

# Highfield Level 4 End-Point Assessment for ST0039 Aviation Operations

## Manager Mock Assessment Materials

### Professional discussion

#### Core assessment criteria

Professional Discussion Criteria		
Ref	Assessment Criteria	Achieved
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
PD2	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff	
PD3	Provide examples of how staff are managed effectively, including motivation and development of teams and individuals	
PD4	Provide reasoned examples of how the aviation department operates efficiently	
PD5	Explain the importance of keeping up to date with current industry regulations and provide examples of how this has been achieved	
PD6	Provide an overview of how the aviation department meets the needs of the business and customer	
PD7	Provide evidence to show they have been part of the effective planning and review in the team	
PD8	Describe how the aviation department meets regulatory requirements	
PD9	Evidence effective day to day management of the team/department and how these lead to customer satisfaction and ensure business performance	
PD10	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated	
PD11	Demonstrate how feedback has been sought from managers and stakeholders and how this has been effectively dealt with	

Safety		
Ref	Assessment Criteria	Achieved
CS1	Manage safety within their area of responsibility, ensuring staff are compliant with safety requirements in aviation environments	

Security		
Ref	Assessment Criteria	Achieved
CS2	Manage aviation security in their own area of operations, ensuring team members follow organisational procedures and that accurate reporting and recording of information is completed	

Compliance & Legislation		
Ref	Assessment Criteria	Achieved
CS3	Manage compliance with legislation, aviation procedures and regulations within own area of responsibility	

Airport operations		
Ref	Assessment Criteria	Achieved
CS6	Manage their own area of responsibility to meet the needs of the wider organisation, ensuring that the needs of the site, customers, visitors and service users are met in adherence to business operational procedures and requirements	

Staff performance		
Ref	Assessment Criteria	Achieved
CS9	Effectively manage all aspects of own staff's performance, including: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance reviews</li> <li>• learning and development</li> <li>• discipline</li> <li>• grievance</li> <li>• industrial relations</li> </ul>	

Behaviours		
Ref	Assessment Criteria	Achieved
BE1	Promote and instil the values of the organisation to all colleagues	
BE2	Encourage integrity and accountability within team, leading by example	
BE3	Seek and provide feedback to manage continuous development of self, team and processes	
BE4	Be vigilant and proactive in embedding a safe, secure and compliant working culture	

### Aircraft handling manager assessment criteria

<b>Manage and coordinate airside handling team members, assets and vehicles - air cargo handling equipment (ACHE)</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
AHS4	Manage resources effectively to ensure the efficient running of department in line with organisational procedures	

### Aircraft movement manager assessment criteria

<b>Manage an airside movements team</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
AMS2	Manage the planning of the required amount of resources according to aircraft type and environment in line with client, aviation environment and organisational requirements and standards, within required timescales	

### Fire service watch manager assessment criteria

<b>Manage an on-duty fire service watch</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
FSS1.2	Maintain fire service workplace activities to meet requirements while maintaining healthy, safe and productive working conditions, including takeover/handover of a duty watch	

**Flight operations manager - air traffic control (ATC) assessment criteria**

<b>Manage a flight operations team - ATC</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
FAS2	Manage the planning of the required amount of resources, including the allocation of work to meet the departmental aims	

**Flight operations manager - operations assessment criteria**

<b>Planning</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
FOS3.2	In the event of accident, incident or emergency, select an appropriate diversion air field	

<b>Manage a flight operations team</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
FOS4	Manage the planning and allocation of resources to ensure safe and effective operation of the department in line with objectives and service standards	

**Passenger operations manager assessment criteria**

<b>Travel documentation</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
POS1.1	Manage travel documentation to ensure compliance with organisational and legal regulations	
POS1.2	Investigate service failures and errors, recommending/taking appropriate action and liaising with stakeholders, including monitoring of systems and procedures, reports on failures and rejected travellers	