Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative

End-Point Assessment Kit

Pathway: Flight Operations

Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative - Flight Operations

EPA kit

Contents

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How to use this EPA kit

Welcome to the Highfield end-point assessment kit for the Aviation Ground Operative – Flight Operations Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 2 Aviation Ground Operative - Flight Operations Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process. Additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard, and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship standard:	Aviation Ground Operative - Flight Operations
Level:	2
On-programme duration:	Minimum of 12 months
Grading:	Pass, merit or distinction
End-point assessment duration:	Maximum of 2 months
End-point assessment methods:	On-demand tests, practical observation and professional discussion

In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment

Introduction

Aviation Ground Operative - Flight Operations overview

The aviation ground operative standard covers 5 pathways: aircraft handling, aircraft movement, firefighter, flight operations and passenger services. This EPA kit is designed to support the flight operations pathway.

An aviation ground operative could work in a number of environments, such as a commercial airport, military base/aerodrome, heliport or other airfield. With 5 key specialist functions all working in conjunction with each other, aviation ground operators form the teams above and below wing to ensure the efficient and effective arrival, turnaround and departure of aircraft. At the heart of the role is safety, security and compliance with aviation regulations that focus on each operator's day-to-day duties. Effective communication and teamwork ensure that aircraft handling, air traffic control (ATC) and those moving, loading, unloading and servicing a range of aircraft achieve the objectives of their organisation in this diverse field.

Flight operations ground operatives provide flight crew and air traffic controllers with the information required to facilitate the smooth flow of air traffic safely and expeditiously. This can take place in both an air traffic control tower and an operations room. They can also be employed in other remote areas such as the London Area and Terminal Control Centre at Swanwick in Hampshire.

On-programme requirements

The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Although this method is flexible and the process is not prescribed, the following best practice recommendation is made:

Throughout the programme, and at least every 3 months, the apprentice should meet with the continuous assessor and record their progress against the standard. At these reviews, evidence should be recorded and, once the apprentice is competent, sections of the standard signed off by the employer. The process of maintaining a continuous assessment record is important so employers are confident in determining when the apprentice has achieved full competence in their job roles and is ready for end-point assessment. The continuous assessment record is not a portfolio of evidence, but a practical record of what the apprentice can do following periods of training, development and assessment. A minimum of 4 meetings

and completed records are recommended to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

There are no mandatory qualifications for this standard, however, employers may wish to include relevant qualifications to help structure the on-programme delivery.

Use of Artificial Intelligence (AI) in the EPA

Where AI has been used as part of the apprentice`s day-to-day work and forms part of a project report, presentation, or artefact, it should be referenced as such within the work. AI must not be used to produce the report or portfolio.

Where AI has been used as part of a portfolio that underpins an interview or professional discussion or any other assessment method, it should be fully referenced within the portfolio.

Readiness for end-point assessment

In order for a learner to be ready for the end-point assessments:

- they must have successfully completed the English and maths components of the apprenticeship.

- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the learner must attend a formal meeting with their employer to complete the 'readiness for end-point assessment record'.

- the apprentice and the employer should engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 2-month end-assessment window. Further information about the gateway process is covered later in this kit.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Order of end-point assessments

There are 3 end-point assessment methods; 2 on-demand tests, an observation and a professional discussion. The assessments can be taken in any order.

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The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (2016)

https://www.instituteforapprenticeships.org/apprenticeship-standards/aviation-ground-operative/

End-point assessment plan (July 2016)

https://www.instituteforapprenticeships.org/media/1134/aviation_ground_operative.pdf

Common approach

People 1st

Specific considerations

Two on-demand tests - Highfield has used 30 questions, with 60% being the pass mark for each of the on-demand tests, to align with the People 1st common approach.

In accordance with the aviation ground operative assessment plan, Highfield has detailed which criteria **must** be covered within the professional discussion at the end of this guide. Additionally, the criteria that are not covered by the selected observation scenario must also be assessed during the professional discussion.

During the practical observation, wherever possible, situations and evidence should be naturally occurring. However, to ensure that all criteria can be covered, some simulation will be allowed to ensure total coverage of the standards. This can be arranged before the assessment takes place to give the best opportunity for all criteria to be met.

All of the evidence criteria used within this end-point assessment have been taken directly from the aviation ground operative standard assessment plan or written based on supporting documentation.

The assessment plan states that: 'The on demand tests and observation can be completed in any order, but must be passed prior to the professional discussion as the last assessment activity', however, this has since been revised within the People 1st common approach document, issued in November 2019, allowing the assessment methods to now be taken in any order.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved level 1 English
- achieved level 1 maths

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

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The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the Gateway Readiness Report, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Please note: a copy of the standard should be available to all attendees during the gateway meeting.

Reasonable adjustments and special considerations
Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements
Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card or travel card

Highfield Level 2 End-Point Assessment for Aviation Ground Operative Apprenticeship Standard
Pathway: Flight Operations

The following pages contain the Level 2 Aviation Ground Operative Apprenticeship Standard and the assessment criteria for the **Flight Operations** pathway, in a suggested format that is suitable for delivery.

Safety		
Knowledge	**Skills**	**Behaviour**
Health and safety regulations and **legislation** relevant to the role; an aviation environment and **organisational procedures** and how they impact on self, others and in relation to aviation operational duties	Work in line with organisational and legal requirements relating to health and safety, and be aware of, report and prevent **hazards** in an aviation environment	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices. Treat work areas and equipment with respect at all times.
On-demand test		
Indicative assessment criteria		
SA1 - Understand how to act within standard operating procedures at all times SA2 - Identify **legislation** and **organisational procedures** covering health and safety SA3 - Identify the location and the **hazards** associated with the ramp/dispersal area SA4 - Understand the health, safety and **hazards** associated with flight operations SA5 - Identify **surface markings**, operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area SA6 - Identify **personal protective equipment (PPE)** and describe when to wear it SA7 - Describe **dangers from foreign object debris (FOD)** and the importance of keeping areas clean and tidy at all times SA8 - Describe **dangers from birds and other wild animals** and the importance of ensuring that the area does not attract them		

SA9 - Describe how to use equipment and vehicles on the ramp area

SA10 - Outline the benefits of safe working practices

SA11 - Identify the consequences of not operating safely in an airport environment

SA12 - Identify the main causes of incidents/accidents in an airport

SA13 - Identify hazardous materials and outline the procedures for using them

SA14 - Describe procedures for reporting incidents/accidents airside

SA15 - Describe the effects of **severe weather** airside and the precautions to take for the following

Practical observation		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
SA16 - Correctly report **hazards** if identified SA17 - Act within standard operating procedures at all times	SA18 - Take action to deal with **hazards** in line with **organisational procedures**	There are no distinction criteria for this component
Amplification and guidance		

Regulators and agencies in the aviation industry

The Civil Aviation Authority (CAA); The International Civil Aviation Organisation (ICAO); The European Aviation Safety Agency (EASA); The Department for Transport (DfT); and the Military Aviation Authority (MAA). These organisations all publish guidance and information relevant to job roles contained within this specification.

Organisational procedures

Organisational procedures may include industry, organisational and regulator specific instructions and guidance (SOPs) and are based on safe methods of working, safe systems of working and risk assessment, e.g. fire drill.

Legislation covering the aviation working environment includes:

RIDDOR - reporting procedures for safety breaches, HASWA, CAA, PPE, Air Navigation Order (ANO 2016), Aerodrome licensing, COSHH.

Hazards

Slips, trips and falls, collision, crushing, cargo, debris, noise, fumes, fuel and fire.

Work safely

Following procedures, training, monitoring, reporting unsafe working practices, PPE (gloves, high-visibility, etc.).

Hazards can be avoided

Information and training, supervision, risk assessment, safety procedures, signage, reporting to ATC.

Dangers from aircraft

Propellers, engine intake, stairs, taxiing, doors, push back.

Surface markings

Painted signs on apron, taxiway, runway, roads, pedestrian walkways.

Operating areas

Includes: airside and landside areas such as terminal buildings, aircraft stands, ramps, apron, taxiway, baggage loading/unloading areas, runways and approach roads, warehousing, HM customs buildings, air traffic control buildings, fire stations, firefighting and rescue training facilities, security and police buildings and facilities. Fuel dumps and fuel terminals, hangars and aircraft storage and maintenance areas, cargo and freight.

Dangers from foreign object debris

Damage to runways and aircraft, injuries to staff and passengers, increase costs to airlines.

Dangers from birds and other wild animals

Engine failure due to bird strike, collision, damage to aircraft.

Airside hazards

Fumes, vehicles, noise, cargo, fuel, luggage and freight.

Personal protective equipment (PPE)

Ear protection, high-vis clothing, other personal protective equipment.

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Severe weather
Wind, snow, ice, heat, sun.

Security		
Knowledge	**Skills**	**Behaviour**
The systems, procedures and requirements to ensure security of self and others in own area of responsibility	Contribute to security of self and others in own area of responsibility, e.g. in airside/landside areas	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices

On-demand test

Indicative assessment criteria

SE1 - Identify signs of **suspicious behaviour**
SE2 - Outline the limits of your authority
SE3 - Identify specified, banned, illegal and dangerous items
SE4 - Explain **threat or risk** awareness
SE5 - Identify **relevant aviation security documents**
SE6 - Identify **relevant aviation security authorities**
SE7 - Outline **your responsibility** in relation to security
SE8 - Outline your **organisation**'s procedures for restricting access

Professional discussion

Indicative assessment criteria

SE9 - Describe how to secure items, areas and data in line with your responsibilities
SE10 - Describe your **organisation**'s personal identification requirements
SE11 - Identify reporting procedures for suspicious incidents or behaviour
SE12 - Identify reporting procedures for **discrepancies in the security of actual or potential access points**
SE13 - Describe how to ensure action is taken in response to an actual or suspected security threat
SE14 - Describe the **appropriate remedial actions** to take when **irregularities in security** are identified

Amplification and guidance

Suspicious behaviour

Body language - appearing nervous, agitated, excessive fidgeting, clock-watching, head-turning, shuffling feet, leg shaking, excessive perspiration inconsistent with environment.

Threat or risk

Improvised explosive devices (IED), knives, gun, improvised weapons such as scissors, cutlery, hijack of aircraft (ground or in air), bags in airport, bags left unattended, airline reputation, loss to airline such as financial.

Relevant aviation security documents

Passports, e-tickets, boarding cards, staff ID, visitor's ID, plainclothes police officer's ID, uniformed police officer's ID, security staff ID, building contractor's ID, catering delivery staff ID, ground handling agency staff ID, airline personnel ID, retail store staff ID, airport supplier services staff ID.

Relevant aviation security authorities

Civil Aviation Authority (CAA), Military Aviation Authority (MAA), Department for Transport (DfT).

Irregularities in security

Forged ID, unauthorised access to restricted zones by persons known and unknown, stolen identity passes, inappropriate responses to security questions, restricted items identified at screening.

Your responsibility

Adhere to company procedures (check-in, security, boarding, cabin crew procedures). Identify unattended baggage/items, be aware of and report restricted items, report and be aware of security breaches by staff and passengers, attend training sessions and refresher training.

Organisation

Staff training, International Civil Aviation Organization (ICAO), European Aviation Safety Agency (EASA), Department for Transport (DfT), Civil Aviation Authority (CAA), Safety management systems (SMS), compliance with regulation.

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Appropriate remedial action

Follow company procedures and awareness of risks (check-in, security, boarding, cabin crew), passengers' compliance with rules, e.g. unattended baggage, restricted items, awareness of security breaches by staff and passengers' role.

Discrepancies in the security of actual or potential access points

Gate change, unacceptable passenger, missing passenger, missing passenger document, hand baggage not acceptable.

Compliance & legislation

Knowledge	Skills	Behaviour
Aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility	Comply with all relevant legislation, procedures and regulations in an aviation environment within own area of responsibility	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices

On-demand test

Indicative assessment criteria

CL1 - Explain the **requirements for compliance** in the aviation environment
CL2 - Outline **procedures that must be followed** to ensure compliance
CL3 - Explain the impact of not following procedures and ensuring compliance
CL4 - Explain the impact of the aviation operation on the environment
CL5 - Identify **environmental controls** in the aviation operation

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
CL6 - Check area of responsibility complies with procedures and legislative requirements	CL7 - Take action to correct non-compliance	CL8 - Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons

Amplification and guidance

Requirements for compliance

Passengers' safety, safety of yourself and colleagues, rules to deal with unattended baggage, restricted item, awareness of security breaches by staff and passengers.

Procedures must be followed

Authorisation for firearms on passenger flights.

Know the organisations involved for safety regulations

e.g. ICAO, IATA, CAA.

Impact of not following procedures

Security, aviation and legislation breaches, missed opportunities to detect and prevent, health and safety, CAA, MAA.

Environmental controls

Environmental control in the aviation industry is far-reaching and includes noise on and around airports, carbon emissions, international spread of disease. That water used on board is safe to drink from the filling points on the airport, water transporters and on the aircraft. Importation and exportation of live animals and food safety both at the terminal and on board the aircraft.

The key message is that your skills and knowledge relate to the environmental controls that are within the scope of your job role.

Organisational and legal requirements for compliance

Including: aviation legislation, environmental legislation, health and safety legislation, airport authority regulations, Civil Aviation Authority (CAA)/Military Aviation Authority (MAA) requirements, local authority regulations

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Communication

Knowledge	Skills	Behaviour
How to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication	Communicate effectively transmitting and receiving information and recording it as required	Treat others with respect at all times

On-demand test

Indicative assessment criteria

CO1 - Describe available **lines and methods of communication**

CO2 - Identify relevant **communications equipment** and explain organisational procedures relating to its use

CO3 - Explain organisational procedures regarding malfunctioning equipment

CO4 - Identify relevant aviation **guidelines, procedures and standard phrases**

CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes

CO6 - Know the phonetic alphabet

CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information

CO8 - Explain organisational procedures for passing on messages and **alternative communication routes** in the event of an equipment failure

CO9 - Manage requests for information from: seniors, colleagues or external sources

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
CO10 - Communicate with the right people at the right time using the correct method CO11 - Ensure communication is received and understood CO12 - Ensure all communications are timely and accurate	CO13 - Adapt language and tone to match audience and situation	CO14 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow

Amplification and guidance
Communications equipment
Handheld radio, mobile phone, fixed-line telephone, public address system, air-to-ground radio, lights, alarms, noticeboard, flight information display systems.
Guidelines, procedures and standard phrases
These include aviation industry, organisational and regulator specific instructions and guidance such as CAP 413 and MAA Regulation ATM.
Alternative communication routes
Public address system, landline, mobile phone, handheld radio, hand signals, signs, alarms, email, flight information display system (FIDS), noticeboard.
Lines and methods of communication   Including: oral, written, electronic, carried out by self and carried out by others.

Interpersonal skills		
Knowledge	**Skills**	**Behaviour**
Own role within the team and how it contributes to achieving objectives. Know how to identify and respond to individuals' needs and abilities in different situations and communicate with others and colleagues from a diverse range of backgrounds and cultures.	Work effectively as part of a team and with others, identifying and responding to the needs of individuals, including colleagues, other organisations or customers	Be a positive role model to others in attitude to work and how it is undertaken. Treat the team, customers and other **stakeholders** with courtesy respect. Be punctual and reliable. Demonstrate personal drive to achieve the vision and objectives of the organisation.
Professional discussion		
Indicative assessment criteria		

IP1 - Explain the benefits of developing productive working relationships with colleagues

IP2 - Explain how to address conflicts with colleagues

IP3 - Describe how to deal with diversity issues

IP4 - Outline how to receive and make use of feedback on your performance from colleagues

IP5 - Identify the responsibilities of team members in own area

IP6 - Outline the processes within the organisation for making decisions

IP7 - Outline line management relationships within the organisation

IP8 - Identify the organisation's aims, values and culture

IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation

IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately

IP11 - Respond to requests for information adhering to your organisation's standard timeliness

Practical observation		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
IP12 - Work as part of a team to ensure adequate performance in the role IP13 - Work accurately with supervision	IP14 - Take initiative as part of a team to improve performance in the role within limits of operation IP15 - Work accurately with minimal supervision	There are no distinction criteria for this component
Amplification and guidance		

Stakeholders
People, organisations, social groups, internal or external to the business that have a vital interest in the business or its activities.

Manage stakeholders' needs
Treat stakeholders courteously and helpfully at all times, keep stakeholder informed and reassured, respond promptly to a stakeholder seeking help, check with stakeholder that you have fully understood their expectations.

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Aviation systems and timescales

Knowledge	Skills	Behaviour
Identify key **aviation systems** used in own role and how to operate and adhere to them in line with the organisation's procedures	Use **aviation systems** relevant to own role effectively to achieve the required outcome	Use equipment and technology responsibly and effectively. Work responsibly to keep operation flowing smoothly, complying with working practices.

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AS1 - Identify and use prescribed systems correctly AS2 - Report faults or errors as they occur AS3 - Meet performance expectation for timescales to complete tasks	AS4 - Take action to maintain systems to prevent faults or errors AS5 - Work efficiently to meet and exceed timescales to complete tasks	AS6 - Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales

Amplification and guidance

Aviation systems

Aviation management systems in this section could include handheld devices such as tablets or networked laptop and desktop computer systems that contribute to the overall management of ground operations.

The key message is that the aviation systems are at your normal place of work and are those that you would be expected to be able to use in a competent manner as part of your normal job role. You should be competent in the actions that you should take in the event of system failure.

Disruption incidents & emergencies		
Knowledge	**Skills**	**Behaviour**
Emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident	Take appropriate action in the event of an incident, disruption or emergency, liaising with relevant people and recording actions and outcomes as required	Remain focused when a problem arises so that effective and timely decisions can be made. Handle all tasks in a calm and organised manner.
On-demand test		
Indicative assessment criteria		
DI1 - Get help to identify an incident/emergency and be able to describe its main features DI2 - Know how the incident/emergency affects you and other people DI3 - Know how people would like to be informed about the progress and solution of the incident/emergency DI4 - Identify problem-solving methods that can be adopted to address the incident/emergency DI5 - Identify factors that may affect the way you deal with the incident/emergency DI6 - Identify which people could help you resolve the incident/emergency DI7 - Outline rules and regulations that you have to consider when solving the incident/emergency DI8 - Know how to overcome difficulties when solving incidents/emergencies DI9 - Follow a plan that takes into account any issues that may arise DI10 - Explain how you will know when an incident/emergency has been resolved DI11 - Know how to access additional support available post-incident		
Professional discussion		
Indicative assessment criteria		
DI12 - Interpret incidents/emergencies that have been identified DI13 - Ask suitable questions to check you understand the incident/emergency DI14 - Identify the available solution(s) for resolving the incident/emergency DI15 - Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution DI16 - Keep others fully informed about what is happening to resolve the incident/emergency		

DI17 - Check with others to ensure the incident/emergency has been resolved satisfactorily
DI18 - Give clear reasons to others when the incident/emergency has not been resolved satisfactorily
DI19 - Be engaged with the job role, remaining calm and assured throughout the working period
DI20 - Be able to concentrate on the task in hand and not be distracted by problems
DI21 - Prioritise all tasks to ensure effective time management and a calm approach to work

Amplification and guidance
The key message is that you should be clear on the actions that you should take in the event of an incident or an emergency. This includes incidents both landside (terminal buildings) and airside (aircraft).

Dangerous goods

Knowledge	Skills	Behaviour
Relevant dangerous goods and how to deal with them effectively in own area of responsibility	Follow procedures for identification and safe handling of dangerous goods in own area of responsibility	Work responsibly to keep people safe, complying with working practices

On-demand test

Indicative assessment criteria

DG1 - Acknowledge and understand the general **principles of storage, carriage and handling of dangerous goods**
DG2 - Identify classifications of dangerous goods
DG3 - Explain dangerous goods handling requirements
DG4 - Explain the emergency procedures in the event of a dangerous goods incident

Professional discussion

Indicative assessment criteria

DG5 - Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities
DG6 - Identify potential dangerous goods hazards
DG7 - Operate safely when exposed to dangerous goods

Amplification and guidance

Principles of storage, carriage and handling of dangerous goods

Passengers, staff and flight crews, safety data sheets (SDS), Department for Transport (DfT) regulations, health and safety executive (HSE), Driver and Vehicle Standards Agency (DVSA), manual handling, authorisation notices, Office of Rail and Road (ORR), Maritime and Coastguard Agency (MCA), Civil Aviation Authority (CAA). European agreement concerning the international carriage of dangerous goods by road (ADR).

The key message is to be aware of the dangerous goods in own area of responsibility and the actions to take in the event of an incident or emergency.

Support aviation operations

Knowledge	Skills
The responsibilities of a team member when collecting and collating information relating to aviation operations, what should be disseminated to whom and how to respond to urgent incidents	Collect and collate relevant aviation information required by own role and communicate it in accordance with standard operating procedures, responding to urgent incidents

On-demand test

Indicative assessment criteria

SO1 - Outline the different forms of **flight operation information** and protocols in use, including the final recipients of the information
SO2 - Outline the purpose of airline ground operations manuals and their contents
SO3 - Outline the flight information display/system, as appropriate to the location
SO4 - Outline aviation codes, including reference sources for unknown or unrecognised codes and abbreviations
SO5 - Outline your organisation's procedures relating to recording and processing aviation information
SO6 - Using standard IATA message formats
SO7 - Describe your **organisation's emergency procedures** and your role in these

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
SO8 - Assist in the collection and collation of operational information on aircraft movements SO9 - Record information on aircraft movement in line with organisational procedures SO10 - Operate equipment in order to process information in line with organisational procedures SO11 - Pass relevant aviation information on to others SO12 - Use the information from standard aviation messages to disseminate information in line with organisational procedures	SO13 - Operate the appropriate communications equipment and radios in line with organisational procedures SO14 - Respond to and initiate operational signals relating to inbound and outbound aircraft in a timely manner	SO15 - Prioritise the dissemination of important air move messages, e.g. air move arrival/departure, delay and overdue procedures

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Amplification and guidance
Flight operation information
Including: routes, flight destinations, weather conditions, station or airport status, slot times/approved departure times
Organisation's emergency procedures • Identify what constitutes an aviation emergency • Explain the purpose of emergency exercises • Outline your role in any airport or company emergency exercise • Explain how to respond to a telephone bomb threat according to your organisation's procedures • Explain how to respond to a fire evacuation alarm • Explain your organisation's procedures for raising or responding to emergency alarms • Outline your organisation's emergency reporting and recording procedures • Outline your duties as per the cascade procedures and when these would be activated

Operate aviation specialist equipment

Knowledge	Skills
A team member's responsibility for checking specialised equipment prior to use, its safe operation and leaving it in the allocated area, in acceptable condition on completion of use	Conduct daily inspections prior to using the specialist equipment in accordance with own role, operate it in accordance with standard operating procedures and ensure it is left in a safe, secure manner in its allocated area

On-demand test

Indicative assessment criteria

OS1 - Identify pieces of specialist equipment and which tasks/aircraft types they are suitable for

OS2 - Describe the types of defects on specialist equipment and the correct procedures for dealing with them

OS3 - Explain how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment)

OS4 - Identify the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures, and the penalties in place for operating equipment unsafely or in an unsafe condition

OS5 - Identify the types of support that may be needed in the event of a breakdown

OS6 - Describe the correct aircraft/vehicle guidance signals in line with organisational procedures

OS7 - Describe the specific airport rules relating to leaving equipment in a safe and secure mode, and the additional measures that must be taken during extreme weather and severe winds

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
OS8 - Arrived punctually OS9 - Dressed in the correct PPE OS10 - Suitably trained with awareness of specialisation OS11 - Select the correct equipment for the task OS12 - Carry out pre-use checks correctly in accordance with reference cards OS13 - Following standard operating procedures to complete the task OS14 - Operate equipment safely	OS15 - Thorough knowledge of the task OS16 - Identify potential hazards on the equipment OS17 - Correct notification procedures of equipment defects	OS18 - Able to explain the task in depth OS19 - Identify, report and follow through rectification procedures

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Ensuring a hazard-free airside environment	
Knowledge	**Skills**
How the team identifies and reduces the risks and hazards relating to the operation of aircraft and vehicles airside, including the procedures and processes used when responding to an airside emergency	Work as part of a team to identify and reduce risks and hazards relating to the operation of aircraft and vehicles airside and when implementing processes and procedures when responding to an airside emergency
On-demand test	
Indicative assessment criteria	

EF1 - Outline your organisation's rules such as parking and speeding
EF2 - Outline the benefits of working safely, including to yourself, other people (passengers and colleagues), equipment, the airport and other companies
EF3 - Identify common causes of accidents and the main things that can go wrong
EF4 - Identify hazardous materials, procedures for using them and dealing with incidents involving them
EF5 - Explain the importance of staying alert and following safety rules
EF6 - Be aware of legislation covering aviation that states that your employer has the duty to provide a safe working environment and you have a duty to follow your employer's safety rules
EF7 - Identify where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron
EF8 - Identify emergency areas such as fire assembly points and areas for emergency response vehicles
EF9 - Explain how and when to use equipment and vehicles

Practical observation		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
EF10 - Arrived punctually EF11 - Dressed in the correct PPE for the environment EF12 - Identify types of hazard EF13 - Conduct FOD plod safely and effectively EF14 - React to potential hazardous situations, such as FOD intake	EF15 - Communicate hazards/potential hazards to the appropriate level	EF16 - Rectify hazards such as clearing FOD, reporting actions taken to the appropriate authority

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Operate aviation IT equipment

Knowledge	Skills
Aviation information technology (IT) equipment and software, including associated security protocols	Use IT equipment effectively in an aviation environment, ensuring adherence to security and organisational regulations and requirements

On-demand test

Indicative assessment criteria

IT1 - Detail the different **methods of communication** for use in your role
IT2 - Describe procedures for the promotion of information, both internally and externally
IT3 - Outline the use of company and third-party systems and equipment
IT4 - Explain what methods are used to keep information current and why
IT5 - Explain what information is required by certain persons and why
IT6 - Describe the procedures in the event of system and equipment failures
IT7 - Specify different information sources and legislative requirements for the use of systems, equipment and security of information
IT8 - Describe the effects of not following local and legislative procedures and requirements with regard to the use of systems and information

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
IT9 - Start up and correctly use the different types of IT systems and hardware used in their work IT10 - Use IT hardware in a way that conforms with good health and safety practice IT11 - Seek immediate assistance when difficulties occur with the IT system IT12 - Close down the IT system without damage and maintaining security of data IT13 - Have regard for relevant legal regulations when operating IT systems	IT14 - Identify and correct common errors on the IT systems and hardware used IT15 - Ensure computer hardware is kept securely located	IT16 - Maintain work schedules during system failures, and ensure files are updated when the system is restored

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Amplification and Guidance
Methods of communication
For example, email, SITA, teletype
Information sources available
For example, weather recording equipment, briefing systems, AMHS

Assessment summary

The end-point assessment for aviation ground operative - flight operations is made up of 3 components:

1. 2 x 1-hour on-demand tests, each consisting of 30 questions
2. A 1-hour practical observation
3. A 30-minute professional discussion

The assessments can be taken in any order.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

On-demand tests

- The core test is not graded above a pass
- The specialist test is graded pass/merit/distinction
- To achieve a pass, apprentices must achieve 60% which equates to 18 out of 30
- To achieve a merit, apprentices must achieve 70% which equates to 21 out of 30
- To achieve a distinction, apprentices must achieve 80% which equates to 24 out of 30

Practical observation

- To achieve a pass in the practical observation, all pass criteria must be covered.
- To achieve a merit in the practical observation, in addition to the pass criteria, the apprentice must achieve at least 5 of the 7 core merit criteria and all of the flight operations merit criteria.
- To achieve a distinction in the practical observation, in addition to the pass and merit conditions as stipulated above, the apprentice must complete all of the distinction criteria.

Professional discussion

- To achieve a pass in the professional discussion, all pass criteria must be covered
- Additionally, any practical observation **pass** criteria not covered by the selected scenario will need to be covered
- The professional discussion is not graded above a pass

Grading

The specialist function on-demand test and the observation are both graded pass/merit/distinction. The core knowledge on-demand test and the professional discussion are not graded above a pass. The table below demonstrates the different grading combinations and the resulting overall grade.

A grade of at least a pass must be achieved in all 4 assessments.

Core knowledge on-demand test	Professional discussion	Specialist function on-demand test	Practical observation	**Overall grade**
Pass	Pass	Pass	Pass	**Pass**
Pass	Pass	Pass	Merit	**Pass**
Pass	Pass	Pass	Distinction	**Merit**
Pass	Pass	Merit	Pass	**Pass**
Pass	Pass	Merit	Merit	**Merit**
Pass	Pass	Merit	Distinction	**Merit**
Pass	Pass	Distinction	Pass	**Merit**
Pass	Pass	Distinction	Merit	**Merit**
Pass	Pass	Distinction	Distinction	**Distinction**

Retake and resit information

Apprentices must pass all assessment activities to pass the apprenticeship overall. Should an apprentice fail 1 assessment activity, then this can be retaken without a further period of training and development. If the apprentice fails 2 or more activities a period of further training and development lasting a minimum of 2 months must take place before a resit.

There is no maximum number of times an apprentice can be assessed; however, a maximum of 2 attempts at each assessment activity can be made in any 90-day period.

When undertaking a resit or retake, the assessment method(s) will need to be re-attempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA

Report will contain feedback on areas for development and resit or retake guidance and a retake checklist to be submitted when the professional review has taken place.

Apprentices who achieve a pass grade cannot resit or retake the EPA to achieve a higher grade.

Assessing the on-demand tests

The following knowledge areas of the aviation ground operative - flight operations standard will be assessed by two 1-hour on-demand tests each consisting of 30 questions with a pass mark of 60% (18 out of 30). The content of one test will be based on the core knowledge areas. The content of the other test will be based on the specialist function knowledge areas for flight operations. The test can be taken as either an on-screen assessment or via paper.

The topics covered within the core knowledge test are listed below.

- Safety
- Security
- Compliance & legislation
- Communication
- Disruption incidents & emergencies
- Dangerous goods

The topics covered within the flight operations specialist knowledge test are listed below.

- Support aviation operations
- Operate aviation specialist equipment
- Ensuring a hazard-free airside environment
- Operate aviation IT equipment

In each paper, questions will cover each of the areas above; however, not every aspect of every area will be covered in every test.

Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the on-demand test

- In readiness for end-point assessment, the apprentice should complete a sample test

Mocks/practice assessments for both the core and flight operations on-demand tests are available in both paper and on-screen format from the Highfield Assessment website.

On-demand tests criteria

The following pages include the criteria that are covered by the **core** on-demand test.

The apprentice will	Criteria covered in the on-demand test
Safety	
Understand the health and safety regulations and legislation relevant to the role; an aviation environment and organisational procedures and how they impact on self, others and in relation to aviation operational duties	SA1 - Understand how to act within standard operating procedures at all times SA2 - Identify legislation and organisational procedures covering health and safety SA3 - Identify the location and the hazards associated with the ramp/dispersal area SA4 - Understand the health, safety and hazards associated with flight operations SA5 - Identify surface markings, operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area SA6 - Identify personal protective equipment (PPE) and describe when to wear it SA7 - Describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times SA8 - Describe dangers from birds and other wild animals and the importance of ensuring that the area does not attract them SA9 - Describe how to use equipment and vehicles on the ramp area SA10 - Outline the benefits of safe working practices SA11 - Identify the consequences of not operating safely in an airport environment SA12 - Identify the main causes of incidents/accidents in an airport SA13 - Identify hazardous materials and outline the procedures for using them SA14 - Describe procedures for reporting incidents/accidents airside SA15 - Describe the effects of severe weather airside and the precautions to take

The apprentice will	Criteria covered in the on-demand test
Security	
Understand the systems, procedures and requirements to ensure security of self and others in own area of responsibility	SE1 - Identify signs of suspicious behaviour SE2 - Outline the limits of your authority SE3 - Identify specified, banned, illegal and dangerous items SE4 - Explain threat or risk awareness SE5 - Identify relevant aviation security documents SE6 - Identify relevant aviation security authorities SE7 - Outline your responsibility in relation to security SE8 - Outline your organisation's procedures for restricting access

The apprentice will	Criteria covered in the on-demand test
Compliance & legislation	
Understand the aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility	CL1 - Explain the requirements for compliance in the aviation environment CL2 - Outline procedures that must be followed to ensure compliance CL3 - Explain the impact of not following procedures and ensuring compliance CL4 - Explain the impact of the aviation operation on the environment CL5 - Identify environmental controls in the aviation operation

The apprentice will	Criteria covered in the on-demand test
	Communication
Understand how to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication	CO1 - Describe available lines and methods of communication CO2 - Identify relevant communications equipment and explain organisational procedures relating to its use CO3 - Explain organisational procedures regarding malfunctioning equipment CO4 - Identify relevant aviation guidelines, procedures and standard phrases CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes CO6 - Know the phonetic alphabet CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information CO8 - Explain organisational procedures for passing on messages and alternative communication routes in the event of an equipment failure CO9 - Manage requests for information from: seniors, colleagues or external sources

The apprentice will	Criteria covered in the on-demand test
Disruption incidents & emergencies	
Understand emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident	DI1 - Get help to identify an incident/emergency and be able to describe its main features DI2 - Know how the incident/emergency affects you and other people DI3 - Know how people would like to be informed about the progress and solution of the incident/emergency DI4 - Identify problem-solving methods that can be adopted to address the incident/emergency DI5 - Identify factors that may affect the way you deal with the incident/emergency DI6 - Identify which people could help you resolve the incident/emergency DI7 - Outline rules and regulations that you have to consider when solving the incident/emergency DI8 - Know how to overcome difficulties when solving incidents/emergencies DI9 - Follow a plan that takes into account any issues that may arise DI10 - Explain how you will know when an incident/emergency has been resolved DI11 - Know how to access additional support available post-incident

The apprentice will	Criteria covered in the on-demand test
Dangerous goods	
Understand relevant dangerous goods and how to deal with them effectively in own area of responsibility	DG1 - Acknowledge and understand the general principles of storage, carriage and handling of dangerous goods DG2 - Identify classifications of dangerous goods DG3 - Explain dangerous goods handling requirements DG4 - Explain the emergency procedures in the event of a dangerous goods incident

The following pages include the criteria that are covered by the **flight operations** on-demand test.

The apprentice will	Criteria covered in the on-demand test
Support aviation operations	
Understand the responsibilities of a team member when collecting and collating information relating to aviation operations, what should be disseminated to whom and how to respond to urgent incidents	SO1 - Outline the different forms of flight operation information and protocols in use, including the final recipients of the information SO2 - Outline the purpose of airline ground operations manuals and their contents SO3 - Outline the flight information display/system, as appropriate to the location SO4 - Outline aviation codes, including reference sources for unknown or unrecognised codes and abbreviations SO5 - Outline your organisation's procedures relating to recording and processing aviation information SO6 - Using standard IATA message formats SO7 - Describe your organisation's emergency procedures and your role in these

The apprentice will	Criteria covered in the on-demand test
Operate aviation specialist equipment	
Understand a team member's responsibility for checking specialised equipment prior to use, its safe operation and leaving it in the allocated area, in acceptable condition on completion of use	OS1 - Identify pieces of specialist equipment and which tasks/aircraft types they are suitable for OS2 - Describe the types of defects on specialist equipment and the correct procedures for dealing with them OS3 - Explain how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment) OS4 - Identify the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures, and the penalties in place for operating equipment unsafely or in an unsafe condition OS5 - Identify the types of support that may be needed in the event of a breakdown OS6 - Describe the correct aircraft/vehicle guidance signals in line with organisational procedures OS7 - Describe the specific airport rules relating to leaving equipment in a safe and secure mode, and the additional measures that must be taken during extreme weather and severe winds

The apprentice will	Criteria covered in the on-demand test
Ensuring a hazard free airside environment	
Understand how the team identifies and reduces the risks and hazards relating to the operation of aircraft and vehicles airside, including the procedures and processes used when responding to an airside emergency	EF1 - Outline your organisation's rules such as parking and speeding EF2 - Outline the benefits of working safely, including to yourself, other people (passengers and colleagues), equipment, the airport and other companies EF3 - Identify common causes of accidents and the main things that can go wrong EF4 - Identify hazardous materials, procedures for using them and dealing with incidents involving them EF5 - Explain the importance of staying alert and following safety rules EF6 - Be aware of legislation covering aviation that states that your employer has the duty to provide a safe working environment and you have a duty to follow your employer's safety rules EF7 - Identify where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron EF8 - Identify emergency areas such as fire assembly points and areas for emergency response vehicles EF9 - Explain how and when to use equipment and vehicles

The apprentice will	Criteria covered in the on-demand test
Operate aviation IT equipment	
Understand aviation information technology (IT) equipment and software, including associated security protocols	IT1 - Detail the different methods of communication for use in your role IT2 - Describe procedures for the promotion of information, both internally and externally IT3 - Outline the use of company and third-party systems and equipment IT4 - Explain what methods are used to keep information current and why IT5 - Explain what information is required by certain persons and why IT6 - Describe the procedures in the event of system and equipment failures IT7 - Specify different information sources and legislative requirements for the use of systems, equipment and security of information IT8 - Describe the effects of not following local and legislative procedures and requirements with regard to the use of systems and information

Assessing the practical observation

Each observation will last 1 hour (+/- 10%), and the apprentices will not know in advance which scenario or task they will be given on the day of their assessment. Due to the safety and security required, particularly when an external visitor is required to go airside, the end-point assessor will confirm the assessment activities with the employer up to 14 days in advance of the assessment.

As part of best observation practice the assessor will ask questions appropriate to the observation to further clarify knowledge and understanding and evidence behaviours. Questioning should be conducted at an appropriate time and not interfere with the completion of the tasks being observed. If necessary, questions can be asked after the observation has been completed.

Each scenario covers a different selection of the standard's elements and Highfield Assessment have designed detailed tools and procedures carefully in order to ensure all apprentices are assessed to the same level. Multiple apprentices in the same workplace will be tested over a range of the 3 scenarios and not all complete the same one.

The practical assessment is an observation of the apprentice in the aviation environment and may include real work activities such as loading an aircraft, or simulated activities such as extinguishing an aircraft fire, allowing the apprentice to demonstrate how they have applied their knowledge, skills and behaviours in a real work environment to achieve genuine and demanding work objectives. Areas covered in the scenarios not selected for the observation will be covered in the professional discussion.

The practical observation provides the opportunity for substantial synoptic assessment against the relevant elements of the standard. The observation must be scheduled when the apprentice will be working in their normal place of work and will also:

- be conducted at a time that avoids seasonal periods of low levels of trading and reflects typical working conditions
- allow the apprentice to demonstrate all aspects of the standard being observed (e.g. the apprentice cannot be assessed on loading an aircraft if there is no load available)
- take a synoptic approach to observing the overall competence

The end-point assessor will plan the observation in advance with the employer, brief the apprentice fully on the day, and follow assessment criteria that are set by Highfield, which will be subject to quality assurance. The observation must be carried out in one session.

Observation assessment criteria for the core and flight operations elements of the standard are detailed in the section below.

Before the assessment:

Employers/training providers should:

- plan potential practical observation scenarios to allow the apprentice the opportunity to demonstrate each of the required assessment criteria
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed in each scenario (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Specialist function scenarios - flight operations

1. Operate specialist aviation IT equipment in an aviation environment:

Observation of the learner operating specialist aviation IT equipment in an aviation environment. The learner is to log on to the necessary equipment in the correct manner while observing all necessary security considerations. During the observation the learner is to follow all procedures as written in operating orders to achieve the final objectives. On completion the learner is to ensure that the equipment is shut down and secured in accordance with operating procedures.

2. Ensuring a hazard-free airside environment:

Observe the learner take action in response to identified airside hazards, which could include FOD, spillages and intruders. This could be a simple FOD plod or the removal of such hazard. Observation should include the reporting of the hazard, removal to the relevant section for recording and disposal, and any further actions required. The learner must also be observed wearing the correct PPE for the removal.

3. Support aviation operations:

Observe the learner assisting in an issue/emergency situation from either the operations or ATC environment, ensuring that all relative information is passed on in a timely manner to the appropriate authorities. React to any developments of the issue/emergency within own area of responsibility to bring the situation to a satisfactory end. (A simulated emergency would be better as this would ensure that all criteria could be met satisfactorily even those that may not be met ordinarily).

The practical observation - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that the apprentice experiences a mock practical observation in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock observation should take place in a real workplace, or a realistic simulation if the real workplace does not present all the required assessment opportunities
- the participation of other personnel to play the parts of customers and team members:
    - it is strongly recommended that the mock observation has been practised beforehand and all personnel involved are properly briefed on their roles
    - the roles should provide the opportunity for the apprentice to demonstrate the pass, merit and distinction level criteria
- a 1-hour (+/- 10%) time slot should be available for the complete practical observation, if it is intended to be a complete mock observation covering all relevant standards; however, this time may be split up to allow for progressive learning
- consider a video recording of the mock assessment, and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience; the mock assessment sheets may be used for this purpose and are available to download from the Highfield Assessment website

Practical observation criteria

During the practical observation, the following standards should be evidenced. The apprentice can only achieve a merit by covering all pass and all merit criteria for the observation scenario they have been assigned. The apprentice can only achieve a distinction by meeting the above conditions for a merit, and in addition, covering all distinction criteria for the scenario they have been assigned.

Core assessment criteria

Safety		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
SA16 - Correctly report hazards if identified SA17 - Act within standard operating procedures at all times	SA18 - Take action to deal with hazards in line with organisational procedures	There are no distinction criteria for this component

Compliance & legislation		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
CL6 - Check area of responsibility complies with procedures and legislative requirements	CL7 - Take action to correct non-compliance	CL8 - Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons

Communication		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
CO10 - Communicate with the right people at the right time using the correct method CO11 - Ensure communication is received and understood CO12 - Ensure all communications are timely and accurate	CO13 - Adapt language and tone to match audience and situation	CO14 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow

Interpersonal skills		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
IP12 - Work as part of a team to ensure adequate performance in the role IP13 - Work accurately with supervision	IP14 - Take initiative as part of a team to improve performance in the role within limits of operation IP15 - Work accurately with minimal supervision	There are no distinction criteria for this component

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Aviation systems and timescales		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
AS1 - Identify and use prescribed systems correctly AS2 - Report faults or errors as they occur AS3 - Meet performance expectation for timescales to complete tasks	AS4 - Take action to maintain systems to prevent faults or errors AS5 - Work efficiently to meet and exceed timescales to complete tasks	AS6 - Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales

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Specialist function assessment criteria

Scenario 1

Operate aviation specialist equipment		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
OS8 - Arrived punctually OS9 - Dressed in the correct PPE OS10 - Suitably trained with awareness of specialisation OS11 - Select the correct equipment for the task OS12 - Carry out pre-use checks correctly in accordance with reference cards OS13 - Following standard operating procedures to complete the task OS14 - Operate equipment safely	OS15 - Thorough knowledge of the task OS16 - Identify potential hazards on the equipment OS17 - Correct notification procedures of equipment defects	OS18 - Able to explain the task in depth OS19 - Identify, report and follow through rectification procedures

Operate aviation IT equipment		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
IT9 - Start up and correctly use the different types of IT systems and hardware used in their work IT10 - Use IT hardware in a way that conforms with good health and safety practice IT11 - Seek immediate assistance when difficulties occur with the IT system IT12 - Close down the IT system without damage and maintaining security of data IT13 - Have regard for relevant legal regulations when operating IT systems	IT14 - Identify and correct common errors on the IT systems and hardware used IT15 - Ensure computer hardware is kept securely located	IT16 - Maintain work schedules during system failures, and ensure files are updated when the system is restored

Scenario 2

Ensuring a hazard free airside environment		
EF10 - Arrived punctually EF11 - Dressed in the correct PPE for the environment EF12 - Identify types of hazard EF13 - Conduct FOD plod, safely and effectively EF14 - React to potential hazardous situations, such as FOD intake	EF15 - Communicate hazards/potential hazards to the appropriate level	EF16 - Rectify hazards such as clearing FOD, reporting actions taken to the appropriate authority

Scenario 3

Support aviation operations		
To pass, the following must be evidenced	**To gain a merit**	**To gain a distinction**
SO8 - Assist in the collection and collation of operational information on aircraft movements SO9 - Record information on aircraft movement in line with organisational procedures SO10 - Operate equipment in order to process information in line with organisational procedures SO11 - Pass relevant aviation information on to others SO12 - Use the information from standard aviation messages to disseminate information in line with organisational procedures	SO13 - Operate the appropriate communications equipment and radios in line with organisational procedures SO14 - Respond to and initiate operational signals relating to inbound and outbound aircraft in a timely manner	SO15 - Prioritise the dissemination of important air move messages, e.g. air move arrival/departure, delay and overdue procedures

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Assessing the professional discussion

The end-point assessment plan states that the professional discussion will be a structured discussion between the apprentice and the end-point assessor. The employer may be present to support, but not lead, the apprentice and to confirm information at the assessor's request.

The professional discussion will take place either in person or via videoconference. This will be organised by Highfield's scheduling team once the apprentice has been submitted for gateway.

The employer will not be allowed to add any further information or examples to what the apprentice has stated, or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion. The professional discussion should take place after the practical observation, to establish the apprentice's understanding and application of the remaining knowledge, skills and behaviours.

The professional discussion will need to take place in a suitable environment and should last for 30 minutes (+/- 10%). The discussion will be against the set criteria that are outlined in the following pages and it will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The professional discussion will recognise areas that have already been covered in the simulated practical observation so as not to reassess an area in which the apprentice has already demonstrated competence. The number of questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many follow-on questions are required) but as a minimum there must be 15 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements.

The purpose of the professional discussion is to clarify any questions the end-point assessor has for specified standards:

- confirm and validate judgements about the quality of work
- explore aspects of the work, including how it was carried out, in more detail
- discuss how the apprentice would behave in the scenarios not assigned
- ask questions in relation to personal development and reflection

Before the assessment:

Employers/training providers should:

- plan the professional discussion to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

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The professional discussion - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that they experience a mock professional discussion in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should consider the following elements in their planning:

- a 30-minute (+/- 10%) time slot should be available for the complete professional discussion. If it is intended to be a complete mock assessment covering all relevant standards; however, this time may be split up to allow for progressive learning.
- consider an audio recording of the mock, and to allow the mock to be heard by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice, to complete the learning experience. The mock assessment sheets may be used for this purpose, and are available to download from the Highfield Assessment website.
- structured 'open' questions should be used as part of the professional discussion which do not lead the candidate, but allows them to express their knowledge in a calm and comfortable manner. Example questions that you can use for a mock assessment are listed below.

The professional discussion - example questions

The following are example questions to demonstrate the sort of questions apprentices can expect to encounter during the professional discussion.

Security:	
'Describe the procedures that must be followed to ensure security at your workplace.' 'What are some potential security breaches that you may encounter, and how should you deal with them?'	

Interpersonal skills:	
'How should you interact with your colleagues?' 'Tell me about your organisation's policies.'	

Disruption incidents & emergencies:	
'What information do you need when an incident occurs?' 'Tell me how about how you would deal with an incident.'	

Dangerous goods:	
'Tell me about how your organisation deals with dangerous goods.'	

Professional discussion criteria

Throughout the professional discussion, the assessor will review the apprentice's competence in all of the pass criteria outlined below. Therefore, apprentices should prepare for the professional discussion by considering how the criteria can be met.

To pass, the following must be evidenced
Security
SE9 - Describe how to secure items, areas and data in line with your responsibilities
SE10 - Describe your organisation's personal identification requirements
SE11 - Identify reporting procedures for suspicious incidents or behaviour
SE12 - Identify reporting procedures for discrepancies in the security of actual or potential access points
SE13 - Describe how to ensure action is taken in response to an actual or suspected security threat
SE14 - Describe the appropriate remedial actions to take when irregularities in security are identified

To pass, the following must be evidenced
Interpersonal skills
IP1 - Explain the benefits of developing productive working relationships with colleagues
IP2 - Explain how to address conflicts with colleagues
IP3 - Describe how to deal with diversity issues
IP4 - Outline how to receive and make use of feedback on your performance from colleagues
IP5 - Identify the responsibilities of team members in own area
IP6 - Outline the processes within the organisation for making decisions
IP7 - Outline line management relationships within the organisation
IP8 - Identify the organisation's aims, values and culture
IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation
IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately
IP11 - Respond to requests for information adhering to your organisation's standard timeliness

To pass, the following must be evidenced
Disruption incidents & emergencies
DI12 - Interpret incidents/emergencies that have been identified
DI13 - Ask suitable questions to check you understand the incident/emergency
DI14 - Identify the available solution(s) for resolving the incident/emergency
DI15 - Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution
DI16 - Keep others fully informed about what is happening to resolve the incident/emergency
DI17 - Check with others to ensure the incident/emergency has been resolved satisfactorily
DI18 - Give clear reasons to others when the incident/emergency has not been resolved satisfactorily
DI19 - Be engaged with the job role, remaining calm and assured throughout the working period
DI20 - Be able to concentrate on the task in hand and not be distracted by problems
DI21 - Prioritise all tasks to ensure effective time management and a calm approach to work

To pass, the following must be evidenced
Dangerous goods
DG5 - Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities
DG6 - Identify potential dangerous goods hazards
DG7 - Operate safely when exposed to dangerous goods

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