# Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative – Passenger Services Mock Assessment Materials

## Professional Discussion

**Core assessment criteria**

| Security | | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| SE9 | Describe how to secure items, areas and data in line with your responsibilities | |
| SE10 | Describe your organisation's personal identification requirements | |
| SE11 | Identify reporting procedures for suspicious incidents or behaviour | |
| SE12 | Identify reporting procedures for discrepancies in the security of actual or potential access points | |
| SE13 | Describe how to ensure action is taken in response to an actual or suspected security threat | |
| SE14 | Describe the appropriate remedial actions to take when irregularities in security are identified | |

| | Interpersonal skills | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| IP1 | Explain the benefits of developing productive working relationships with colleagues | |
| IP2 | Explain how to address conflicts with colleagues | |
| IP3 | Describe how to deal with diversity issues | |
| IP4 | Outline how to receive and make use of feedback on your performance from colleagues | |
| IP5 | Identify the responsibilities of team members in own area | |
| IP6 | Outline the processes within the organisation for making decisions | |
| IP7 | Outline line management relationships within the organisation | |
| IP8 | Identify the organisation's aims, values and culture | |
| IP9 | Explain the standards of appearance, behaviour and performance expected in the organisation | |
| IP10 | Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately | |
| IP11 | Respond to requests for information adhering to your organisation's standard timeliness | |

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## Disruption incidents & emergencies

| Ref | Assessment Criteria | Achieved |
|-----|---------------------|----------|
| DI12 | Interpret incidents/emergencies that have been identified | |
| DI13 | Ask suitable questions to check you understand the incident/emergency | |
| DI14 | Identify the available solution(s) for resolving the incident/emergency | |
| DI15 | Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution | |
| DI16 | Keep others fully informed about what is happening to resolve the incident/emergency | |
| DI17 | Check with others to ensure the incident/emergency has been resolved satisfactorily | |
| DI18 | Give clear reasons to others when the incident/emergency has not been resolved satisfactorily | |
| DI19 | Be engaged with the job role, remaining calm and assured throughout the working period | |
| DI20 | Be able to concentrate on the task in hand and not be distracted by problems | |
| DI21 | Prioritise all tasks to ensure effective time management and a calm approach to work | |

## Dangerous goods

| Ref | Assessment Criteria | Achieved |
|-----|---------------------|----------|
| DG5 | Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities | |
| DG6 | Identify potential dangerous goods hazards | |
| DG7 | Operate safely when exposed to dangerous goods | |

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**Passenger services assessment criteria**

| | Gate processes | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| GP1 | Outline your organisation's procedures for boarding aircraft | |
| GP2 | Explain how to deal with passengers who are unfit or incapable of air travel | |
| GP3 | Explain how to report safety and security concerns | |
| GP4 | Identify type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers | |
| GP5 | Identify which items of personal protective equipment need to be worn airside when carrying out escort duties and why | |
| GP6 | Outline layout of airport roadways and walkways from the terminal to the aircraft | |
| GP7 | Explain why it is important to have an awareness of activity on other adjacent stands | |
| GP8 | Explain how to use relevant equipment (for example, buses/bollards/cones/tape) to ensure passengers are safe | |
| GP9 | Identify dangers on the ramp and local procedures for escorting passengers across ramp areas | |
| GP10 | Outline local procedures for transferring passengers to the aircraft | |
| GP11 | Identify hazardous areas to be aware of when escorting | |

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