

Paper Code: M-EPA-AOMC4001

Aviation Operations Manager - Core EPA Mock Written Exam



Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.

Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Only remove the examination paper from the sealed envelope when instructed to do so.

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The duration of this examination is **1 HOUR**. The examination consists of **6 questions**.

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Please carefully read the examination questions and clearly write your answers where specified to do so.

The test is worth 100 marks, with the pass being 60 marks.

Complete ALL tasks. Use BLACK or BLUE ink.

You are **NOT** allowed any assistance to complete the answers.

When completed, please leave the **Examination Paper** on the desk.

SIGN the declaration before leaving.

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1

Identify **two** service level agreements (SLAs) or standard operating procedures (SOPs) that you have set your staff. Explain why these have been set and the importance of them being achieved.



2

Explain the factors you would need to consider when planning and/or allocating your budget. You should consider resources such as equipment and personnel requirements, in line with organisational policies.



3

Outline **three** aviation regulations relating to health and safety that must be followed in your workplace and state which organisations govern these regulations.



4

Identify the leadership and management skills that you could use to motivate your team and explain why these would be effective in accomplishing organisational goals and targets.



5

Describe **three** potential security breaches, incidents or emergencies that may occur in your workplace, the actions you would take to resolve these and why you would take those actions. You should include details of how you would:

- assess the situation
- inform and protect the public and staff
- communicate with the relevant personnel
- carry out a suitable response



(30 marks)



6

Describe **three** instances of non-compliance in your workplace. You should include details of:

- the procedures or regulations that have been breached
- what impact they have had
- your role and the actions you must take, including how you would manage your team members
- the requirements and procedures you must follow to return to a state of compliance



(30 marks)













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