

Think about  
Professional discussion  
Level 2 ST0037  
Aviation Ground Operative –  
Passenger Services v1.0



On the day of this assessment you will carry out:



A 60-minute professional discussion



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor and your employer



### Key point

Your employer will be invited to the meeting to assist in contextualising the professional discussion where required.



## Do

- Review the criteria associated with the professional discussion - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Have copies of your notes available, remembering that these should be brief and not paragraphs of information



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to reflect on your behaviours



## 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 professional discussion, you can resit the assessment





## Use the table below to plan and prepare for the professional discussion

(P) indicates pass criteria

Assessment criteria	Key points to remember
<b>Security</b>	
(P) Describe how to secure items, areas and data in line with your responsibilities	
(P) Describe your organisation's personal identification requirements	
(P) Identify reporting procedures for suspicious incidents or behaviour	
(P) Identify reporting procedures for discrepancies in the security of actual or potential access points	
(P) Describe how to ensure action is taken in response to an actual or suspected security threat	



(P) Describe the appropriate remedial actions to take when irregularities in security are identified	
<b>Inter-personal skills</b>	
(P) Explain the benefits of developing productive working relationships with colleagues	
(P) Explain how to address conflicts with colleagues	
(P) Describe how to deal with diversity issues	
(P) Outline how to receive and make use of feedback on your performance from colleagues	



<b>(P)</b> Identify the responsibilities of team members in your area	
<b>(P)</b> Outline the processes within the organisation for making decisions	
<b>(P)</b> Outline line management relationships within the organisation	
<b>(P)</b> Identify the organisation's aims, values and culture	
<b>(P)</b> Explain the standards of appearance, behaviour and performance expected in the organisation	
<b>(P)</b> Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately	



(P) Respond to requests for information adhering to your organisation's standard timeliness	
<b>Disruption incidents &amp; emergencies</b>	
(P) Interpret incidents/emergencies that have been identified	
(P) Ask suitable questions to check you understand the incident/emergency	
(P) Identify the available solution(s) for resolving the incident/emergency	
(P) Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution	
(P) Keep others fully informed about what is happening to resolve the incident/emergency	



<b>(P)</b> Check with others to ensure the incident/emergency has been resolved satisfactorily	
<b>(P)</b> Give clear reasons to others when the incident/emergency has not been resolved satisfactorily	
<b>(P)</b> Be engaged with the job role, remaining clam and assured throughout the working period	
<b>(P)</b> Be able to concentrate on the task in hand and not be distracted by problems	
<b>(P)</b> Prioritise all tasks to ensure effective time management and a calm approach to work	



### Dangerous goods

(P) Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities

(P) Identify potential dangerous goods hazards

(P) Operate safely when exposed to dangerous goods

### Gate processes

(P) Outline your organisation's procedures for boarding aircraft

(P) Explain how to deal with passengers who are unfit or incapable of air travel





<b>(P)</b> Explain how to report safety and security concerns	
<b>(P)</b> Identify type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers	
<b>(P)</b> Identify which items of personal protective equipment need to be worn airside when carrying out escort duties and why	
<b>(P)</b> Outline layout of airport roadways and walkways from the terminal to the aircraft	
<b>(P)</b> Explain why it is important to have an awareness of activity on other adjacent stands	
<b>(P)</b> Explain how to use relevant equipment (for example, buses/bollards/cones/tape) to ensure passengers are safe	



<b>(P)</b> Identify dangers on the ramp and local procedures for escorting passengers across ramp areas	
<b>(P)</b> Outline local procedures for transferring passengers to the aircraft	
<b>(P)</b> Explain how to report safety and security concerns	

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