

Highfield **Level 2** End-Point Assessment for **ST0907 Aviation Customer Service Operative v1.1**



Government funding band – **£3,500**



Gateway requirements – **level 1 English and maths (optional for 19+, please see funding rules), Category 9 Certificate in Dangerous Goods Awareness, submitted employer policies and procedures**



End-point assessment method - **observation with questions and answers and a professional discussion**

Working as a aviation customer service operative

Aviation customer service operatives are responsible for effectively communicating across all occupational roles. Their work involves indoor and outdoor activity and commonly requires shift working and unsociable hours.

The broad purpose of this particular role is to ensure the safe, efficient and effective check-in, boarding, departure and arrival of people (and any accompanying goods/luggage). Aviation customer service operatives can work in several different environments, such as commercial airports, military base/aerodromes, aircraft carriers, heliports or other airfields. Aviation customer service operatives operate in highly regulated environments and work in very organised teams, often to very tight timescales.

Your apprentice's journey



Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the standards
- Gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are:
Observation with questions and answers

- 90-minute observation, including a question-and-answer session of at least eight questions to clarify the learner's knowledge and skills

Professional discussion

- 60-minute structured discussion focusing on how the apprentice has performed during the apprenticeship and their overall achievement of the standard. The apprentice may identify supporting evidence to bring to the professional discussion to illustrate performance

Go further

Progression from this apprenticeship would be into a management role.

Available support

On-programme support

- Delivery resources
- Tutor support resource

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



Need to know more:

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