

Think about
Professional discussion
Level 4 ST0039 Aviation
Operations Manager –
Passenger Operations v1.1



On the day of this assessment you will carry out:



A 120-minute professional discussion



Remote or face-to-face



In a suitable controlled environment free from distraction



With an end-point assessor and your employer



Key point

Your employer will be invited to the meeting to assist in contextualising the professional discussion where required.



Do

- ☐ Review the criteria associated with the professional discussion - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Have a copy of your log of professional competence and any notes available to support the discussion
- ☐ Review relevant legislation, regulations and your organisation's policies and procedures
- ☐ Make sure you have a quiet room available
- ☐ Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- ☐ Reflect on your personal development throughout your apprenticeship



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to reflect on your behaviours
- ☐ 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 professional discussion, you can resit the assessment



Use the table below to plan and prepare for the interview.

(P) indicates pass criteria

Assessment criteria	Key points to remember
Safety	
(P) Manage safety within their area of responsibility, ensuring staff are compliant with safety requirements in aviation environments	
Security	
(P) Manage aviation security in their own area of operations, ensuring team members follow organisational procedures and that accurate reporting and recording of information is completed	

Assessment criteria	Key points to remember
Compliance and legislation	
(P) Manage compliance with legislation, aviation procedures and regulations within own area of responsibility	
Airport operations	
(P) Manage their own area of responsibility to meet the needs of the wider organisation, ensuring that the needs of the site, customers, visitors and service users are met in adherence to business operational procedures and requirements	
Staff performance	
<p>(P) Effectively manage all aspects of own staff's performance, including:</p> <ul style="list-style-type: none"> • recruitment • performance reviews • learning and development • discipline • grievance • industrial relations 	

Assessment criteria	Key points to remember
Behaviours	
(P) Promote and instil the values of the organisation to all colleagues	
(P) Encourage integrity and accountability within team, leading by example	
(P) Seek and provide feedback to manage continuous development of self, team and processes	
(P) Be vigilant and proactive in embedding a safe, secure and compliant working culture	
Professional discussion criteria	
(P) Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
(P) Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff	

(P) Provide examples of how staff are managed effectively, including motivation and development of teams and individuals

(P) Provide reasoned examples of how the aviation department operates efficiently

(P) Explain the importance of keeping up to date with current industry regulations and provide examples of how this has been achieved

(P) Provide an overview of how the aviation department meets the needs of the business and customer

(P) Provide evidence to show they have been part of the effective planning and review in the team

(P) Describe how the aviation department meets regulatory requirements

(P) Evidence effective day to day management of the team/department and how these lead to customer satisfaction and ensure business performance

(P) Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated

(P) Demonstrate how feedback has been sought from managers and stakeholders and how this has been effectively dealt with

Travel documentation

(P) Manage travel documentation to ensure compliance with organisational and legal regulations

(P) Investigate service failures and errors, recommending/taking appropriate action and liaising with stakeholders, including monitoring of systems and procedures, reports on failures and rejected travellers