

Think about

Practical observation

Level 2 ST0037

Aviation Ground Operative –

Passenger Services v1.0



On the day of this assessment you will carry out:



A 60-minute observation



Face-to-face



At your normal place of work



With an end-point assessor



Key point

The scenario/task you will be observed on will be given to you on the day of your assessment.



Do

- Review the criteria associated with the practical observation - this can be found in the EPA Kit and in the table at the end of this document
- Use the planner below to plan how you will demonstrate the skills you have that are associated with the observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer any questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to relax and enjoy your assessment



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 practical observation, you can resit the assessment





Use the table below to plan and prepare for the practical observation

(P) indicates pass criteria

(M) indicates merit criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Safety	
(P) Correctly report hazards if identified	
(P) Act within standard operating procedures at all times	
(M) Take action to deal with hazards in line with organisational procedures	
Compliance and legislation	
(P) Check area of responsibility complies with procedures and legislative requirements	



(M) Take action to correct non-compliance	
(D) Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons	
Communication	
(P) Communicate with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Ensure all communications are timely and accurate	



(M) Adapt language and tone to match audience and situation	
(D) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	
Inter-personal skills	
(P) Work as part of a team to ensure adequate performance in the role	
(P) Work accurately with supervision	
(M) Take initiative as part of a team to improve performance in the role within limits of operation	
(M) Work accurately with minimal supervision	



Aviation systems

(P) Identify and use prescribed systems correctly

(P) Report faults or errors as they occur

(P) Meet performance expectation for timescales to complete tasks

(M) Take action to maintain systems to prevent faults or errors

(M) Work efficiently to meet and exceed timescales to complete tasks

(D) Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales



Travel documentation	
(P) Understands basic travel documentation (e.g. passports, tourist visas)	
(M) Displays a good knowledge of travel documentation (e.g. diplomatic documentation, residents or work visas)	
(D) Displays excellent knowledge of travel documentation	
(D) Can resolve documentation discrepancies	
Check in	
(P) Work effectively as part of the team, e.g. cooperation, involvement, assistance	



(P) Complete tasks within required timescales	
(M) Take the lead and offer advice during team activities where appropriate	
(M) Work efficiently as part of a team to complete tasks and maximise use of time	
(D) Prioritise and organise work to ensure maximum performance when completing tasks	
Gate processes	
(P) Use DCS adequately	



(M) Displays good knowledge of DCS	
(D) Displays excellent knowledge of DCS	
Customer service and communication	
(P) Presents a positive corporate image	
(P) Wears uniform to corporate standard	
(P) Acts in a manner that protects corporate values	



(P) Adequately practises the required skills for interacting with customers, e.g. communication	
(P) Obtain passengers' basic flight needs	
(P) Gives adequate information/direction	
(M) Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation	
(M) Utilises the required skills for interacting with customers	
(M) Adapt communication appropriately with a customer by gauging their demeanour	



(M) Assess/evaluate passenger needs based on information gained throughout the interaction	
(M) Give clear and concise closing information/direction	
(D) Always presents a positive corporate image	
(D) Acts in a manner that promotes corporate values	
(D) Personality reflects positive corporate image	
(D) Fully utilises the required skills for interacting with customers	



(D) Adapt communication appropriate with a customer by gauging their demeanour and adopting empathy, where required	
(D) Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and offer appropriate advice/assistance	
(D) Give thorough, clear and concise closing information/direction based on information gained through	

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