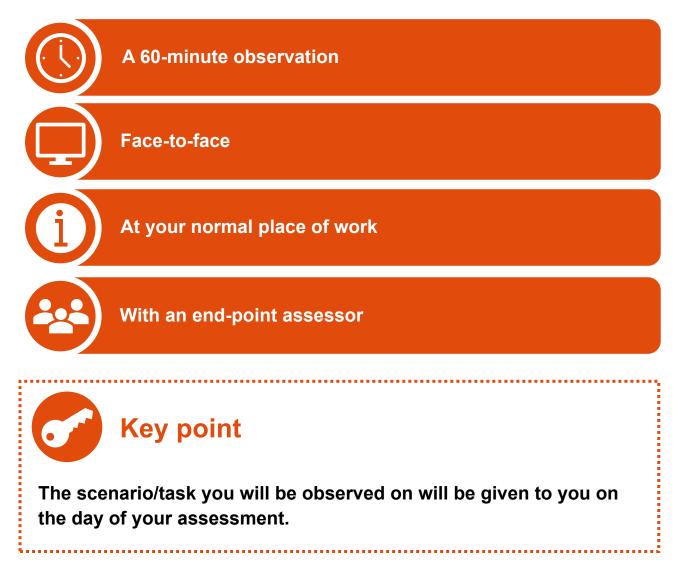


## On the day of this assessment you will carry out:



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- 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



- 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



- (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	
<b>(P)</b> Act within standard operating procedures at all times	
(M) Take action to deal with hazards in	
line with organisational procedures	
Compliance and legislation	
<b>(P)</b> Check area of responsibility complies with procedures and legislative requirements	

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(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	

(P) Identify and use prescribed systems	
correctly	
<b>(P)</b> Report faults or errors as they occur	
<b>(P)</b> Meet performance expectation for timescales to complete tasks	
<b>(M)</b> Take action to maintain systems to prevent faults or errors	
<b>(M)</b> Work efficiently to meet and exceed timescales to complete tasks	
<b>(D)</b> Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales	

Travel documentation	
( <b>P)</b> Understands basic travel	
documentation (e.g. passports, tourist	
visas)	
( <b>M)</b> Displays a good knowledge of travel	
documentation (e.g. diplomatic	
documentation, residents or work visas)	
,	
Displays excellent knowledge of travel	
( <b>D)</b> Displays excellent knowledge of travel documentation	
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	
(NA) \A/ords officiently as nort of a tagina to	
<b>(M)</b> 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	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (inspire & engage M PROGRESS talent pskills & .....

(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	
<b>(M)</b> Adapt communication appropriately with a customer by gauging their	
demeanour	

DEAS DIRECTION & IDEAS DUES EXPERTISE & learning (Inspire Dengage No PROGRESS talent poskills Description

(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	
0	
(D) Acts in a manner that promotes	
(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	

**OBEAS DIRECTION % IDEAS DOUES** EXPERTISE & learning (Inspire Oenglage) No PROGRESS talent poskills Of socials.

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

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**OBEAS # DIRECTION % IDEAS => QUES EXPERTISE & learning ( inspire & engage ) % PROGRESS talent > skills & solais.**