

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

## Operative Mock Assessment Materials

### Professional discussion

| Assessment Criteria (Pass)   | Achieved |
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| <b>PDP1</b> - Explains how their role in the aviation team aligns with the organisational vision and objectives and outlines how and why their own drive to achieve these aims has contributed.  |          |
| <b>PDP2</b> - Describes the steps taken to assist passengers and the adaptations needed to facilitate passengers with additional needs while in transit through the airdrome. Give an example of when they have had to communicate with flight crew regarding specific customer needs. |          |
| <b>PDP3</b> - Outlines sector specific regulations, legislation and procedures and the importance of following legislation and monitoring compliance.  |          |
| <b>PDP4</b> - Defines the regulatory requirements governing the arrivals process of passenger services.  |          |
| <b>PDP5</b> - Explains how they ensure they comply with aviation regulations, working within legislative guidelines and procedures whilst processing mandatory documentation and health related items through the correct channels.  |          |
| <b>PDP6</b> - Recalls the procedure for dealing with unauthorised access in a restricted area including the steps taken when identifying passenger anomalies and the reporting of this to the line manager.  |          |
| <b>PDP7</b> - Explains boarding, departure and arrivals processes, the steps they follow when scrutinizing travel documentation and how they carry out boarding functions including accurate head counts, security checks, pre-boarding briefs and passenger-handling duties.          |          |
| <b>PDP8</b> - Explains what remedial action they would take when they have identified aviation system faults or errors.  |          |
| <b>PDP9</b> - Describes how they identify prohibited articles in aviation operations and gives an example of how they dealt with an item following procedures for identification and safe handling of goods.   |          |

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| <b>PDP10</b> - Lists the emergency procedures, common incidents and disruptions that may occur in an aviation environment describing the appropriate action of recording and relevant people to alert in the event of an incident. Describes a time when they have successfully dealt with a problem (an incident, disruption, or emergency) and remained focused so that a timely decision could be made. |  |
| <b>PDP11</b> - Summarise the importance of communications and customer service to the organisation and explains the impact of being a positive role model to others in attitude to work and how it is undertaken.  |  |

| <b>Assessment Criteria (Distinction)</b>  | <b>Achieved</b> |
|---|-----------------|
| <b>PDD1</b> - Evaluates their own approaches to meeting organisational objectives and vision.   |                 |
| <b>PDD2</b> - Evaluates why completing legal documentation and monitoring compliance in the organisation is important for the aviation sector as a whole.             |                 |
| <b>PDD3</b> - Explains the procedure for dealing with unauthorised access in a restricted area including passenger anomalies in accordance with relevant regulations. |                 |
| <b>PDD4</b> - Summarises the importance of scrutinising travel documentation correctly and explains the wider impact on the functioning of the airport.               |                 |
| <b>PDD5</b> - Describes a time when they have identified a fault or error and the steps, they took to ensure the correct course of action was observed.               |                 |
| <b>PDD6</b> - Describes the reasons for the prohibition of articles and explains the importance of the safe handling of dangerous goods within the aviation industry. |                 |
| <b>PDD7</b> - Evaluates the action they took during the event of an incident and explains how staying focused informed their decision-making process.                 |                 |