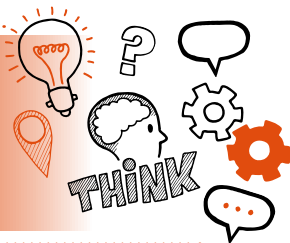


**Think about  
Practical observation  
Level 3 ST0038 Aviation Ground  
Specialist – Aircraft Handling  
pathway v1.2**



**On the day of this assessment you will carry out:**



**A 60-minute observation**



**Face-to-face**



**At your workplace**



**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 to plan how you will demonstrate the skills you have that are associated with the observation
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Be prepared to answer any questions that the end-point assessor may have



## 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

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
<b>Safety</b>	
<b>(P)</b> Ensure self and team correctly report hazards as identified	
<b>(P)</b> Act within standard operating procedures at all times	
<b>(P)</b> Take action to deal with hazards in line with organisational procedures	

Assessment criteria	Key points to remember
<b>Compliance &amp; legislation</b>	
<b>(P)</b> Ensure area of responsibility complies with procedures and legislative requirements	
<b>(M)</b> Ensure compliance of team members within area of responsibility	
<b>(M)</b> Correct non-compliance in area of responsibility	
<b>(D)</b> Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

Assessment criteria	Key points to remember
<b>Communication</b>	
(P) Ensure accurate and timely communication with the right people at the right time using the correct method	
(P) Ensure communication is received and understood	
(P) Adapt language and tone to match audience and situation	
(M) Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	

Assessment criteria	Key points to remember
(D) Ensure excellent communication with all internal and external stakeholders	

## Assessment criteria

## Key points to remember

### Inter-personal skills

**(P)** Work as part of a team to ensure adequate performance in the role

**(P)** Provide appropriate guidance for team members

**(M)** Take initiative as a senior team member or supervisor to improve performance in the role, within limits of operation

### Aviation systems

**(P)** Ensure prescribed systems are used correctly

Assessment criteria	Key points to remember
(P) Report faults or errors as they occur	
(P) Take action to maintain systems to prevent faults or errors	
<b>Aviation timescales</b>	
(P) Ensure minimum performance expectations are met in own area of responsibilities	
(M) Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	



Assessment criteria	Key points to remember
(D) Organise and prioritise work to make the most efficient use of time, and complete core and relevant additional tasks within timescales	
<b>Marshalling</b>	
(P) Ensure area and equipment are ready for aircraft/vehicle marshalling	
(P) Ensure all marshalling conforms to organisational and legal requirements	
(M) Effectively plan the handling of aircrafts/vehicles to maximise the resources and airside facilities	

Assessment criteria	Key points to remember
<b>Loading instruction report</b>	
(P) Complete basic information on LIR for load (bulk, ULD, outsized or specialist loads)	
(P) Brief team on LIR	
(M) Comprehensively complete LIR maximising load space and available weight	
(M) Ensure team are fully briefed and understand the LIR and load requirements	

Assessment criteria	Key points to remember
<b>Load and unload</b>	
(P) Plan the loading/unloading of an aircraft	
(P) Lead the team to load/unload an aircraft	
(P) Supervise the process of loading/unloading of an aircraft in line with organisational procedure	
(P) Ensure load/unload is completed within required timescales	

Assessment criteria	Key points to remember
<b>(P)</b> Ensure correct personal protective equipment (PPE) is worn when operating	
<b>(M)</b> Lead the team efficiently to load/unload and maximise use of time available	
<b>(D)</b> Take responsibility and accountability for planning and managing the load/unload of an aircraft efficiently	
<b>(D)</b> Prioritise and organise work of team to ensure maximum performance when loading/unloading	

Assessment criteria	Key points to remember
<b>Specialist equipment</b>	
(P) Ensure correct specialist equipment/ vehicles are checked prior to use to ensure serviceability	
(P) Select correct specialist equipment/ vehicle for the task	
(P) Ensure specialist equipment is used correctly to complete task	
<b>Servicing</b>	
(P) Ensure aircraft holds/floors are prepared in accordance with loading requirements	
(M) Lead and advise the team in the correct and safe preparation of the aircraft holds and floors	