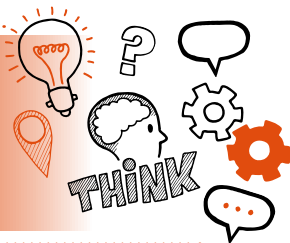


**Think about
Professional discussion
Level 3 ST0038
Aviation Ground Specialist –
Passenger Services v1.2**



On the day of this assessment you will carry out:



A 60-minute professional discussion



Face-to-face or remote



In a suitable environment free from distractions



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 copies of your notes available, remembering that these should be brief and not paragraphs of information
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Make sure you have a quiet room available and inform colleagues about the assessment to remind them that you can't be disturbed or interrupted
- ☐ Give examples of where you have met or exceeded the assessment criteria in relation to your job role



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 days to be confirmed
- Your manager/training provider will inform you of your 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 professional discussion.

(P) indicates pass criteria

Assessment criteria	Key points to remember
Security	
(P) Describe how to fulfil your responsibilities for securing particular areas or items	
(P) Describe how to keep access points secure according to your organisation's procedures and your own job responsibilities	
(P) Outline how to report problems in the security of actual or possible access points	

Assessment criteria	Key points to remember
(P) Outline security procedures relating to visitors to the site or a specified area	
(P) Outline the importance of completing the relevant documents accurately and clearly	
(P) Outline the procedures to report actual or suspected breaches of security at an appropriate level	
(P) Describe the importance of communicating information about actual or suspected security threats calmly, clearly and using appropriate discretion	

Assessment criteria

Key points to remember

(P) Identify the appropriate actions to take in the event of unusual incidents which may present a security risk

(P) Identify the appropriate remedial action to take when you become aware of faults, damage to security equipment or problems with security

(P) Describe how to be vigilant and proactive in promoting a safe, secure and compliant working culture

Inter-personal skills

(P) Describe organisational systems and procedures for developing your own and others' personal performance in customer service

Assessment criteria	Key points to remember
(P) Outline how your behaviour impacts on others	
(P) Outline how to effectively review your personal strengths and development needs	
(P) Outline how to compile a personal development plan for yourself or a colleague that will build on strengths and overcome weaknesses in areas that are important to customer service	
(P) Outline how to obtain useful and constructive personal feedback from others and respond positively	

Assessment criteria

Key points to remember

(P) Outline how to compile a coaching plan that will build on the strengths of the learner and overcome their weaknesses in areas that are important to customer service and their job role

(P) Outline how to give useful and constructive personal feedback to others and encourage them to respond positively

Disruption incidents & emergencies

(P) Describe the procedures to collect, interpret and share information about current and potential incidents/emergencies

(P) Identify any connected problems and the range of factors affecting them

Assessment criteria	Key points to remember
(P) Identify a number of available methods for resolving complex aviation incidents/emergencies	
(P) Describe how to consult with others to identify and confirm the options available	
(P) Outline how to consider the main features, advantages, disadvantages and risks of each option in order to find the most appropriate solution	
(P) Suggest other ways that incidents/emergencies may be resolved if you are not able to help	

Assessment criteria	Key points to remember
(P) Outline the appropriate actions, working with others if required, to ensure that any commitments related to solving the incident/emergency are kept	
(P) Describe how to keep others fully informed about what is happening to resolve the incident/emergency	
(P) Describe how to handle all tasks in a calm and organised manner	
Dangerous goods	
(P) Describe how to operate safely when exposed to dangerous goods	

Assessment criteria

(P) Explain how to deal with dangerous goods effectively in accordance with organisational procedures and responsibilities

Key points to remember

Aviation timescales

(P) Describe how to effectively collect, maintain and process operational information relating to aircraft movements and operating conditions from all available sources

(P) Describe the role and function of government and international agencies including ICAO, IATA and CAA

(P) Outline reference sources for compliance with national and international rules and regulations, and aeronautical facilities

Assessment criteria	Key points to remember
(P) Outline your organisation's operations manual	
(P) Outline your organisation's communications and recording systems and procedures	
Gate processes	
(P) Types of special status passengers and the help that people with special needs may require	
(P) Your organisation's procedures for boarding aircraft	

Assessment criteria	Key points to remember
(P) How to deal with passengers who are unfit or incapable of air travel	
(P) How to react to safety and security concerns	
(P) Type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers	
(P) Ensure the provision and maintenance of relevant equipment (for example, buses/ bollards/cones/tape) to ensure passengers and staff are safe	
(P) Ensuring staff are aware of the dangers operating in hazardous areas and are following local procedures for escorting passengers across ramp areas	