On the day of this assessment you will carry out:

A 60-minute observation

Face-to-face

At your normal place of work

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 below to plan how you will demonstrate the skills you have that are associated with the observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer any questions that your assessor may ask

👎 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

(M) indicates merit criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Safety	
(P) Correctly report hazards if identified	
(P) Act within standard operating procedures at all times	
(M) Take action to deal with hazards in line with organisational procedures	
Compliance and legislation	
(P) Check area of responsibility complies with procedures and legislative requirements	

(M) Take action to correct non-compliance	
(D) Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons	
Communication	
(P) Communicate with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Ensure all communications are timely and accurate	

(M) Adapt language and tone to match audience and situation	
(D) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	

Inter-personal skills

(P) Work as part of a team to ensure adequate performance in the role	
(P) Work accurately with supervision	
(M) Take initiative as part of a team to improve performance in the role within limits of operation	
(M) Work accurately with minimal supervision	

Aviation systems	
(P) Identify and use prescribed systems correctly	
(P) Report faults or errors as they occur	
(P) Meet performance expectation for timescales to complete tasks	
(M) Take action to maintain systems to prevent faults or errors	
(M) 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	

Operate aviation specialist equipment	
(P) Arrived punctually	
(P) Dressed in the correct PPE	
(P) Suitably trained with awareness of specialisation	
(P) Select the correct equipment for the task	
(P) Carry out pre-use checks correctly in accordance with reference cards	
(P) Following standard operating procedures to complete the task	

(P) Operate equipment safely	
(M) Thorough knowledge of the task	
(M) Identify potential hazards on the equipment	
(M) Correct notification procedures of equipment defects	
(D) Able to explain the task in depth	
(D) Identify, report and follow through rectification procedures	

Operate aviation IT equipment	
(P) Start up and correctly use the different types of IT systems and hardware used in their work	
(P) Use IT hardware in a way that conforms with good health and safety practice	
(P) Seek immediate assistance when difficulties occur with the IT system	
(P) Close down the IT system without damage and maintaining security of data	
(P) Have regard for relevant legal regulations when operating IT systems	

(M) Identify and correct common errors on the IT systems and hardware used	
(M) Ensure computer hardware is kept securely located	
(D) Maintain work schedules during system failures, and ensure files are updated when the system is restored	

Ensuring a hazard free airside environment

(P) Arrived punctually	
(P) Dressed in the correct PPE for the environment	
(P) Identify types of hazard	

(P) Conduct FOD plod, safely and effectively	
(P) React to potential hazardous situations, such as FOD intake, crash on impact	
(M) Communicate hazards/potential hazards to the appropriate level	
(D) Rectify hazards, such as clearing FOD, reporting actions taken to the appropriate authority	
Support aviation operations	
(P) Assist in the collection and collation of operational information on aircraft movements	
(P) Record information on aircraft movement in line with organisational procedures	

(P) Operate equipment in order to process information in line with organisational procedures	
(P) Pass relevant aviation information on to others	
(P) Use the information from standard aviation messages to disseminate information in line with organisational procedures	
(M) Operate the appropriate communications equipment and radios in line with organisational procedures	
(M) Respond to and initiate operational signals relating to inbound and outbound aircraft in a timely manner	
(D) Prioritise the dissemination of important air move messages, e.g. air move arrival/departure, delay and overdue procedures	