

The Reflective Essay and Log of Professional Competence - Matrix Sheet – Level 4 ST0039 Aviation Operations Manager – Flight Operations - Operations

This document should be used to map the apprentice’s log of professional competence to the Aviation Operations Manager – Flight Operations - Operations standard and should accompany the log of professional competence and reflective essay when these are submitted to Highfield Assessment.

Apprentice’s Name:	
Employer:	
Training Provider:	
End-Point Assessment Start Date:	
Pathway:	

The following criteria are directly assessed within the log of professional competence:

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Core – Pass Criteria			
CS4	Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations		
CS5	Manage resources effectively to ensure the efficient running of the department in line with organisational procedures		
CS7	Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to		
CS8	Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies		
BE1	Promote a respectful culture embracing diversity and inclusion		
BE2	Encourage empowerment, ownership and responsibility within team		
BE3	Be technologically astute and keep abreast of industry developments and innovations		

Core – Merit Criteria			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
Core – Distinction Criteria			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 5: Flight Operations Manager - Operations			
FOS1	Supply flight crew with aviation safety information		
FOS2	Manage the safe movement of aircraft within own area of responsibility		
FOS3.1	Prepare and submit an 'integrated initial flight plan system' approved flight plan		

The following are knowledge, skills and behaviours that are not directly assessed within the log of professional competence (but must still be present and referenced):

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
Core Criteria - Pass			
CK1	Understand any aviation-specific health and safety legislation relevant to the organisation and their own role		
CK1.1	Describe statutory requirements for health and safety in an aviation environment		
CS1	Manage safety within their area of responsibility, ensuring staff are compliant with safety requirements in aviation environments		
CK2	Understand how to manage aviation security and what action to take in the event of a security breach		
CS2	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		
CK3	Understand how to manage and comply with aviation procedures and regulations to meet legislative and organisational requirements within their own area of responsibility		
CK3.1	Describe statutory requirements for employment, equality and diversity		
CK3.2	Describe industry regulations relating to aviation operations, including passenger and cargo requirements, security procedures and dangerous goods		
CK3.3	Describe industry regulations relating to CAA, MAA and DfT		
CK3.4	Describe DfT threat levels: critical/severe/substantial/moderate/low		
CK3.5	Describe the requirements for compliance in the aviation environment		
CK3.6	Explain which procedures must be followed to ensure compliance		
CK3.7	Explain the impact of not following procedures and ensuring compliance		
CK3.8	Describe the impact of the aviation operation on the environment		
CK3.9	Describe environmental controls in the aviation operation		
CK3.10	Describe how to ensure team members are aware of and adhere to compliance and legislation requirements		
CK3.11	Summarise the actions to take in the event of non-compliance		
CK3.12	Describe the impact of aviation operations on the environment and measures which can be taken to reduce the impact		
CS3	Manage compliance with legislation, aviation procedures and regulations within own area of responsibility		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
CK4	Understand how to manage communications with users, staff and external agencies, selecting appropriate methods and language		
CK4.1	Describe principles of effective communication		
CK4.2	Outline relevant aviation guidelines, procedures and standard phrases		
CK5	How to identify and procure sufficient, suitable resources (e.g. finance, staff, equipment, supplies) within the organisation, in line with budgetary and organisational requirements		
CK6	Understand the importance of cohesive airside operations and how each specialist function links with each other. Understand the importance of agencies, contractors and visitors remaining compliant with procedures and adherence to requirements.		
CS6	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		
CK7	Understand the agreed levels of performance and SOPs within own area of responsibility		
CK7.1	Explain principles of standard operating procedure design		
CK7.2	Describe the importance of ensuring standard operating procedures are adhered to		
CK8	Understand how to manage staff and resources to ensure compliance with procedures to mitigate disruption, incidents and emergencies in their area of responsibility		
CK8.1	Explain how to identify, analyse and accurately describe problems in the aviation environment relating to incidents and emergencies		
CK8.2	Explain the importance of selecting the most appropriate methods to deal with incidents and emergencies, including time plans		
CK9	Understand the rights and responsibilities of staff and the organisation's systems and procedures for ensuring effective management of staff, including: <ul style="list-style-type: none"> • recruitment • performance reviews • learning and development • discipline • grievance • industrial relations 		
CK9.1	Describe principles of leadership		
CK9.2	Describe principles of management		
CK9.3	Outline principles of staff recruitment, performance management, training needs analysis, discipline, grievance and industrial relations		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
CK9.4	Explain how to motivate staff to achieve team and organisational objectives		
CK9.5	Explain how to recognise, address and reduce conflict within the team		
CK9.6	Explain how to keep competence up to date		
CS9	Effectively manage all aspects of own staff's performance, including: <ul style="list-style-type: none"> • recruitment • performance reviews • learning and development • discipline • grievance • industrial relations 		
BE4	Promote and instil the values of the organisation to all colleagues		
BE5	Encourage integrity and accountability within team, leading by example		
BE6	Seek and provide feedback to manage continuous development of self, team and processes		
BE7	Be vigilant and proactive in embedding a safe, secure and compliant working culture		
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard		
PD2	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff		
PD3	Provide examples of how staff are managed effectively, including motivation and development of teams and individuals		
PD4	Provide reasoned examples of how the aviation department operates efficiently		
PD5	Explain the importance of keeping up to date with current industry regulations and provide examples of how this has been achieved		
PD6	Provide an overview of how the aviation department meets the needs of the business and customer		
PD7	Provide evidence to show they have been part of the effective planning and review in the team		
PD8	Describe how the aviation department meets regulatory requirements		
PD9	Evidence effective day to day management of the team/department and how these lead to customer satisfaction and ensure business performance		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
PD10	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated		
PD11	Demonstrate how feedback has been sought from managers and stakeholders and how this has been effectively dealt with		
Core Criteria - Merit			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
Core Criteria - Distinction			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
Specialist Function 5: Flight Operations Manager - Operations			
FOK1	Understand the requirements for the coordination of air space management		
FOK1.1	Describe relevant legislation in relation to flight control operations including referencing sources for compliance with national and international rules along with their military equivalent		
FOK1.2	Describe navigation and landing aids including visual and decision heights		
FOK1.3	Describe aviation meteorology and its effects on flight operations		
FOK1.4	Explain how to monitor, maintain and update aviation reference sources both internal and external as well as regulatory requirements		
FOK1.5	Explain operational standards and the role and function of government and international agencies		
FOK1.6	Describe operational information on factors which can have an effect on flight operations, including maintenance and planning		
FOK1.7	Identify relevant parties and the governing legislation involved in flight operations		
FOK1.8	Identify reference sources for compliance with national and international agencies including ICAO, IATA and CAA		
FOK1.9	Describe relevant legislation in relation to flight operations control and aeronautical facilities		
FOK1.10	Describe navigation and landing aids including DME, VOR, GPS and ILS		
FOK2	Understand the procedures and processes to ensure the safe movement of aircraft within their own area of responsibility		
FOK2.1	Explain the importance of systems and procedures such as communications, information processing, documentation, reference sources, handover procedures and quality assurance		
FOK2.2	Explain the principles of change management		
FOK2.3	Explain flight control operations including all factors to be considered		
FOK2.4	Describe weather conditions in relation to aircraft landing minima, decoding of formatted weather information including airport equipment, ground procedures and equipment		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
FOK3	Understand both the need and processes for flight planning and contingency arrangements to enable the efficient flow of air traffic		
FOK3.1	Describe route planning and the factors to be taken into consideration		
FOK3.2	Explain diversions and selection of alternates including diplomatic clearance procedures		
FOS3.2	In the event of accident, incident or emergency, select an appropriate diversion air field		
FOK4	Understand the procedures and processes to plan the necessary resources to ensure safe operation of the department. Understand the procedures and processes to allocate the necessary resources to ensure safe and successful operation of the department.		
FOS4	Manage the planning and allocation of resources to ensure safe and effective operation of the department in line with objectives and service standards		

Apprentice Declaration

I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.

**Apprentice's
signature:**

Date:

Please ensure this Matrix Sheet is submitted with your reflective essay and log of professional competence and that all evidence submitted is saved in one of the following file formats:

.docx

.xlsx

.pptx

.pdf

.jpg

.png

.mp3

.mp4

.m4a