Aviation Operations Manager – Core – Mock Mark Scheme (M-EPA-AOMC4001)

Important information for centres

- Mark schemes for open-response exams are kept under constant review and updated by the chief examiner as and when markers find alternative acceptable answers that should be included
- For all questions, alternative correct answers will be accepted and awarded marks

	Answer guide	Max Marks
Q1	Identify two service level agreements (SLAs) or standard operating	10
	procedures (SOPs) that you have set your staff.	
	Explain why these have been set and the importance of them being	
	achieved.	
	The service level agreements (SLAs) or standard operating	
	procedures (SOPs) will differ for each company.	
	1 mark for each suitable SLA/SOP identified.	2
	Up to 2 marks for explaining why each SLA/SOP has been set.	4
	Up to 2 marks for explaining the importance of the SLA/SOP being	4
	achieved.	
Q2	Explain the factors you would need to consider when planning	10
	and/or allocating your budget. You should consider resources such	
	as equipment and personnel requirements, in line with	
	organisational policies.	
	1 mark for a suitable factor identified	5
	These could include:	
	manpower:	
	o crew on duty	
	o crew on standby	
	o crew off duty	
	 contingency fund for disruptions 	
	cost of new equipment	
	use of current equipment	
	 any cost-saving measures that could be implemented 	
	travel and subsistence costs	
	 monthly and annual budgetary allowances 	
	1 mark for each suitable explanation of a factor.	5



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Q3	Outline three aviation regulations relating to health and safety that	10
	must be followed in your workplace and state which organisations	
	govern these regulations.	
	Health and safety regulations may differ from company to company.	
	1 mark for each suitable regulation identified.	3
	1 mark for each relevant governing organisation identified.	3
	1 mark for a suitable outline of each regulation covered.	3
	1 mark for stating how these regulations relate to their workplace.	1
Q4	Identify the leadership and management skills that you could use to	10
	motivate your team and explain why these would be effective in	
	accomplishing organisational goals and targets.	
	1 mark for each suitable leadership or management skill identified.	5
	These could include:	
	approachable	
	 able to challenge and motivate staff to improve 	
	continuous support to staff	
	create an appraisal system if not already present	
	set daily goals for staff to achieve	
	be reliable and dependable for your staff	
	be the voice of reason	
	1 mark for suitable explanation of each skill.	5
Q5	Describe three potential security breaches, incidents or emergencies	30
	that may occur in your workplace, the actions	
	you would take to resolve these and why you would take those	
	actions. You should include details of how you would:	
	assess the situation	
	 inform and protect the public and staff 	
	 communicate with the relevant personnel 	
	carry out a suitable response	
	Learner should identify 3 separate breaches, incidents or	10 (x3)
	emergencies. Up to 10 marks for each.	
	Breakdown of each 10-mark breach/incident/emergency:	
	1 mark for identifying a suitable example.	1 (x3)
	These could include:	1 (13)
	open door	
	broken lock	
	personnel with no ID	
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	computer left unlocked tailgating through socurity door	
	tailgating through security door homb throat	
	bomb threat left lynnama	
	left luggage	
	loss of communication with aircraft	
	runway incursions	
	unauthorised vehicles in restricted area	



	aircraft crash	
	RTA on airfield	
	Up to 6 marks for identifying the actions you would take.	6 (x3)
	To include details of:	
	assessing the situation	
	 informing and protecting the public and staff 	
	communicating with the relevant personnel	
	 carrying out a suitable response 	
	Up to 3 marks for explaining why you would take those actions.	3 (x3)
Q6	Describe three instances of non-compliance in your workplace. You	30
	should include details of:	
	 the procedures or regulations that have been breached 	
	what impact they have had	
	 your role and the actions you must take, including how you 	
	would manage your team members	
	 the requirements and procedures you must follow to return 	
	to a state of compliance	
	Learner should identify 3 separate instances of non-compliance. Up	10 (x3)
	to 10 marks for each.	
	Breakdown of each 10-mark instance of non-compliance: 2 marks for identifying a suitable example. These could include: data breach replying to phishing emails knowingly not following standard operating procedures (SOPs)	2 (x3)
	 knowingly not abiding by a service level agreement (SLA) divulging information to the press without going through the correct channels 	
	 using the internet for non-company business when not authorised to do so 	
	 giving information to non-authorised sources 	
	1 mark for stating each the relevant procedures and/or regulations that have been breached.	1 (x3)
	Up to 2 marks for stating the impact(s) of each non-compliance. Up to 3 marks for describing the role, the actions they would need to take and how they would manage their team for each non-	2 (x3) 3 (x3)
	compliance.	
	Up to 2 marks for suitably outlining the requirements and	2 (x3)
	procedures they must follow to return to a state of compliance for	` ´
	each non-compliance stated.	

