

**Think about
Observation with questions
and answers
Level 2 ST0908
Aviation Ground Handler v1.0**



On the day of assessment, you will carry out:



A 90-minute observation



Face-to-face



In your natural working environment



With an end-point assessor



Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your observation.



Do



Review the criteria associated with the observation – this can be found in the EPA kit and in the planner at the end of this document



Review relevant safety, security and compliance procedures



Use the planner to plan how you will demonstrate the skills and behaviours that are associated with the direct observation



Be prepared to answer questions following the observation



Don't



Forget to plan



Forget to bring your ID



Forget to tell your colleagues and customers you are being observed



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the direct observation you can resit the assessment



Use the table below to plan and prepare for the observation

| Standard area | Key points to remember |
|--|------------------------|
| Uses aviation systems and ground service equipment to achieve objectives, using appropriate equipment and technology and following organisational operating procedures | |

Communicates with others by transmitting, receiving and recording information as and when it is required and establishes an approach to work tasks which demonstrates they are active participants

Demonstrates the loading and unloading of aircraft within the allocated time in accordance with the Load Instruction Report (LIR) and organisational procedures, including restraint/unrestraint of a Unit Load Device (ULD) and baggage nets

Marshalls via hand signals and techniques the control of movement of vehicles in proximity of aircraft, including requirements for distance, speed, and safe positioning of vehicles near aircraft

Demonstrates pre/post use checks of holds and all hold locks, procedures for checking specialised aircraft movement equipment prior to use, operates equipment safely and prepare/configure aircraft holds for departure following the procedure for storage after use in line with organisational requirements

Demonstrates the use of aviation systems to complete and maintain documentation in compliance with legislative/operational guidelines and uses correct procedures and processes for preparing and moving back aircraft accurately, safely and promptly

Demonstrates the procedures and processes of risk assessment when moving an airframe, operating aircraft and vehicles airside following the organisational procedures and safety policies

**Maintains
organisational
customer service
standards when
dealing with
people by being
polite, helpful
and customer
focused in
line with
organisation
expectations**

**Demonstrates
working as
part of a team
and with other
stakeholders/
customers to
meet objectives,
establishing an
approach which
keeps people
safe and follows
the operational
procedures
and guidelines
for working
practices set
out by the
organisation**