

Think about
Professional discussion
Level 2 ST0037
Aviation Ground Operative –
Aircraft Handling v1.0



On the day of this assessment you will carry out:



A 60-minute professional discussion



Remote or face-to-face



In a suitable, controlled environment free from distraction



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
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Have copies of your notes available, remembering that these should be brief and not paragraphs of information



Don't

- Forget to bring your ID
- Forget to plan
- Forget to reflect on your behaviours



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or 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

(P) indicates pass criteria

Assessment criteria	Key points to remember
Security	
(P) Describe how to secure items, areas and data in line with your responsibilities	
(P) Describe your organisation's personal identification requirements	
(P) Identify reporting procedures for suspicious incidents or behaviour	
(P) Identify reporting procedures for discrepancies in the security of actual or potential access points	
(P) Describe how to ensure action is taken in response to an actual or suspected security threat	



(P) Describe the appropriate remedial actions to take when irregularities in security are identified	
Inter-personal skills	
(P) Explain the benefits of developing productive working relationships with colleagues	
(P) Explain how to address conflicts with colleagues	
(P) Describe how to deal with diversity issues	
(P) Outline how to receive and make use of feedback on your performance from colleagues	



(P) Identify the responsibilities of team members in your area	
(P) Outline the processes within the organisation for making decisions	
(P) Outline line management relationships within the organisation	
(P) Identify the organisation's aims, values and culture	
(P) Explain the standards of appearance, behaviour and performance expected in the organisation	
(P) Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately	



(P) Respond to requests for information adhering to your organisation's standard timeliness	
Disruption incidents & emergencies	
(P) Interpret incidents/emergencies that have been identified	
(P) Ask suitable questions to check you understand the incident/emergency	
(P) Identify the available solution(s) for resolving the incident/emergency	
(P) Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution	
(P) Keep others fully informed about what is happening to resolve the incident/emergency	



(P) Check with others to ensure the incident/emergency has been resolved satisfactorily	
(P) Give clear reasons to others when the incident/emergency has not been resolved satisfactorily	
(P) Be engaged with the job role, remaining clam and assured throughout the working period	
(P) Be able to concentrate on the task in hand and not be distracted by problems	
(P) Prioritise all tasks to ensure effective time management and a calm approach to work	



Dangerous goods

(P) Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities

(P) Identify potential dangerous goods hazards

(P) Operate safely when exposed to dangerous goods

Servicing

(P) Describe the following services used by the aircraft:

- engineering BF/AF
- fuelling
- de-icing
- water (potable and domestic)
- in-flight catering
- waste management
- cleaning
- aircraft turnaround (including loading and unloading)

(P) Outline your responsibilities under any legislation relevant to the service you are applying	
(P) Explain how to obtain authorisation to apply services	
(P) Identify the resources you can use for services and equipment relevant to the service being applied	
(P) Identify hazards and your organisation's procedures relating to opening and closing access points	
(P) Identify any special handling or storage considerations including load restraint	
(P) Explain the different types, services, functions and operation of loading/unloading equipment relevant to the aircraft and the safety features and how to use them correctly	



(P) Outline your organisation's procedures relating to the transferring of services during poor weather	
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