

Think about
Reflective essay and log of
professional competence
Level 4 Aviation Operations
Manager – Passenger Operations
V1.1



On the day of this assessment you will carry out:



30-minute Q&A session



Remote or face-to-face



Log of professional competence



With an end-point assessor



Key point

The reflective essay must be 4,500 words (+/-10%), demonstrating your ability to evaluate and review your own performance.



Do

- Review the criteria associated with the reflective essay and log of professional competence - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislation, regulations and your organisation's policies and procedures
- Make sure you have a quiet room available
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Reflect on your personal development throughout your apprenticeship



Don't

- Forget to bring your ID
- Forget to plan
- Forget to reflect on your behaviours
- 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 reflective essay and log of professional competence, you can resit the assessment



Use the table below to plan and prepare for the interview.

(P) indicates pass criteria

(M) indicates merit criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Communication	
(P) Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations	
Resource management	
(P) Manage resources effectively to ensure the efficient running of the department in line with organisational procedures	

Assessment criteria	Key points to remember
SLA/SOPs	
<p>(P) Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to</p>	
Disruption, incidents and emergencies	
<p>(P) Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies</p>	
Behaviours	
<p>(P) Promote a respectful culture embracing diversity and inclusion</p>	
<p>(P) Encourage empowerment, ownership and responsibility within team</p>	



(P) Be technologically astute and keep abreast of industry developments and innovations

Reflective Essay and Log of Professional Competence merit criteria

(M) Demonstrate confidence and self-motivation in their role

(M) Actively look for opportunities for self-development

(M) Deal with problems as they arise

(M) Seek to exceed customer expectations, in line with business objectives

Reflective Essay and Log of Professional Competence distinction criteria

(D) Consistently perform above the required level for their role

(D) Have excellent self and time-management skills

(D) Seek and take opportunities to share knowledge and develop others when the opportunity arises

(D) Deliver excellent customer experiences within the confines of the aviation operations environment

Check-in

(P) Work with the check-in team, senior management and other stakeholders as required, making effective decisions to maintain operational standards, commercial performance and customer satisfaction

Operational performance

(P) Manage terminal facilities in line with organisational procedures

(P) Anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions

(P) Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made, ensuring commercial output while minimising disruption

(P) Manage major incidents and accidents both in the terminal and on an aircraft on the ground

Service performance

(P) Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance

(P) Maintain brand standards while anticipating and managing changes to aviation operations as a consequence of external factors

(P) Ensure effective communication with customers