

Think about
Observation with questions
Level 3 ST1007
Aviation Flight Operations
Coordinator v1.0



On the day of this assessment you will carry out:



A 90-minute observation followed by a 30-minute question and answer session



Face-to-face



At your normal place of work



With an end-point assessor



Key point

You may be asked questions by the end-point assessor during the 90-minute observation period as well as in the question and answer session.



Do

- Review the criteria associated with the observation with questions - this can be found in the EPA Kit and in the table at the end of this document
- Use the planner below to plan how you will demonstrate the skills you have that are associated with the observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer any questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- 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 observation with questions, you can resit the assessment





Use the table below to plan and prepare for the observation with questions

(P) indicates pass criteria

Assessment criteria	Key points to remember
Operational safety culture	
(P) Prioritise aviation safety and comply with CAA or MAA safety regulations and legislation to deliver an operational safety culture (K4, K12, S4, S9, B6)	
Operational safety culture	
(P) Follow and comply with local and organisational operational procedures for operations control tasks (K1, S1)	



<p>(P) Use sector specific documentation, monitor and respond to sector specific data to meet the needs of operations control activities (K2, S2, S3)</p>	
<p>(P) Operate organisational and sector digital toolkits and systems to carry out flight operational control tasks in line with organisational procedures (K6, S5)</p>	
<p>Operational delivery</p>	
<p>(P) Use aircraft operational status indicators to assess the technical conditions of the aircraft, to meet the needs of operational delivery (K13, S10)</p>	



(P) Record and analyse flight arrival, flight departure and enroute flight information to meet the needs of operational delivery (K14, K15, K16, S11, S12, S13)

Decision-making

(P) Apply risk-based decisions considering safety, cost, and time to support safe aircraft operations in line with industry regulations, legislation and procedures (K9, S6)

Communication and collaboration

(P) Apply verbal communication techniques to give and receive information, communicate data and information to external stakeholders, colleagues and managers. Adapt your style and language to suit the audience (K17, S14)

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