Think about

Practical observation

Level 2 ST0037
Aviation Ground Operative -
Aircraft Handling v1.0

On the day of this assessment you will carry out:

- A 60-minute observation
- Face-to-face
- At your normal place of work
- 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 below to plan how you will demonstrate the skills you have that are associated with the observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer any questions that your assessor may ask

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
(M) indicates merit criteria
(D) indicates distinction criteria

Assessment criteria	Key points to remember
Safety	
(P) Correctly report hazards if identified	
(P) Act within standard operating procedures at all times	
(M) Take action to deal with hazards in line with organisational procedures	
Compliance and legislation	
(P) Check area of responsibility complies with procedures and legislative requirements	

(M) Take action to correct non-compliance	
(D) Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons	
Communication	
(P) Communicate with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Ensure all communications are timely and accurate	

(M) Adapt language and tone to match audience and situation	
(D) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	
Inter-personal skills	
(P) Work as part of a team to ensure adequate performance in the role	
(P) Work accurately with supervision	
(M) Take initiative as part of a team to improve performance in the role within limits of operation	
(M) Work accurately with minimal supervision	

Aviation systems	
(P) Identify and use prescribed systems correctly	
(P) Report faults or errors as they occur	
(P) Meet performance expectation for timescales to complete tasks	
(M) Take action to maintain systems to prevent faults or errors	
(M) 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	

Marshalling	
(P) Follow instructions from team leader	
(M) Understand how following instructions ensures correct completion of task	
(D) Anticipate needs of team leader prior to loading/unloading	
Loading instruction report	
(P) Correctly interpret basic information on the LIR	
(D) Interpret and use advanced information on the LIR	

Load and unload	
(P) Identify correct load (pallets and containers, ULDs, loose or bulk loaded items, including outsized/specialised)	
(P) Transfer load to/from loading area	
(P) Ensure load is correctly labelled	
(P) Wear correct personal protective equipment (PPE) when operating	
(P) Identify correct and serviceable ULDs for the load	
(P) Safely load/unload aircraft using equipment	

(P) Complete load/unload within required timescales	
(M) Sequence loads prior to transfer to maximise load efficiency	
(M) Ensure all supporting documentation is supplied to relevant stakeholders prior to load/unload	
(M) Effectively load/unload aircraft	
(M) Work efficiently as part of a team to load/unload and maximise use of time available	
(D) Assist team leader in load selection	

(D) Efficiently load/unload aircraft	
(D) Prioritise and organise work to ensure maximum performance when loading/unloading	
Specialist equipment, including unit load device serviceability	
(P) Check specialist equipment/vehicles prior to use to ensure serviceability	
(P) Use specialist equipment correctly to complete task	
(M) Select correct specialist equipment/vehicle for the task	

Servicing	
(P) Prepare the aircraft hold/floor in accordance with loading requirements	