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

## Practical Observation

**Core assessment criteria**

| Safety | | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| SA16 | Correctly report hazards if identified | |
| SA17 | Act within standard operating procedures at all times | |
| | **Assessment Criteria - (Merit)** | |
| SA18 | Take action to deal with hazards in line with organisational procedures | |

| Compliance & legislation | | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| CL6 | Check area of responsibility complies with procedures and legislative requirements | |
| | **Assessment Criteria - (Merit)** | |
| CL7 | Take action to correct non-compliance | |
| | **Assessment Criteria - (Distinction)** | |
| CL8 | Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons | |

| Communication | | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| CO10 | Communicate with the right people at the right time using the correct method | |
| CO11 | Ensure communication is received and understood | |
| CO12 | Ensure all communications are timely and accurate | |
| | **Assessment Criteria - (Merit)** | |
| CO13 | Adapt language and tone to match audience and situation | |
| | **Assessment Criteria - (Distinction)** | |
| CO14 | Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow | |

| Interpersonal skills | | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| IP12 | Work as part of a team to ensure adequate performance in the role | |
| IP13 | Work accurately with supervision | |
| | **Assessment Criteria - (Merit)** | |
| IP14 | Take initiative as part of a team to improve performance in the role within limits of operation | |
| IP15 | Work accurately with minimal supervision | |

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| | Aviation systems and timescales | |
|---|---|---|
| **Ref** | **Assessment Criteria** | **Achieved** |
| AS1 | Use prescribed systems correctly | |
| AS2 | Report faults or errors as they occur | |
| AS3 | Meet performance expectation for timescales to complete tasks | |
| | **Assessment Criteria - (Merit)** | |
| AS4 | Take action to maintain systems to prevent faults or error | |
| AS5 | Work efficiently to meet and exceed timescales to complete tasks | |
| | **Assessment Criteria - (Distinction)** | |
| AS6 | Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales | |

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**Passenger services assessment criteria**

**Scenario 1**

| | Travel documentation | | |
|---|---|---|---|
| **Ref** | **Assessment Criteria** | **Pract Obs** | **Prof Disc** |
| TD5 | Understands basic travel documentation (e.g. passports, tourist visas) | | |
| | **Assessment Criteria - (Merit)** | | |
| TD6 | Displays a good knowledge of travel documentation (e.g. diplomatic documentation, residents or work visas) | | |
| | **Assessment Criteria - (Distinction)** | | |
| TD7 | Displays excellent knowledge of travel documentation | | |
| TD8 | Can resolve documentation discrepancies | | |

| Check in | | | |
|---|---|---|---|
| **Ref** | **Assessment Criteria** | **Pract Obs** | **Prof Disc** |
| CI6 | Work effectively as part of the team, e.g. cooperation, involvement, assistance | | |
| CI7 | Complete tasks within required timescales | | |
| | **Assessment Criteria - (Merit)** | | |
| CI8 | Take the lead and offer advice during team activities where appropriate | | |
| CI9 | Work efficiently as part of a team to complete tasks and maximise use of time available | | |
| | **Assessment Criteria - (Distinction)** | | |
| CI10 | Prioritise and organise work to ensure maximum performance when completing tasks | | |

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**Scenario 2**

| Gate processes | | | |
|---|---|---|---|
| **Ref** | **Assessment Criteria** | **Pract Obs** | **Prof Disc** |
| GP12 | Use DCS adequately | | |
| | **Assessment Criteria - (Merit)** | | |
| GP13 | Displays good knowledge of DCS | | |
| | **Assessment Criteria - (Distinction)** | | |
| GP14 | Displays excellent knowledge of DCS | | |

**Scenarios 1, 2 & 3**

| Customer service and communication | | | |
|---|---|---|---|
| **Ref** | **Assessment Criteria** | **Pract Obs** | **Prof Disc** |
| CS10 | Presents a positive corporate image | | |
| CS11 | Wears uniform to corporate standard | | |
| CS12 | Acts in a manner that protects corporate values | | |
| CS13 | Adequately practises the required skills for interacting with customers, e.g. communication | | |
| CS14 | Obtain passengers' basic flight needs | | |
| CS15 | Gives adequate information/direction | | |
| | **Assessment Criteria - (Merit)** | | |
| CS16 | Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation | | |
| CS17 | Utilises the required skills for interacting with customers | | |
| CS18 | Adapt communication appropriately with a customer by gauging their demeanour | | |
| CS19 | Assess/evaluate passenger needs based on information gained throughout the interaction | | |
| CS20 | Give clear and concise closing information/direction | | |
| | **Assessment Criteria - (Distinction)** | | |
| CS21 | Always present a positive corporate image | | |
| CS22 | Acts in a manner that promotes corporate values | | |
| CS23 | Personality reflects positive corporate image | | |
| CS24 | Fully utilises the required skills for interacting with customers | | |

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| CS25 | Adapt communication appropriately with a customer by gauging their demeanour, adopting empathy, where required | | |
| CS26 | Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and offer appropriate advice/assistance | | |
| CS27 | Give thorough, clear and concise closing information/direction based on information gained throughout the interaction | | |