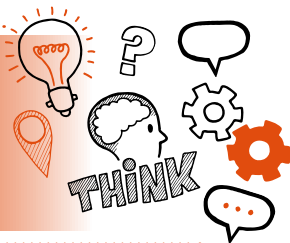


**Think about
Practical observation
Level 3 ST0038 Aviation Ground
Specialist – Passenger Services
pathway v1.2**



On the day of this assessment you will carry out:



A 60-minute observation



Face-to-face



At your workplace



With an end-point assessor



Key point

The scenario/task you will be observed on will be given to you on the day of your assessment.



Do

- ☐ Review the criteria associated with the practical observation - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Use the planner to plan how you will demonstrate the skills you have that are associated with the observation
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Be prepared to answer any questions that the end-point assessor may have



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to relax and enjoy your assessment



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the practical observation, you can resit the assessment



Use the table below to plan and prepare for the practical observation.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Safety	
(P) Ensure self and team correctly report hazards as identified	
(P) Act within standard operating procedures at all times	
(P) Take action to deal with hazards in line with organisational procedures	

Assessment criteria	Key points to remember
Compliance & legislation	
(P) Ensure area of responsibility complies with procedures and legislative requirements	
(M) Ensure compliance of team members within area of responsibility	
(M) Correct non-compliance in area of responsibility	
(D) Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

Assessment criteria	Key points to remember
Communication	
(P) Ensure accurate and timely communication with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Adapt language and tone to match audience and situation	
(M) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	

Assessment criteria	Key points to remember
(D) Ensure excellent communication with all internal and external stakeholders	
Inter-personal skills	
(P) Work as part of a team to ensure adequate performance in the role	
(P) Provide appropriate guidance for team members	
(M) Take initiative as a senior team member or supervisor to improve performance in the role, within limits of operation	

Assessment criteria

Key points to remember

Aviation systems

(P) Ensure prescribed systems are used correctly

(P) Report faults or errors as they occur

(P) Take action to maintain systems to prevent faults or errors

Aviation timescales

(P) Ensure minimum performance expectations are met in own area of responsibilities

Assessment criteria	Key points to remember
(M) Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	
(D) Organise and prioritise work to make the most efficient use of time, and complete core and relevant additional tasks within timescales	
Travel documentation	
(P) Displays a good knowledge of travel documentation (e.g. passports, diplomatic documentation, visas, etc.)	
(P) Displays excellent knowledge of travel documentation	

Assessment criteria

Key points to remember

(M) Can resolve documentation discrepancies

Check in

(P) Meets standards in given time frame

(M) Delivers standard within reduced time frame or exceeds standards within timeframe

(D) Exceeds standards within reduced time frame

Customer service and communication

(P) Presents a positive corporate image

(P) Wears uniform to corporate standard

(P) Acts in a manner that protects corporate values

(P) Adequately practises the required skills for interacting with passengers and employees

Assessment criteria	Key points to remember
<p>(P) Gives adequate information/direction to assist employees with passenger interactions</p>	
<p>(P) Communicate directly with passengers as required</p>	
<p>(P) Ensure effective teamwork, e.g. cooperation, involvement, assistance</p>	
<p>(M) Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation</p>	

Assessment criteria	Key points to remember
(M) Utilises the required skills for interacting with passengers and employees	
(M) Communicating appropriately with employees to promote confidence	
(M) Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction	
(M) Give clear and concise information/direction	

Assessment criteria	Key points to remember
(M) Invest in team, promotion of empowerment, offering development opportunities	
(D) Always presents a positive corporate image	
(D) Acts in a manner that promotes corporate values	
(D) Personality reflects positive corporate image	

Assessment criteria	Key points to remember
(D) Fully engages with employees to develop customer experience	
(D) Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs	
(D) Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance	
Gate processes	
(P) Use DCS adequately	

Assessment criteria	Key points to remember
(P) Adequately oversee disruptions, e.g. fire evacuation, flight delay, security alert, DCS outage ensuring all involved follow procedure	
(M) Displays good knowledge of DCS	
(D) Displays excellent knowledge of DCS	