The Reflective Essay and Log of Professional Competence - Matrix Sheet – Level 4 ST0039 Aviation Operations Manager

This document should be used to map the apprentice's log of professional competence to the Aviation Operations Manager standard and should accompany the log of professional competence and reflective essay when these are submitted to Highfield Assessment.

Apprentice's Name:	
Employer:	
Training Provider:	
End-Point Assessment Start Date:	
Pathway:	

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Core – Pass Criteria			
CS4	Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations		
CS5	Manage resources effectively to ensure the efficient running of the department in line with organisational procedures		
CS7	Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to		
CS8	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		
BE1	Promote a respectful culture embracing diversity and inclusion		
BE2	Encourage empowerment, ownership and responsibility within team		
BE3	Be technologically astute and keep abreast of industry developments and innovations		
Core – Merit Criteria			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		

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Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
REM4	Seek to exceed customer expectations, in line with business objectives		
Core – Distinction Criteria			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 1: Aircraft Handling Manager			
AHS1.1	Manage, within their own remit, maximum payload utilisation in line with their organisation's commercial targets, adherence to ZFW and weight and balance, in accordance with specific aircraft requirements		
AHS1.2	Manage, within their own remit, the use and maintenance of specialised equipment (including ULDs) in accordance with organisation's policies and procedures and regulatory requirements, finalising in completion of correct documentation		
AHS2	Manage effective ramp operation, including arrival, turnaround and departure, for the organisation, ensuring relevant communication with all other airport stakeholders and government agencies to ensure effectiveness of the whole aviation operation		
AHS3	Ensure the safe movement of aircraft; including effective scheduling and aircraft flow management, in line with stakeholders' operational targets		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 2: Aircraft Movement Manager			
AMS1.1	Manage the safe movement of aircraft and/or airside vehicles within own area of responsibility, ensuring the execution of activities is in accordance to aviation safety laws and airport procedures		
AMS1.2	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		
AMS3	Analyse and interpret codes and regulations, and use information to maximise operational performance when planning, setting priorities, organising and supervising the work of others		
AMS4.1	Establish and maintain positive relationships, promoting strong interrelationships with other airport users		
AMS4.2	Maintain records required under regulations and the need for compliance with all regulations including health and safety		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 3: Fire Service Watch Manager			
FSS1.1	Ensure that sufficient resources are available to manage the watch, and that recommendations for improvement to work activities are made when necessary		
FSS2.1	Plan and implement actions to meet the needs of the incident, lead and resolve a multi-appliance aviation fire and rescue operational incident		
FSS2.2	Close down, hand over and debrief a multi-appliance aviation fire and rescue operational incident		
FSS3	Plan a multi-appliance training scenario, applying control measures to ensure a safe training environment and develop team/individual skills and knowledge		
FSS4.1	Safely conduct a multi-appliance training scenario in accordance with organisational requirements to develop individuals against objectives		
FSS4.2	Review a multi-appliance training scenario and implement any necessary actions in accordance with organisational policy		

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Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 4: Flight Operations Manager - Air Traffic Control (ATC)			
FAS1	Manage the safe movement of aircraft within own area of responsibility whilst airborne within designated airspace and on the airfield		
FAS3	Impart knowledge of rules and regulations for driving on an airfield to staff, monitor their performance and ensure compliance with organisation and regulatory requirements		
FAS4	Manage processes and procedures to ensure, in a timely manner, safe and efficient flow of air traffic		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 5: Flight Operations Manager - Operations			
FOS1	Supply flight crew with aviation safety information		
FOS2	Manage the safe movement of aircraft within own area of responsibility		
FOS3.1	Prepare and submit an 'integrated initial flight plan system' approved flight plan		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Specialist Function 6: Passenger Operations Manager			
POS2	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		
POS3.1	Manage terminal facilities in line with organisational procedures		
POS3.2	Anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions		
POS3.3	Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made, ensuring commercial output while minimising disruption		
POS3.4	Manage major incidents and accidents both in the terminal and on an aircraft on the ground		
POS4.1	Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance		
POS4.2	Maintain brand standards while anticipating and managing changes to aviation operations as a consequence of external factors		
POS4.3	Ensure effective communication with customers		

Apprentice Declaration

I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.

Apprentice's signature:	**Date:**

Please ensure this Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

.docx	*.xlsx*	*.pptx*
.pdf	*.jpg*	*.png*
.mp3	*.mp4*	*.m4a*