Highfield Level 3 End-Point Assessment for ST0038 Aviation Ground Specialist – Passenger Services Mock Assessment Materials

Professional Discussion

Core assessment criteria

	Security	
Ref	**Assessment Criteria**	**Achieved**
SE12	Describe how to fulfil your responsibilities for securing particular areas or items	
SE13	Describe how to keep access points secure according to your organisation's procedures and your own job responsibilities	
SE14	Outline how to report problems in the security of actual or possible access points	
SE15	Outline security procedures relating to visitors to the site or a specified area	
SE16	Outline the importance of completing the relevant documents accurately and clearly	
SE17	Outline the procedures to report actual or suspected breaches of security at an appropriate level	
SE18	Describe the importance of communicating information about actual or suspected security threats calmly, clearly and using appropriate discretion	
SE19	Identify the appropriate actions to take in the event of unusual incidents which may present a security risk	
SE20	Identify the appropriate remedial action to take when you become aware of faults, damage to security equipment or problems with security	
SE21	Describe how to be vigilant and proactive in promoting a safe, secure and compliant working culture	

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	Interpersonal skills	
Ref	**Assessment Criteria**	**Achieved**
IP1	Describe organisational systems and procedures for developing your own and others' personal performance in customer service	
IP2	Outline how your behaviour impacts on others	
IP3	Outline how to effectively review your personal strengths and development needs	
IP4	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	
IP5	Outline how to obtain useful and constructive personal feedback from others and respond positively	
IP6	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	
IP7	Outline how to give useful and constructive personal feedback to others and encourage them to respond positively	

Disruption incidents & emergencies

Ref	Assessment Criteria	Achieved
DI9	Describe the procedures to collect, interpret and share information about current and potential incidents/emergencies	
DI10	Identify any connected problems and the range of factors affecting them	
DI11	Identify a number of available methods for resolving complex aviation incidents/emergencies	
DI12	Describe how to consult with others to identify and confirm the options available	
DI13	Outline how to consider the main features, advantages, disadvantages and risks of each option in order to find the most appropriate solution	
DI14	Suggest other ways that incidents/emergencies may be resolved if you are not able to help	
DI15	Outline the appropriate actions, working with others if required, to ensure that any commitments related to solving the incident/emergency are kept	
DI16	Describe how to keep others fully informed about what is happening to resolve the incident/emergency	
DI17	Describe how to handle all tasks in a calm and organised manner	

Dangerous goods

Ref	Assessment Criteria	Achieved
DG6	Describe how to operate safely when exposed to dangerous goods	
DG7	Explain how to deal with dangerous goods effectively in accordance with organisational procedures and responsibilities	

Aviation timescales		
Ref	**Assessment Criteria**	**Achieved**
AT1	Describe how to effectively collect, maintain and process operational information relating to aircraft movements and operating conditions from all available sources	
AT2	Describe the role and function of government and international agencies including ICAO, IATA and CAA	
AT3	Outline reference sources for compliance with national and international rules and regulations, and aeronautical facilities	
AT4	Outline your organisation's operations manual	
AT5	Outline your organisation's communications and recording systems and procedures	

Passenger services assessment criteria

Gate processes		
Ref	**Assessment Criteria**	**Achieved**
GP1	Types of special status passengers and the help that people with special needs may require	
GP2	Your organisation's procedures for boarding aircraft	
GP3	How to deal with passengers who are unfit or incapable of air travel	
GP4	How to react to safety and security concerns	
GP5	Type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers	
GP6	Ensure the provision and maintenance of relevant equipment (for example, buses/bollards/cones/tape) to ensure passengers and staff are safe	
GP7	Ensuring staff are aware of the dangers operating in hazardous areas and are following local procedures for escorting passengers across ramp areas	