Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative – Aircraft Handling Pathway

Mock Assessment Materials

Professional Discussion

Security			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
SE9	Describe how to secure items, areas and data in line with your responsibilities		
SE10	Describe your organisation's personal identification requirements		
SE11	Identify reporting procedures for suspicious incidents or behaviour		
SE12	Identify reporting procedures for discrepancies in the security of actual or potential access points		
SE13	Describe how to ensure action is taken in response to an actual or suspected security threat		
SE14	Describe the appropriate remedial actions to take when irregularities in security are identified		

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	Inter-personal skills		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
IP1	Explain the benefits of developing productive working relationships with colleagues		
IP2	Explain how to address conflicts with colleagues		
IP3	Describe how to deal with diversity issues		
IP4	Outline how to receive and make use of feedback on your performance from colleagues		
IP5	Identify the responsibilities of team members in own area		
IP6	Outline the processes within the organisation for making decisions		
IP7	Outline line management relationships within the organisation		
IP8	Identify the organisation's aims, values and culture		
IP9	Explain the standards of appearance, behaviour and performance expected in the organisation		
IP10	Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately		
IP11	Respond to requests for information adhering to your organisation's standard timeliness		

**Disruption incidents & emergencies**
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
DI12	Interpret incidents/emergencies that have been identified		
DI13	Ask suitable questions to check you understand the incident/emergency		
DI14	Identify the available solution(s) for resolving the incident/emergency		
DI15	Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution		
DI16	Keep others fully informed about what is happening to resolve the incident/emergency		
DI17	Check with others to ensure the incident/emergency has been resolved satisfactorily		
DI18	Give clear reasons to others when the incident/emergency has not been resolved satisfactorily		
DI19	Be engaged with the job role, remaining calm and assured throughout the working period		
DI20	Be able to concentrate on the task in hand and not be distracted by problems		
DI21	Prioritise all tasks to ensure effective time management and a calm approach to work		

**Dangerous goods**
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
DG5	Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities		
DG6	Identify potential dangerous goods hazards		
DG7	Operate safely when exposed to dangerous goods		

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	Servicing		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
SV1	Describe the following services used by the aircraft: • engineering BF/AF • fuelling • de-icing • water (potable and domestic) • in-flight catering • waste management • cleaning • aircraft turnaround (including loading and unloading)		
SV2	Outline your responsibilities under any legislation relevant to the service you are applying		
SV3	Explain how to obtain authorisation to apply services		
SV4	Identify the resources you can use for services and equipment relevant to the service being applied		
SV5	Identify hazards and your organisation's procedures relating to opening and closing access points		
SV6	Identify any special handling or storage considerations including load restraint		
SV7	Explain the different types, services, functions and operation of loading/unloading equipment relevant to the aircraft and the safety features and how to use them correctly		
SV8	Outline your organisation's procedures relating to the transferring of services during poor weather		
SV9	Prepare the aircraft hold/floor in accordance with loading requirements		

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