Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative – Passenger Services Pathway

Mock Assessment Materials

Practical Observation

Safety			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
SA16	Correctly report hazards if identified		
SA17	Act within standard operating procedures at all times		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
SA18	Take action to deal with hazards in line with organisational procedures		

Compliance & legislation

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
CL6	Check area of responsibility complies with procedures and legislative requirements		
Ref	Assessment Criteria (Merit)	Criteria Met	Criteria Not Met
CL7	Take action to correct non-compliance		
Ref	*Assessment Criteria (Distinction)*	Criteria Met	Criteria Not Met
CL8	*Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons*		

Communication

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
CO10	Communicate with the right people at the right time using the correct method		
CO11	Ensure communication is received and understood		
CO12	Ensure all communications are timely and accurate		
Ref	Assessment Criteria (Merit)	Criteria Met	Criteria Not Met
CO13	Adapt language and tone to match audience and situation		
Ref	*Assessment Criteria (Distinction)*	Criteria Met	Criteria Not Met
CO14	*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			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
IP12	Work as part of a team to ensure adequate performance in the role		
IP13	Work accurately with supervision		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
IP14	Take initiative as part of a team to improve performance in the role within limits of operation		
IP15	Work accurately with minimal supervision		

Aviation systems			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
AS1	Use prescribed systems correctly		
AS2	Report faults or errors as they occur		
AS3	Meet performance expectation for timescales to complete tasks		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
AS4	Take action to maintain systems to prevent faults or error		
AS5	Work efficiently to meet and exceed timescales to complete tasks		
Ref	*Assessment Criteria (Distinction)*	**Criteria Met**	**Criteria Not Met**
AS6	*Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales*		

Scenarios 1, 2 and 3

	Travel documentation		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
TD5	Understands basic travel documentation (e.g. passports, tourist visas)		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
TD6	Displays a good knowledge of travel documentation (e.g. diplomatic documentation, residents or work visas)		
Ref	***Assessment Criteria (Distinction)***	**Criteria Met**	**Criteria Not Met**
TD7	*Displays excellent knowledge of travel documentation*		
TD8	*Can resolve documentation discrepancies*		

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Check in			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
CI6	Work effectively as part of the team, e.g. cooperation, involvement, assistance		
CI7	Complete tasks within required timescales		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
CI8	Take the lead and offer advice during team activities where appropriate		
CI9	Work efficiently as part of a team to complete tasks and maximise use of time available		
Ref	*Assessment Criteria (Distinction)*	**Criteria Met**	**Criteria Not Met**
CI10	*Prioritise and organise work to ensure maximum performance when completing tasks*		

Gate processes			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
GP12	Use DCS adequately		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
GP13	Displays good knowledge of DCS		
Ref	*Assessment Criteria (Distinction)*	**Criteria Met**	**Criteria Not Met**
GP14	*Displays excellent knowledge of DCS*		

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	Customer service and communication		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
CS10	Presents a positive corporate image		
CS11	Wears uniform to corporate standard		
CS12	Acts in a manner that protects corporate values		
CS13	Adequately practises the required skills for interacting with customers, e.g. communication		
CS14	Obtain passengers' basic flight needs		
CS15	Gives adequate information/direction		
Ref	**Assessment Criteria (Merit)**	**Criteria Met**	**Criteria Not Met**
CS16	Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation		
CS17	Utilises the required skills for interacting with customers		
CS18	Adapt communication appropriately with a customer by gauging their demeanour		
CS19	Assess/evaluate passenger needs based on information gained throughout the interaction		
CS20	Give clear and concise closing information/direction		
Ref	*Assessment Criteria (Distinction)*	**Criteria Met**	**Criteria Not Met**
CS21	*Always presents a positive corporate image*		
CS22	*Acts in a manner that promotes corporate values*		
CS23	*Personality reflects positive corporate image*		

CS24	Fully utilises the required skills for interacting with customers		
CS25	Adapt communication appropriate with a customer by gauging their demeanour and adopting empathy, where required		
CS26	Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and offer appropriate advice/assistance		
CS27	Give thorough, clear and concise closing information/direction based on information gained throughout the interaction		

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