Highfield Level 2 End-Point Assessment for ST0907 Aviation Customer Service Operative

Mock Assessment Materials

Observation with questions and answers

Observation with questions and answers criteria			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
OB1	Uses aviation systems following operational procedures and demonstrates the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines (K3, S2, S3)		
OB2	Demonstrates the use of correct handling methods using IATA PRM codes or another applicable means of communication (S15)		
OB3	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 (K11, K12, S11, B6, B7)		
OB4	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 (K6, B1)		
OB5	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/behavior code set out by the organisation (K7, S7, B3)		
OB6	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 (S6, B5)		
OB7	Maintains customer service needs and adapts to different circumstances whilst following check-in process and procedures (K13, S4)		