

Highfield Level 2 End-Point Assessment for ST0908 Aviation Ground

Handler Mock Assessment Materials

Observation with questions and answers

| Assessment Criteria | Achieved |
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| OB1 - Uses aviation systems and ground service equipment to achieve objectives, using appropriate equipment and technology and following organisational operating procedures. | |
| OB2 - Communicates with others by transmitting, receiving and recording information as and when it is required and establishes an approach to work tasks which demonstrates they are active participants. | |
| OB3 - Demonstrates the loading and unloading of aircraft within the allocated time in accordance with the Load Instruction Report (LIR) and organisational procedures, including restraint/unrestraint of a Unit Load Device (ULD) and baggage nets. | |
| OB4 - Marshalls via hand signals and techniques the control of movement of vehicles in proximity of aircraft, including requirements for distance, speed, and safe positioning of vehicles near aircraft. | |
| OB5 - Demonstrates pre/post use checks of holds and all hold locks, procedures for checking specialised aircraft movement equipment prior to use, operates equipment safely and prepare/configure aircraft holds for departure following the procedure for storage after use in line with organisational requirements. | |
| OB6 - Demonstrates the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines and uses correct procedures and processes for preparing and moving back aircraft accurately, safely and promptly. | |
| OB7 - Demonstrates the procedures and processes of risk assessment when moving an airframe, operating aircraft and vehicles airside following the organisational procedures and safety policies. | |
| OB8 - Maintains organisational customer service standards when dealing with people by being polite, helpful and customer focused in line with organisation expectations. | |
| OB9 - Demonstrates working as part of a team and with other stakeholders/customers to meet objectives, establishing an approach which keeps people safe and follows the operational procedures and guidelines for working practices set out by the organisation. | |