

**Think about
Professional Discussion
Level 2 Aviation Customer
Service Operative AP01**



On the day of this assessment you will carry out:



A 60-minute professional discussion



Remote or face-to-face



Under exam conditions



With an end-point assessor



Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your professional discussion.



Do

- Review the criteria associated with the professional discussion – this can be found in the EPA kit
- Ensure a quiet room is available and that there are no interruptions or distractions
- Be prepared to answer at least 8 questions that demonstrate your competence and focus on the required areas
- Reflect on your on-programme learning and experience



Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to bring your ID



Next steps

- Results can take up to 12 working days to be confirmed
- Your manager/training provider will inform you of the 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

Standard area	Key points to remember
Customer service and assistance	

Regulatory requirements

Compliance

Teamwork and communication

