Highfield Level 4 End-Point Assessment for ST0039 Aviation Operations Manager Mock Assessment Materials

Reflective essay and log of professional competence

Core assessment criteria

Communication		
Ref	**Assessment Criteria**	**Achieved**
CS4	Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations	

Resource management		
Ref	**Assessment Criteria**	**Achieved**
CS5	Manage resources effectively to ensure the efficient running of the department in line with organisational procedures	

SLA/SOPs		
Ref	**Assessment Criteria**	**Achieved**
CS7	Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to	

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Disruption, incidents & emergencies		
Ref	**Assessment Criteria**	**Achieved**
CS8	Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies	

Behaviours		
Ref	**Assessment Criteria**	**Achieved**
BE1	Promote a respectful culture embracing diversity and inclusion	
BE2	Encourage empowerment, ownership and responsibility within team	
BE3	Be technologically astute and keep abreast of industry developments and innovations	

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Reflective essay and log of professional competence – Merit criteria

Ref	Assessment Criteria	Achieved
REM1	Demonstrate confidence and self-motivation in their role	
REM2	Actively look for opportunities for self-development	
REM3	Deal with problems as they arise	
REM4	Seek to exceed customer expectations, in line with business objectives	

Reflective essay and log of professional competence – Distinction criteria

Ref	Assessment Criteria	Achieved
RED1	Consistently perform above the required level for their role	
RED2	Have excellent self and time-management skills	
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises	
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment	

Aircraft handling manager assessment criteria

Payload and zero fuel weight (ZFW), weight & balance/Aircraft documentation		
Ref	**Assessment Criteria**	**Achieved**
AHS1.1	Manage, within their own remit, maximum payload utilisation in line with their organisation's commercial targets, adherence to ZFW and weight and balance, in accordance with specific aircraft requirements	
AHS1.2	Manage, within their own remit, the use and maintenance of specialised equipment (including ULDs) in accordance with organisation's policies and procedures and regulatory requirements, finalising in completion of correct documentation	

Airside Ramp Operations		
Ref	**Assessment Criteria**	**Achieved**
AHS2	Manage effective ramp operation, including arrival, turnaround and departure, for the organisation, ensuring relevant communication with all other airport stakeholders and government agencies to ensure effectiveness of the whole aviation operation	

Aircraft Movements		
Ref	**Assessment Criteria**	**Achieved**
AHS3	Ensure the safe movement of aircraft; including effective scheduling and aircraft flow management, in line with stakeholders' operational targets	

Aircraft movement manager assessment criteria

Manage the airside movement of aircraft and or vehicles		
Ref	**Assessment Criteria**	**Achieved**
AMS1.1	Manage the safe movement of aircraft and/or airside vehicles within own area of responsibility, ensuring the execution of activities is in accordance to aviation safety laws and airport procedures	
AMS1.2	Manage the day-to-day operation of movement teams and specialists at airports/heliports and other landing platforms, ensuring the execution of activities is in accordance with aviation safety laws and airport procedures	

Facilities Management		
Ref	**Assessment Criteria**	**Achieved**
AMS3	Analyse and interpret codes and regulations, and use information to maximise operational performance when planning, setting priorities, organising and supervising the work of others	

Interpersonal Skills Management		
Ref	**Assessment Criteria**	**Achieved**
AMS4.1	Establish and maintain positive relationships, promoting strong interrelationships with other airport users	
AMS4.2	Maintain records required under regulations and the need for compliance with all regulations including health and safety	

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Fire service watch manager assessment criteria

Manage an on-duty fire service watch		
Ref	Assessment Criteria	Achieved
FSS1.1	Ensure that sufficient resources are available to manage the watch, and that recommendations for improvement to work activities are made when necessary	

Manage a multi appliance aviation fire & rescue incident		
Ref	Assessment Criteria	Achieved
FSS2.1	Plan and implement actions to meet the needs of the incident, lead and resolve a multi-appliance aviation fire and rescue operational incident	
FSS2.2	Close down, hand over and debrief a multi-appliance aviation fire and rescue operational incident	

Design and develop a multi appliance training scenario		
Ref	Assessment Criteria	Achieved
FSS3	Plan a multi-appliance training scenario, applying control measures to ensure a safe training environment and develop team/individual skills and knowledge	

Deliver and monitor a multi appliance training scenario		
Ref	Assessment Criteria	Achieved
FSS4.1	Safely conduct a multi-appliance training scenario in accordance with organisational requirements to develop individuals against objectives	
FSS4.2	Review a multi-appliance training scenario and implement any necessary actions in accordance with organisational policy	

Flight operations manager – air traffic control (ATC) assessment criteria

Manage Flight Operations - ATC		
Ref	**Assessment Criteria**	**Achieved**
FAS1	Manage the safe movement of aircraft within own area of responsibility whilst airborne within designated airspace and on the airfield	

Driving		
Ref	**Assessment Criteria**	**Achieved**
FAS3	Impart knowledge of rules and regulations for driving on an airfield to staff, monitor their performance and ensure compliance with organisation and regulatory requirements	

Airfield administration		
Ref	**Assessment Criteria**	**Achieved**
FAS4	Manage processes and procedures to ensure, in a timely manner, safe and efficient flow of air traffic	

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Flight operations manager – operations assessment criteria

Operations room administration		
Ref	**Assessment Criteria**	**Achieved**
FOS1	Supply flight crew with aviation safety information	

Manage Flight Operations		
Ref	**Assessment Criteria**	**Achieved**
FOS2	Manage the safe movement of aircraft within own area of responsibility	

Planning		
Ref	**Assessment Criteria**	**Achieved**
FOS3.1	Prepare and submit an 'integrated initial flight plan system' approved flight plan	

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Passenger operations manager assessment criteria

	Check in	
Ref	**Assessment Criteria**	**Achieved**
POS2	Work with the check-in team, senior management and other stakeholders as required, making effective decisions to maintain operational standards, commercial performance and customer satisfaction	

	Operational performance	
Ref	**Assessment Criteria**	**Achieved**
POS3.1	Manage terminal facilities in line with organisational procedures	
POS3.2	Anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions	
POS3.3	Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made, ensuring commercial output while minimising disruption	
POS3.4	Manage major incidents and accidents both in the terminal and on an aircraft on the ground	

	Service performance	
Ref	**Assessment Criteria**	**Achieved**
POS4.1	Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance	
POS4.2	Maintain brand standards while anticipating and managing changes to aviation operations as a consequence of external factors	
POS4.3	Ensure effective communication with customers	

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