

# Highfield Level 2 End-Point Assessment for ST0907 Aviation Customer Service

## Operative Mock Assessment Materials

### Observation with questions and answers

Assessment Criteria	Achieved
<b>OB1</b> - Uses aviation systems following operational procedures and demonstrates the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines.	
<b>OB2</b> - Demonstrates the use of correct handling methods using IATA PRM codes or another applicable means of communication.	
<b>OB3</b> - Performs necessary checks of passports, visas and other statutory travel documentation using appropriate equipment and technology in line with regulations and organisational processes for check-in of passengers and baggage. Achieves this while treating equipment and technology responsibly and with care.	
<b>OB4</b> - Demonstrates adapting to different customer circumstances in compliance with customer service policies and procedures', establishes an approach to work tasks which demonstrates they are an active participant.	
<b>OB5</b> - Transmits, receives and records information as it is required, treating co-workers, customers, and other stakeholders according to the policy guidelines set out by the organisation and establishes an approach to communicating with co-workers, customers and stakeholders which reflects the ethical/behaviour code set out by the organisation.	
<b>OB6</b> - Demonstrates working in a team, with others and responding to the needs of individuals in compliance with organisational safe working practices and workflow operational guidelines.	
<b>OB7</b> - Maintains customer service needs and adapts to different circumstances whilst following check-in process and procedures.	