criteria tables reformatted <p>Updated the assessing the professional discussion information.</p> <ul style="list-style-type: none"> Wording amended to better align with the assessment plan Grading information added Mock assessment information updated Criteria tables reformatted 	
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L2 Aviation Customer Service Operative Think abouts was v1.0 is now v1.1	Added version number to title. Updated results timeframe from 12 days to 7 days.	05/02/2026
L2 Aviation Customer Service Operative Factsheet	Added version number into title.	05/02/2026