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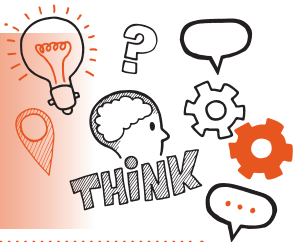# Reflective essay and log of professional competence Level 4 Aviation Operations Manager – Aircraft Handling V1.1

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

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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) Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to	
Disruption, incidents and emergencies	
(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	
Behaviours	
(P) Promote a respectful culture embracing diversity and inclusion	
(P) Encourage empowerment, ownership and responsibility within team	

(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	

Payload and zero fuel weight (ZFW), weight and balance/aircraft documentation

(P) Manage, within their own remit, maximum payload utilisation in line with their organisation's commercial targets, adherence to ZFW and weight and balance, in accordance with specific aircraft requirements	
(P) Manage, within their own remit, the use and maintenance of specialised equipment (including ULDs) in accordance with organisation's policies and procedures and regulatory requirements, finalising in completion of correct documentation	

Airside ramp operations

(P) Manage effective ramp operation, including arrival, turnaround and departure, for the organisation, ensuring relevant communication with all other airport stakeholders and government agencies to ensure effectiveness of the whole aviation operation

Airside ramp operations

(P) Ensure the safe movement of aircraft, including effective scheduling and aircraft flow management, in line with stakeholders' operational targets