

Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative – Aircraft

Handling 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	
	Assessment Criteria - (Merit)	
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	
	Assessment Criteria - (Merit)	
CL7	Take action to correct non-compliance	
	Assessment Criteria - (Distinction)	
CL8	Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons	

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

Interpersonal skills		
Ref	Assessment Criteria	Achieved
IP12	Work as part of a team to ensure adequate performance in the role	
IP13	Work accurately with supervision	
	Assessment Criteria - (Merit)	
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	
Assessment Criteria - (Merit)		
AS4	Take action to maintain systems to prevent faults or error	
AS5	Work efficiently to meet and exceed timescales to complete tasks	
Assessment Criteria - (Distinction)		
AS6	Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales	

Aircraft handling assessment criteria

Scenarios 1, 2 & 3

Marshalling			
Ref	Assessment Criteria	Pract Obs	Prof Disc
MA7	Follow instructions from team leader		
	Assessment Criteria - (Merit)		
MA8	Understand how following instructions ensures correct completion of task		
	Assessment Criteria - (Distinction)		
MA9	Anticipate needs of team leader prior to loading/unloading		

Loading instruction report			
Ref	Assessment Criteria	Pract Obs	Prof Disc
LI11	Correctly interpret basic information on the LIR		
	Assessment Criteria - (Distinction)		
LI12	Interpret and use advanced information on the LIR		

Load and unload			
Ref	Assessment Criteria	Pract Obs	Prof Disc
LU21	Identify correct load (pallets and containers, ULDs, loose or bulk loaded items, including outsized/specialised)		
LU22	Transfer load to/from loading area		
LU23	Ensure load is correctly labelled		
LU24	Wear correct personal protective equipment (PPE) when operating		
LU25	Identify correct and serviceable ULDs for the load		
LU26	Safely load/unload aircraft using equipment		
LU27	Complete load/unload within required timescales		
	Assessment Criteria - (Merit)		
LU28	Sequence loads prior to transfer to maximise load efficiency		
LU29	Ensure all supporting documentation is supplied to relevant stakeholders prior to load/unload		
LU30	Effectively load/unload aircraft		
LU31	Work efficiently as part of a team to load/unload and maximise use of time available		
	Assessment Criteria - (Distinction)		
LU32	Assist team leader in load selection		
LU33	Efficiently load/unload aircraft		
LU34	Prioritise and organise work to ensure maximum performance when loading/unloading		

Specialist equipment, including unit load device serviceability			
Ref	Assessment Criteria	Pract Obs	Prof Disc
SP14	Check specialist equipment/vehicles prior to use to ensure serviceability		
SP15	Use specialist equipment correctly to complete task		
Assessment Criteria - (Merit)			
SP16	Select correct specialist equipment/vehicle for the task		

Servicing			
Ref	Assessment Criteria	Pract Obs	Prof Disc
SV9	Prepare the aircraft hold/floor in accordance with loading requirements		