

Think about
Practical observation
Level 3 ST0038 Aviation Ground
Specialist – Flight Operations
pathway v1.2



On the day of this assessment you will carry out:



A 60-minute observation



Face-to-face



At your workplace



With an end-point assessor



Key point

The scenario/task you will be observed on will be given to you on the day of your assessment.



Do

- ☐ Review the criteria associated with the practical observation - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Use the planner to plan how you will demonstrate the skills you have that are associated with the observation
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Be prepared to answer any questions that the end-point assessor may have



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ 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 practical observation, you can resit the assessment



Use the table below to plan and prepare for the practical observation.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Safety	
(P) Ensure self and team correctly report hazards as identified	
(P) Act within standard operating procedures at all times	
(P) Take action to deal with hazards in line with organisational procedures	

Assessment criteria	Key points to remember
Compliance & legislation	
(P) Ensure area of responsibility complies with procedures and legislative requirements	
(M) Ensure compliance of team members within area of responsibility	
(M) Correct non-compliance in area of responsibility	
(D) Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

Assessment criteria	Key points to remember
Communication	
(P) Ensure accurate and timely communication with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Adapt language and tone to match audience and situation	
(M) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	

Assessment criteria	Key points to remember
(D) Ensure excellent communication with all internal and external stakeholders	
Inter-personal skills	
(P) Work as part of a team to ensure adequate performance in the role	
(P) Provide appropriate guidance for team members	
(M) Take initiative as a senior team member or supervisor to improve performance in the role, within limits of operation	

Assessment criteria

Key points to remember

Aviation systems

(P) Ensure prescribed systems are used correctly

(P) Report faults or errors as they occur

(P) Take action to maintain systems to prevent faults or errors

Aviation timescales

(P) Ensure minimum performance expectations are met in own area of responsibilities

Assessment criteria	Key points to remember
(M) Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	
(D) Organise and prioritise work to make the most efficient use of time, and complete core and relevant additional tasks within timescales	
Support flight operations	
(P) Maintain the collection of operational information on aircraft movements and operating conditions from all available sources	
(P) Disseminate operational information in a timely manner to all relevant parties in line with organisational procedures	

Assessment criteria	Key points to remember
(P) Ensure visual displays of aircraft movements are accurate in line with organisational procedures	
(P) Process aircraft progress and operational information in line with organisational procedures	
(P) Record contingency plans in line with organisational requirements	
(P) Tell all relevant parties about new and revised contingency plans in line with organisational procedures	
(M) Record aircraft progress and operational information accurately and clearly	

Assessment criteria	Key points to remember
(M) Use all available information sources and contingency plans in case of flight irregularities	
(M) Review and revise contingency plans in response to changing circumstances	
(D) Obtain approval for contingency plans	
(D) Implement contingency plans according to own level of responsibility	

Assessment criteria

Key points to remember

Monitor the weather in an aviation environment

(P) Collate all incoming information relating to current and forecast weather using all available information sources

(P) Seek clarification from designated forecast unit of weather reports

(P) Acknowledge receipt of information in line with organisational procedures

(P) Observe weather conditions in immediate vicinity

Assessment criteria	Key points to remember
(P) Record information about current and forecast weather in line with organisational procedures	
(M) Evaluate pilot and agency reports about weather conditions to ascertain changes	
(M) Collect contingency plans on weather diversions	
(M) Ensure routine meteorological information is shared with others, and record the information provided	

Assessment criteria	Key points to remember
(M) Identify significant changes in current and forecast weather and their implications	
(D) Take appropriate actions in response to changes in current and forecast weather	
(D) Implement contingency plans due to weather	
Reducing aviation hazards	
(P) Arrived punctually	

Assessment criteria	Key points to remember
(P) Dressed in the correct PPE for the environment	
(P) Identify types of hazard	
(P) Conduct FOD Plod, safely and effectively	
(P) React to potential hazardous situations, such as FOD intake	
(M) Communicate hazards/potential hazards to the appropriate level	

Assessment criteria	Key points to remember
(D) Rectify hazards such as clearing FOD, and reporting actions taken to the appropriate authority	
Resolve multifaceted aviation issues	
(P) Collect and interpret information from others about problems they have raised	
(P) Ask others appropriate questions to check own understanding of problems	
(P) Share feedback with others to help identify and prevent possible problems	

Assessment criteria	Key points to remember
(P) Identify any connected problems and the range of factors affecting them	
(P) Identify a number of available methods for resolving complex aviation problems	
(P) Discuss and agree the proposed option for solving the problem with others	
(P) Take action to put the agreed option into practice	
(M) Consult with others to identify and confirm the options available	

Assessment criteria	Key points to remember
(M) Work out the main features, advantages, disadvantages and risks of each option	
(M) Suggest other ways that problems may be resolved if personal help cannot be provided	
(M) Keep others fully informed about what is happening to resolve the problem(s)	
(D) Choose the best overall option to solve the problem	
(D) Communicate with others to make sure that any commitments related to solving the problem are kept	

