

On the day of this assessment you will carry out:



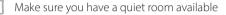
The reflective essay must be 4,500 words (+/-10%), demonstrating your ability to evaluate and review your own performance.

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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





- 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

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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	
Communication		
(P) Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations		
Resource management		
(P) Manage resources effectively to ensure the efficient running of the department in line with organisational procedures		

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Assessment criteria	Key points to remember
SLA/SOPs	
(P) Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to	
Disruption, incidents and emergencies	
(P) 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	
Behaviours	
(P) Promote a respectful culture embracing diversity and inclusion	
(P) Encourage empowerment, ownership and responsibility within team	

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(P) Be technologically astute and keep abreast of industry developments and innovations	
Reflective Essay and Log of Profession Competence merit criteria	nal
(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 expectation in line with business objectives	nns,
Reflective Essay and Log of Profession	al Competence distinction criteria
(D) Consistently perform above the required level for their role	lired

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	(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		
	Manage the airside movement of aircraft and/or vehicles		
1	(P) Manage the safe movement of aircraft		

(P) Manage the safe movement of aircraft and/or airside vehicles within own area of responsibility, ensuring the execution of activities is in accordance with aviation safety laws and airport procedures

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(P) Manage the day-to-day operation of movement teams and specialists at airports/ heliports and other landing platforms, ensuring the execution of activities is in accordance with aviation safety laws and airport procedures	
Facilities management	
(P) Analyse and interpret codes and regulations, and use information to maximise operational performance when planning, setting priorities, organising and supervising the work of others	
Interpersonal skills management	
(P) Establish and maintain positive relationships, promoting strong interrelationships with other airport users	
(P) Maintain records required under regulations and the need for compliance with all regulations including health and safety	

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