

**Think about**  
**Reflective essay and log of**  
**professional competence**  
**Level 4 Aviation Operations**  
**Manager – Passenger Operations**  
**V1.1**



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



**30-minute Q&A session**



**Remote or face-to-face**



**Log of professional competence**



**With an end-point assessor**



**Key point**

The reflective essay must be 4,500 words (+/-10%), demonstrating your ability to evaluate and review your own performance.



## Do

- Review the criteria associated with the reflective essay and log of professional competence - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislation, regulations and your organisation's policies and procedures
- Make sure you have a quiet room available
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Reflect on your personal development throughout your apprenticeship



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to reflect on your behaviours
- 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 reflective essay and log of professional competence, you can resit the assessment



## Use the table below to plan and prepare for the interview.

**(P) indicates pass criteria**

**(M) indicates merit criteria**

**(D) indicates distinction criteria**

Assessment criteria	Key points to remember
<b>Communication</b>	
(P) Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations	
<b>Resource management</b>	
(P) Manage resources effectively to ensure the efficient running of the department in line with organisational procedures	

Assessment criteria	Key points to remember
<b>SLA/SOPs</b>	
<p><b>(P)</b> Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to</p>	
<b>Disruption, incidents and emergencies</b>	
<p><b>(P)</b> Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies</p>	
<b>Behaviours</b>	
<p><b>(P)</b> Promote a respectful culture embracing diversity and inclusion</p>	
<p><b>(P)</b> Encourage empowerment, ownership and responsibility within team</p>	

**(P)** Be technologically astute and keep abreast of industry developments and innovations

### Reflective Essay and Log of Professional Competence merit criteria

**(M)** Demonstrate confidence and self-motivation in their role

**(M)** Actively look for opportunities for self-development

**(M)** Deal with problems as they arise

**(M)** Seek to exceed customer expectations, in line with business objectives

### Reflective Essay and Log of Professional Competence distinction criteria

**(D)** Consistently perform above the required level for their role

**(D)** Have excellent self and time-management skills

**(D)** Seek and take opportunities to share knowledge and develop others when the opportunity arises

**(D)** Deliver excellent customer experiences within the confines of the aviation operations environment

### Check-in

**(P)** Work with the check-in team, senior management and other stakeholders as required, making effective decisions to maintain operational standards, commercial performance and customer satisfaction

## Operational performance

**(P)** Manage terminal facilities in line with organisational procedures

**(P)** Anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions

**(P)** Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made, ensuring commercial output while minimising disruption

**(P)** Manage major incidents and accidents both in the terminal and on an aircraft on the ground

## Service performance

**(P)** Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance

**(P)** Maintain brand standards while anticipating and managing changes to aviation operations as a consequence of external factors

**(P)** Ensure effective communication with customers