

# Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative – Flight Operations Mock Assessment Materials

## Practical Observation

### Core assessment criteria

Safety		
Ref	Assessment Criteria	Achieved
SA16	Correctly report hazards if identified	
SA17	Act within standard operating procedures at all times	
<b>Assessment Criteria - (Merit)</b>		
SA18	Take action to deal with hazards in line with organisational procedures	

Compliance & legislation		
Ref	Assessment Criteria	Achieved
CL6	Check area of responsibility complies with procedures and legislative requirements	
<b>Assessment Criteria - (Merit)</b>		
CL7	Take action to correct non-compliance	
<b>Assessment Criteria - (Distinction)</b>		
CL8	Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons	

<b>Communication</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
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	
	<b>Assessment Criteria - (Merit)</b>	
CO13	Adapt language and tone to match audience and situation	
	<b>Assessment Criteria - (Distinction)</b>	
CO14	Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	

<b>Interpersonal skills</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
IP12	Work as part of a team to ensure adequate performance in the role	
IP13	Work accurately with supervision	
	<b>Assessment Criteria - (Merit)</b>	
IP14	Take initiative as part of a team to improve performance in the role within limits of operation	
IP15	Work accurately with minimal supervision	

Aviation systems and timescales		
Ref	Assessment Criteria	Achieved
AS1	Use prescribed systems correctly	
AS2	Report faults or errors as they occur	
AS3	Meet performance expectation for timescales to complete tasks	
<b>Assessment Criteria - (Merit)</b>		
AS4	Take action to maintain systems to prevent faults or error	
AS5	Work efficiently to meet and exceed timescales to complete tasks	
<b>Assessment Criteria - (Distinction)</b>		
AS6	Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales	

**Flight operations assessment criteria**

**Scenario 1**

<b>Operate aviation specialist equipment</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
OS8	Arrived punctually		
OS9	Dressed in the correct PPE		
OS10	Suitably trained with minimum 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		
	<b>Assessment Criteria - (Merit)</b>		
OS15	Thorough knowledge of the task		
OS16	Identify potential hazards on the equipment		
OS17	Correct notification procedures of equipment defects		
	<b>Assessment Criteria - (Distinction)</b>		
OS18	Able to explain the task in depth		
OS19	Identify, report and follow through rectification procedures		

<b>Operate aviation IT equipment</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		
	<b>Assessment Criteria - (Merit)</b>		
IT14	Identify and correct common errors on the IT systems and hardware used		
IT15	Ensure computer hardware is kept securely located		
	<b>Assessment Criteria - (Distinction)</b>		
IT16	Maintain work schedules during system failures, and ensure files are updated when the system is restored		

## Scenario 2

<b>Ensuring a hazard-free airside environment</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		
	<b>Assessment Criteria - (Merit)</b>		
EF15	Communicate hazards/potential hazards to the appropriate level		
	<b>Assessment Criteria - (Distinction)</b>		
EF16	Rectify hazards such as clearing FOD, reporting actions taken to the appropriate authority		

### Scenario 3

<b>Support aviation operations</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		
	<b>Assessment Criteria - (Merit)</b>		
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		
	<b>Assessment Criteria - (Distinction)</b>		
SO15	Prioritise the dissemination of important air move messages, e.g. air move arrival/departure, delay and overdue procedures		