

#### Paper Code: M-EPA-AOMPO4001

# **Aviation Operations Manager - Passenger Operations Manager - Operations**

Mock EPA Written Exam

# Leve Leve

#### **Information for registered Centres**

The seal on this examination paper must only be broken by the learner at the time of the examination.

Under no circumstances should a learner use an unsealed examination paper.

#### Information for candidates

Only remove the examination paper from the sealed envelope when instructed to do so.

Under no circumstances should you use an unsealed examination paper.

The duration of this examination is **60 minutes**. The examination consists of **6 questions**.

Please carefully read the examination questions and clearly write your answers where specified to do so.

The test is worth 100 marks, with the pass being 60 marks, a merit being 70 marks and a distinction being 80 marks.

Complete ALL tasks. Use BLACK or BLUE ink.

You are **NOT** allowed any assistance to complete the answers.

When completed, please leave the **Examination Paper** on the desk.

**SIGN** the declaration before leaving.

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I will not discuss the content of the examination with anyone else.

I am the person stated above on this form.



1

Your organisation has suffered several incidents relating to hidden dangerous goods carried by passengers. You are preparing a brief to be given to all relevant staff involved in handling passengers. State 2 examples of hidden dangerous goods carried by passengers. Explain where to find information regarding whether certain items can be carried by passengers in the cabin or if they have to be stowed in the hold. Give 2 further examples of items that must be carried in the cabin when travelling by air and 2 examples of items that must be stowed in the hold.



2

Documentation is required for each departing flight; this can be electronic or paper-based. Identify 5 documents relating to passengers that your department may need to create or pass on to cabin crew and give a brief overview of the information provided on each of those documents.



3

You have several flights departing with a mixture of passengers with reduced mobility (PRM) and sensory needs. In order to ensure that you can prepare all personnel handling of these passengers, list 5 of the special service request (SSR) codes used and describe the assistance required for each.



4

Passenger service operations must comply with many regulations, including the effective management of waste. Describe how your department deals with resources not used during check in and boarding, and the processes in place for disposing of any waste in compliance with environmental and waste management policies. Explain how each of the following areas need to be considered during waste management:

- GDPR
- health and safety

security



(5 marks)

(10 marks)

5

A passenger has arrived at their destination and is found to be inadmissible under the receiving country's laws. Your department now has to deal with the passenger and process them according to international law and your company's procedures.

Explain where to find information regarding the required mandatory travel documentation.

Outline 2 possible reasons as to why they may have been refused entry.

Detail at least 3 procedures you must follow.	(15 marks)



(30 marks)



6

Airports need to operate as self-contained entities. Compile a list of the facilities available within the airport infrastructure to meet customer needs.

You should include details of:

the facilities, including a brief overview of how they are managed to meet customers' needs and expectations	(15 marks)
potential external influences and operational restrictions that could impact the smooth flow of passengers	(5 marks)
the financial implications that could be caused what you could do to minimise disruption	(5 marks) (5 marks)
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(30 marks)



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