

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

## Mock Assessment Materials

### Professional Discussion

Security			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
SE9	Describe how to secure items, areas and data in line with your responsibilities		
SE10	Describe your organisation's personal identification requirements		
SE11	Identify reporting procedures for suspicious incidents or behaviour		
SE12	Identify reporting procedures for discrepancies in the security of actual or potential access points		
SE13	Describe how to ensure action is taken in response to an actual or suspected security threat		
SE14	Describe the appropriate remedial actions to take when irregularities in security are identified		

### Inter-personal skills

Ref	Assessment Criteria (Pass)	Achieved	Not achieved
IP1	Explain the benefits of developing productive working relationships with colleagues		
IP2	Explain how to address conflicts with colleagues		
IP3	Describe how to deal with diversity issues		
IP4	Outline how to receive and make use of feedback on your performance from colleagues		
IP5	Identify the responsibilities of team members in own area		
IP6	Outline the processes within the organisation for making decisions		
IP7	Outline line management relationships within the organisation		
IP8	Identify the organisation's aims, values and culture		
IP9	Explain the standards of appearance, behaviour and performance expected in the organisation		
IP10	Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately		
IP11	Respond to requests for information adhering to your organisation's standard timeliness		

<b>Disruption incidents &amp; emergencies</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
DI12	Interpret incidents/emergencies that have been identified		
DI13	Ask suitable questions to check you understand the incident/emergency		
DI14	Identify the available solution(s) for resolving the incident/emergency		
DI15	Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution		
DI16	Keep others fully informed about what is happening to resolve the incident/emergency		
DI17	Check with others to ensure the incident/emergency has been resolved satisfactorily		
DI18	Give clear reasons to others when the incident/emergency has not been resolved satisfactorily		
DI19	Be engaged with the job role, remaining calm and assured throughout the working period		
DI20	Be able to concentrate on the task in hand and not be distracted by problems		
DI21	Prioritise all tasks to ensure effective time management and a calm approach to work		

<b>Dangerous goods</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
DG5	Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities		
DG6	Identify potential dangerous goods hazards		
DG7	Operate safely when exposed to dangerous goods		

Gate processes			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
GP1	Outline your organisation's procedures for boarding aircraft		
GP2	Explain how to deal with passengers who are unfit or incapable of air travel		
GP3	Explain how to report safety and security concerns		
GP4	Identify type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers		
GP5	Identify which items of personal protective equipment need to be worn airside when carrying out escort duties and why		
GP6	Outline layout of airport roadways and walkways from the terminal to the aircraft		
GP7	Explain why it is important to have an awareness of activity on other adjacent stands		
GP8	Explain how to use relevant equipment (for example, buses/bollards/cones/tape) to ensure passengers are safe		
GP9	Identify dangers on the ramp and local procedures for escorting passengers across ramp areas		
GP10	Outline local procedures for transferring passengers to the aircraft		
GP11	Identify hazardous areas to be aware of when escorting		