

Highfield Level 3 End-Point Assessment for ST0038 Aviation Ground Specialist - Aircraft

Handling Mock Assessment Materials

Practical Observation

Core assessment criteria

Safety		
Ref	Assessment Criteria	Achieved
SA7	Ensure self and team correctly report hazards as identified	
SA8	Act within standard operating procedures at all times	
SA9	Take action to deal with hazards in line with organisational procedures	

Compliance & legislation		
Ref	Assessment Criteria	Achieved
CL7	Ensure area of responsibility complies with procedures and legislative requirements	
	Assessment Criteria - (Merit)	
CL8	Ensure compliance of team members within area of responsibility	
CL9	Correct non-compliance in area of responsibility	
	Assessment Criteria - (Distinction)	
CL10	Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

Communication		
Ref	Assessment Criteria	Achieved
CO10	Ensure accurate and timely communication with the right people at the right time using the correct method	
CO11	Ensure communication is received and understood	
CO12	Adapt language and tone to match audience and situation	
	Assessment Criteria - (Merit)	
CO13	Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	
	Assessment Criteria - (Distinction)	
CO14	Ensure excellent communication with all internal and external stakeholders	

Interpersonal skills		
Ref	Assessment Criteria	Achieved
IP8	Work as part of a team to ensure adequate performance in the role	
IP9	Provide appropriate guidance for team members	
	Assessment Criteria - (Merit)	
IP10	Take initiative as a senior team member or supervisor to improve performance in the role within limits of operation	

Aviation systems		
Ref	Assessment Criteria	Achieved
AS1	Ensure prescribed systems are used correctly	
AS2	Report faults or errors as they occur	
AS3	Take action to maintain systems to prevent faults or errors	

Aviation timescales		
Ref	Assessment Criteria	Achieved
AT6	Ensure minimum performance expectations are met in own area of responsibilities	
	Assessment Criteria - (Merit)	
AT7	Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	
	Assessment Criteria - (Distinction)	
AT8	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
MA16	Ensure area and equipment are ready for aircraft/vehicle marshalling		
MA17	Ensure all marshalling conforms to organisational and legal requirements		
	Assessment Criteria - (Merit)		
MA18	Effectively plan the handling of aircrafts/vehicles to maximise the resources and airside facilities		

Loading instruction report and balancing			
Ref	Assessment Criteria	Pract Obs	Prof Disc
LI22	Complete basic information on LIR for load (bulk, ULD, oversized or specialist loads)		
LI23	Brief team on LIR		
	Assessment Criteria - (Merit)		
LI24	Comprehensively complete the LIR, maximising load space and available weight		
LI25	Ensure team are fully briefed and understand the LIR and load requirements		

Load and unload			
Ref	Assessment Criteria	Pract Obs	Prof Disc
LU1	Plan the loading/unloading of an aircraft		
LU2	Lead the team to load/unload an aircraft		
LU3	Supervise the process of loading/unloading of an aircraft in line with organisational procedure		
LU4	Ensure load/unload is completed within required timescales		
LU5	Ensure correct personal protective equipment (PPE) is worn when operating		
	Assessment Criteria - (Merit)		
LU6	Lead the team efficiently to load/unload and maximise use of time available		
	Assessment Criteria - (Distinction)		
LU7	Take responsibility and accountability for planning and managing the load/unload of an aircraft efficiently		
LU8	Prioritise and organise work of team to ensure maximum performance when loading/unloading		

Specialist equipment			
Ref	Assessment Criteria	Pract Obs	Prof Disc
SP21	Ensure correct specialist equipment/vehicles are checked prior to use to ensure serviceability		
SP22	Select correct specialist equipment/vehicle for the task		
SP23	Ensure specialist equipment is used correctly to complete task		

Servicing			
Ref	Assessment Criteria	Pract Obs	Prof Disc
SV5	Ensure aircraft holds/floors are prepared in accordance with loading requirements		
	Assessment Criteria - (Merit)		
SV6	Lead and advise the team in the correct and safe preparation of the aircraft holds and floors		