

Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative

End-Point Assessment Kit



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Pathway: Aircraft Handling

Highfield Level 2 End-Point Assessment for ST0037 Aviation Ground Operative - Aircraft Handling

EPA kit

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How to use this EPA kit

Welcome to the Highfield end-point assessment kit for the Aviation Ground Operative - Aircraft Handling Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 2 Aviation Ground Operative - Aircraft Handling Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process. Additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard, and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship standard:	Aviation Ground Operative - Aircraft Handling
Level:	2
On-programme duration:	Minimum of 12 months
Grading:	Pass, merit or distinction
End-point assessment duration:	Maximum of 2 months
End-point assessment methods:	On-demand tests, practical observation and professional discussion

In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment

Introduction

Aviation Ground Operative - Aircraft Handling overview

The aviation ground operative standard covers 5 pathways: aircraft handling, aircraft movement, firefighter, flight operations and passenger services. This EPA kit is designed to support the aircraft handling pathway.

An aviation ground operative could work in a number of environments, such as a commercial airport, military base/aerodrome, heliport or other airfield. With 5 key specialist functions all working in conjunction with each other, aviation ground operators form the teams above and below wing to ensure the efficient and effective arrival, turnaround and departure of aircraft. At the heart of the role is safety, security and compliance with aviation regulations that focus on each operator's day-to-day duties. Effective communication and teamwork ensure that aircraft handling, air traffic control (ATC) and those moving, loading, unloading and servicing a range of aircraft achieve the objectives of their organisation in this diverse field.

The role of an aircraft handling ground operative is to ensure that the full array of aircraft services are completed correctly, including: marshalling, chocks, ground power, correct operation of lower hold doors, loading and unloading passenger baggage and cargo in accordance with aircraft manufacturer and current carrier/organisational regulations. An aircraft handler must be an effective, diligent and proactive team member, displaying a high degree of care to aircraft, equipment and customer goods, being responsible for their own actions and being a good ambassador for their organisation.

On-programme requirements

The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Although this method is flexible and the process is not prescribed, the following best practice recommendation is made:

Throughout the programme, and at least every 3 months, the apprentice should meet with the continuous assessor and record their progress against the standard. At these reviews, evidence should be recorded and, once the apprentice is competent, sections of the standard signed off by the employer. The process of maintaining a continuous assessment record is important so employers are confident in determining when the apprentice has achieved full competence in their job roles and is ready for end-point assessment. The continuous assessment record is not a portfolio of evidence, but a practical record of what the apprentice can do following periods of training, development and assessment. A minimum of 4 meetings and completed records are recommended to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

There are no mandatory qualifications for this standard, however, employers may wish to include relevant qualifications to help structure the on-programme delivery.

Use of Artificial Intelligence (AI) in the EPA

Where AI has been used as part of the apprentice's day-to-day work and forms part of a project report, presentation, or artefact, it should be referenced as such within the work. AI must not be used to produce the report or portfolio.

Where AI has been used as part of a portfolio that underpins an interview or professional discussion or any other assessment method, it should be fully referenced within the portfolio.

Readiness for end-point assessment

In order for a learner to be ready for the end-point assessments:

- they must have successfully completed the English and maths components of the apprenticeship.

- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the learner must attend a formal meeting with their employer to complete the 'readiness for end-point assessment record'.
- the apprentice and the employer should engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 2-month end-assessment window. Further information about the gateway process is covered later in this kit.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Order of end-point assessments

There are 3 end-point assessment methods; 2 on-demand tests, an observation and a professional discussion. The assessments can be taken in any order.

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The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (2016)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/aviation-ground-operative/>

End-point assessment plan (July 2016)

https://www.instituteforapprenticeships.org/media/1134/aviation_ground_operative.pdf

Common approach

People 1st

Specific considerations

Two on-demand tests - Highfield has used 30 questions, with 60% being the pass mark for each of the on-demand tests, to align with the People 1st common approach.

In accordance with the aviation ground operative assessment plan, Highfield has detailed which criteria **must** be covered within the professional discussion at the end of this guide. Additionally, the criteria that are not covered by the selected observation scenario must also be assessed during the professional discussion.

During the practical observation, wherever possible, situations and evidence should be naturally occurring. However, to ensure that all criteria can be covered, some simulation will be allowed to ensure total coverage of the standards. This can be arranged before the assessment takes place to give the best opportunity for all criteria to be met.

All of the evidence criteria used within this end-point assessment have been taken directly from the aviation ground operative standard assessment plan or written based on supporting documentation.

The assessment plan states that: 'The on demand tests and observation can be completed in any order, but must be passed prior to the professional discussion as the last assessment activity', however, this has since been revised within the People 1st common approach document, issued in November 2019, allowing the assessment methods to now be taken in any order.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved level 1 English
- achieved level 1 maths

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the Gateway Readiness Report, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Please note: a copy of the standard should be available to all attendees during the gateway meeting.

Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving license
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card or travel card

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Highfield Level 2 End-Point Assessment for Aviation Ground Operative Apprenticeship Standard Pathway: Aircraft Handling

The following pages contain the Level 2 Aviation Ground Operative Apprenticeship Standard and the assessment criteria for the **Aircraft Handling** pathway, in a suggested format that is suitable for delivery.

Safety		
Knowledge	Skills	Behaviour
Health and safety regulations and legislation relevant to the role; an aviation environment and organisational procedures and how they impact on self, others and in relation to aviation operational duties	Work in line with organisational and legal requirements relating to health and safety, and be aware of, report and prevent hazards in an aviation environment	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices. Treat work areas and equipment with respect at all times.
On-demand test		
Indicative assessment criteria		
SA1 - Understand how to act within standard operating procedures at all times SA2 - Identify legislation and organisational procedures covering health and safety SA3 - Identify the location and the hazards associated with the ramp/dispersal area SA4 - Understand the health, safety and hazards associated with aircraft movement SA5 - Identify surface markings , operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area SA6 - Identify personal protective equipment (PPE) and describe when to wear it SA7 - Describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times SA8 - Describe dangers from birds and other wild animals and the importance of ensuring that the area does not attract them		

- SA9 - Describe how to use equipment and vehicles on the ramp area
- SA10 - Outline the benefits of safe working practices
- SA11 - Identify the consequences of not operating safely in an airport environment
- SA12 - Identify the main causes of incidents/accidents in an airport
- SA13 - Identify hazardous materials and outline the procedures for using them
- SA14 - Describe procedures for reporting incidents/accidents airside
- SA15 - Describe the effects of **severe weather** airside and the precautions to take for the following

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
SA16 - Correctly report hazards if identified SA17 - Act within standard operating procedures at all times	SA18 - Take action to deal with hazards in line with organisational procedures	There are no distinction criteria for this component

Amplification and guidance

Regulators and agencies in the aviation industry

The Civil Aviation Authority (CAA); The International Civil Aviation Organisation (ICAO); The European Aviation Safety Agency (EASA); The Department for Transport (DfT); and the Military Aviation Authority (MAA). These organisations all publish guidance and information relevant to job roles contained within this specification.

Organisational procedures

Organisational procedures may include industry, organisational and regulator specific instructions and guidance (SOPs) and are based on safe methods of working, safe systems of working and risk assessment, e.g. fire drill.

Legislation covering the aviation working environment includes:

RIDDOR - reporting procedures for safety breaches, HASWA, CAA, PPE, Air Navigation Order (ANO 2016), Aerodrome licensing, COSHH.

Hazards

Slips, trips and falls, collision, crushing, cargo, debris, noise, fumes, fuel and fire.

Work safely

Following procedures, training, monitoring, reporting unsafe working practices, PPE (gloves, high-visibility, etc.).

Hazards can be avoided

Information and training, supervision, risk assessment, safety procedures, signage, reporting to ATC.

Dangers from aircraft

Propellers, engine intake, stairs, taxiing, doors, push back.

Surface markings

Painted signs on apron, taxiway, runway, roads, pedestrian walkways.

Operating areas

Includes: airside and landside areas such as terminal buildings, aircraft stands, ramps, apron, taxiway, baggage loading/unloading areas, runways and approach roads, warehousing, HM customs buildings, air traffic control buildings, fire stations, firefighting and rescue training facilities, security and police buildings and facilities. Fuel dumps and fuel terminals, hangars and aircraft storage and maintenance areas, cargo and freight.

Dangers from foreign object debris

Damage to runways and aircraft, injuries to staff and passengers, increase costs to airlines.

Dangers from birds and other wild animals

Engine failure due to bird strike, collision, damage to aircraft.

Airside hazards

Fumes, vehicles, noise, cargo, fuel, luggage and freight.

Personal protective equipment (PPE)

Ear protection, high-vis clothing, other personal protective equipment.

Severe weather

Wind, snow, ice, heat, sun.

Security		
Knowledge	Skills	Behaviour
The systems, procedures and requirements to ensure security of self and others in own area of responsibility	Contribute to security of self and others in own area of responsibility, e.g. in airside/landside areas	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices
On-demand test		
Indicative assessment criteria		
SE1 - Identify signs of suspicious behaviour SE2 - Outline the limits of your authority SE3 - Identify specified, banned, illegal and dangerous items SE4 - Explain threat or risk awareness SE5 - Identify relevant aviation security documents SE6 - Identify relevant aviation security authorities SE7 - Outline your responsibility in relation to security SE8 - Outline your organisation's procedures for restricting access		
Professional discussion		
Indicative assessment criteria		
SE9 - Describe how to secure items, areas and data in line with your responsibilities SE10 - Describe your organisation's personal identification requirements SE11 - Identify reporting procedures for suspicious incidents or behaviour SE12 - Identify reporting procedures for discrepancies in the security of actual or potential access points SE13 - Describe how to ensure action is taken in response to an actual or suspected security threat SE14 - Describe the appropriate remedial actions to take when irregularities in security are identified		

Amplification and guidance

Suspicious behaviour

Body language - appearing nervous, agitated, excessive fidgeting, clock-watching, head-turning, shuffling feet, leg shaking, excessive perspiration inconsistent with environment.

Threat or risk

Improvised explosive devices (IED), knives, gun, improvised weapons such as scissors, cutlery, hijack of aircraft (ground or in air), bags in airport, bags left unattended, airline reputation, loss to airline such as financial.

Relevant aviation security documents

Passports, e-tickets, boarding cards, staff ID, visitor's ID, plainclothes police officer's ID, uniformed police officer's ID, security staff ID, building contractor's ID, catering delivery staff ID, ground handling agency staff ID, airline personnel ID, retail store staff ID, airport supplier services staff ID.

Relevant aviation security authorities

Civil Aviation Authority (CAA), Military Aviation Authority (MAA), Department for Transport (DfT).

Irregularities in security

Forged ID, unauthorised access to restricted zones by persons known and unknown, stolen identity passes, inappropriate responses to security questions, restricted items identified at screening.

Your responsibility

Adhere to company procedures (check-in, security, boarding, cabin crew procedures). Identify unattended baggage/items, be aware of and report restricted items, report and be aware of security breaches by staff and passengers, attend training sessions and refresher training.

Organisation

Staff training, International Civil Aviation Organization (ICAO), European Aviation Safety Agency (EASA), Department for Transport (DfT), Civil Aviation Authority (CAA), Safety management systems (SMS), compliance with regulation.

Appropriate remedial action

Follow company procedures and awareness of risks (check-in, security, boarding, cabin crew), passengers' compliance with rules, e.g. unattended baggage, restricted items, awareness of security breaches by staff and passengers' role.

Discrepancies in the security of actual or potential access points

Gate change, unacceptable passenger, missing passenger, missing passenger document, hand baggage not acceptable.

Compliance & legislation		
Knowledge	Skills	Behaviour
Aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility	Comply with all relevant legislation, procedures and regulations in an aviation environment within own area of responsibility	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices
On-demand test		
Indicative assessment criteria		
CL1 - Explain the requirements for compliance in the aviation environment CL2 - Outline procedures that must be followed to ensure compliance CL3 - Explain the impact of not following procedures and ensuring compliance CL4 - Explain the impact of the aviation operation on the environment CL5 - Identify environmental controls in the aviation operation		
Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
CL6 - Check area of responsibility complies with procedures and legislative requirements	CL7 - Take action to correct non-compliance	CL8 - Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons

Amplification and guidance

Requirements for compliance

Passengers' safety, safety of yourself and colleagues, rules to deal with unattended baggage, restricted item, awareness of security breaches by staff and passengers.

Procedures must be followed

Authorisation for firearms on passenger flights.

Know the organisations involved for safety regulations

e.g. ICAO, IATA, CAA.

Impact of not following procedures

Security, aviation and legislation breaches, missed opportunities to detect and prevent, health and safety, CAA, MAA.

Environmental controls

Environmental control in the aviation industry is far-reaching and includes noise on and around airports, carbon emissions, international spread of disease. That water used on board is safe to drink from the filling points on the airport, water transporters and on the aircraft. Importation and exportation of live animals and food safety both at the terminal and on board the aircraft.

The key message is that your skills and knowledge relate to the environmental controls that are within the scope of your job role.

Organisational and legal requirements for compliance

Including: aviation legislation, environmental legislation, health and safety legislation, airport authority regulations, Civil Aviation Authority (CAA)/Military Aviation Authority (MAA) requirements, local authority regulations

Communication		
Knowledge	Skills	Behaviour
How to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication	Communicate effectively transmitting and receiving information and recording it as required	Treat others with respect at all times
On-demand test		
Indicative assessment criteria		
<p>CO1 - Describe available lines and methods of communication</p> <p>CO2 - Identify relevant communications equipment and explain organisational procedures relating to its use</p> <p>CO3 - Explain organisational procedures regarding malfunctioning equipment</p> <p>CO4 - Identify relevant aviation guidelines, procedures and standard phrases</p> <p>CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes</p> <p>CO6 - Know the phonetic alphabet</p> <p>CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information</p> <p>CO8 - Explain organisational procedures for passing on messages and alternative communication routes in the event of an equipment failure</p> <p>CO9 - Manage requests for information from: seniors, colleagues or external sources</p>		
Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
<p>CO10 - Communicate with the right people at the right time using the correct method</p> <p>CO11 - Ensure communication is received and understood</p> <p>CO12 - Ensure all communications are timely and accurate</p>	<p>CO13 - Adapt language and tone to match audience and situation</p>	<p>CO14 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow</p>

Amplification and guidance

Communications equipment

Handheld radio, mobile phone, fixed-line telephone, public address system, air-to-ground radio, lights, alarms, noticeboard, flight information display systems.

Guidelines, procedures and standard phrases

These include aviation industry, organisational and regulator specific instructions and guidance such as CAP 413 and MAA Regulation ATM.

Alternative communication routes

Public address system, landline, mobile phone, handheld radio, hand signals, signs, alarms, email, flight information display system (FIDS), noticeboard.

Lines and methods of communication

Including: oral, written, electronic, carried out by self and carried out by others.

Interpersonal skills		
Knowledge	Skills	Behaviour
Own role within the team and how it contributes to achieving objectives. Know how to identify and respond to individuals' needs and abilities in different situations and communicate with others and colleagues from a diverse range of backgrounds and cultures.	Work effectively as part of a team and with others, identifying and responding to the needs of individuals, including colleagues, other organisations or customers	Be a positive role model to others in attitude to work and how it is undertaken. Treat the team, customers and other stakeholders with courtesy respect. Be punctual and reliable. Demonstrate personal drive to achieve the vision and objectives of the organisation.
Professional discussion		
Indicative assessment criteria		
<p>IP1 - Explain the benefits of developing productive working relationships with colleagues</p> <p>IP2 - Explain how to address conflicts with colleagues</p> <p>IP3 - Describe how to deal with diversity issues</p> <p>IP4 - Outline how to receive and make use of feedback on your performance from colleagues</p> <p>IP5 - Identify the responsibilities of team members in own area</p> <p>IP6 - Outline the processes within the organisation for making decisions</p> <p>IP7 - Outline line management relationships within the organisation</p> <p>IP8 - Identify the organisation's aims, values and culture</p> <p>IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation</p> <p>IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately</p> <p>IP11 - Respond to requests for information adhering to your organisation's standard timeliness</p>		

Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
IP12 - Work as part of a team to ensure adequate performance in the role IP13 - Work accurately with supervision	IP14 - Take initiative as part of a team to improve performance in the role within limits of operation IP15 - Work accurately with minimal supervision	There are no distinction criteria for this component
Amplification and guidance		
<p>Stakeholders People, organisations, social groups, internal or external to the business that have a vital interest in the business or its activities.</p> <p>Manage stakeholders' needs Treat stakeholders courteously and helpfully at all times, keep stakeholder informed and reassured, respond promptly to a stakeholder seeking help, check with stakeholder that you have fully understood their expectations.</p>		

Aviation systems and timescales

Knowledge	Skills	Behaviour	
Identify key aviation systems used in own role and how to operate and adhere to them in line with the organisation's procedures	Use aviation systems relevant to own role effectively to achieve the required outcome	Use equipment and technology responsibly and effectively. Work responsibly to keep operation flowing smoothly, complying with working practices.	
Practical observation			
To pass, the following must be evidenced	To gain a merit	To gain a distinction	
AS1 - Identify and use prescribed systems correctly AS2 - Report faults or errors as they occur AS3 - Meet performance expectation for timescales to complete tasks	AS4 - Take action to maintain systems to prevent faults or errors AS5 - Work efficiently to meet and exceed timescales to complete tasks	AS6 - Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales	
Amplification and guidance			
<p>Aviation systems</p> <p>Aviation management systems in this section could include handheld devices such as tablets or networked laptop and desktop computer systems that contribute to the overall management of ground operations.</p> <p>The key message is that the aviation systems are at your normal place of work and are those that you would be expected to be able to use in a competent manner as part of your normal job role. You should be competent in the actions that you should take in the event of system failure.</p>			

Disruption incidents & emergencies

Knowledge	Skills	Behaviour
Emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident	Take appropriate action in the event of an incident, disruption or emergency, liaising with relevant people and recording actions and outcomes as required	Remain focused when a problem arises so that effective and timely decisions can be made. Handle all tasks in a calm and organised manner.
On-demand test		
Indicative assessment criteria		
DI1 - Get help to identify an incident/emergency and be able to describe its main features DI2 - Know how the incident/emergency affects you and other people DI3 - Know how people would like to be informed about the progress and solution of the incident/emergency DI4 - Identify problem-solving methods that can be adopted to address the incident/emergency DI5 - Identify factors that may affect the way you deal with the incident/emergency DI6 - Identify which people could help you resolve the incident/emergency DI7 - Outline rules and regulations that you have to consider when solving the incident/emergency DI8 - Know how to overcome difficulties when solving incidents/emergencies DI9 - Follow a plan that takes into account any issues that may arise DI10 - Explain how you will know when an incident/emergency has been resolved DI11 - Know how to access additional support available post-incident		
Professional discussion		
Indicative assessment criteria		
DI12 - Interpret incidents/emergencies that have been identified DI13 - Ask suitable questions to check you understand the incident/emergency DI14 - Identify the available solution(s) for resolving the incident/emergency DI15 - Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution DI16 - Keep others fully informed about what is happening to resolve the incident/emergency		

DI17 - Check with others to ensure the incident/emergency has been resolved satisfactorily
DI18 - Give clear reasons to others when the incident/emergency has not been resolved satisfactorily
DI19 - Be engaged with the job role, remaining calm and assured throughout the working period
DI20 - Be able to concentrate on the task in hand and not be distracted by problems
DI21 - Prioritise all tasks to ensure effective time management and a calm approach to work

Amplification and guidance

The key message is that you should be clear on the actions that you should take in the event of an incident or an emergency.

This includes incidents both landside (terminal buildings) and airside (aircraft).

Dangerous goods		
Knowledge	Skills	Behaviour
Relevant dangerous goods and how to deal with them effectively in own area of responsibility	Follow procedures for identification and safe handling of dangerous goods in own area of responsibility	Work responsibly to keep people safe, complying with working practices
On-demand test		
Indicative assessment criteria		
DG1 - Acknowledge and understand the general principles of storage, carriage and handling of dangerous goods DG2 - Identify classifications of dangerous goods DG3 - Explain dangerous goods handling requirements DG4 - Explain the emergency procedures in the event of a dangerous goods incident		
Professional discussion		
Indicative assessment criteria		
DG5 - Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities DG6 - Identify potential dangerous goods hazards DG7 - Operate safely when exposed to dangerous goods		
Amplification and guidance		
Principles of storage, carriage and handling of dangerous goods Passengers, staff and flight crews, safety data sheets (SDS), Department for Transport (DfT) regulations, health and safety executive (HSE), Driver and Vehicle Standards Agency (DVSA), manual handling, authorisation notices, Office of Rail and Road (ORR), Maritime and Coastguard Agency (MCA), Civil Aviation Authority (CAA). European agreement concerning the international carriage of dangerous goods by road (ADR). The key message is to be aware of the dangerous goods in own area of responsibility and the actions to take in the event of an incident or emergency.		

Marshalling		
Knowledge	Skills	
The procedures for marshalling and controlling the movement of aircraft and vehicles, including requirements and importance of distance, speed, and safe positioning of an aircraft and vehicle	Effectively use the correct marshalling hand signals and techniques required to safely position and manoeuvre vehicles into and around the aircraft	
On-demand test		
Indicative assessment criteria		
<p>MA1 - Describe correct methods of ensuring ground service equipment is driven and operated in an appropriate manner while in the equipment restraint area (ERA), after safety cones and chocks have been deployed</p> <p>MA2 - Describe correct methods of ensuring hand signal guidance (banks person/marshaller) is provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron</p> <p>MA3 - Explain correct aircraft marshalling using hand signals and techniques, to ensure they are clear and in accordance with industry standards</p> <p>MA4 - Identify the correct vehicle guidance signals in line with IATA AHM</p> <p>MA5 - Outline your organisation's rules such as parking and speeding</p> <p>MA6 - Explain benefits of working safely: including to yourself, other people (passengers and colleagues), equipment, the airport, other companies and other people</p>		
Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
MA7 - Follow instructions from team leader	MA8 - Understand how following instructions ensures correct completion of task	MA9 - Anticipate needs of team leader prior to loading/unloading

Amplification and guidance

Ground service equipment

Ground service equipment is varied and often airport specific and could include hydraulic, pneumatic and power generation units to simple and basic mechanical devices.

Some equipment may be seasonal. If you are expected to use it when required, you need to ensure that you have the skills and knowledge to be able to use it correctly and appropriately at short notice. This should form part of your continuous professional development, training and familiarisation.

Hazards

There are many things that can go wrong when marshalling aircraft which have the potential for serious life-threatening and financial consequences.

The key messages are that you should be familiar with the potential hazards and hazardous materials in your work area and are familiar with the safety and compliance standards that need to be met. You should also be aware of the procedures to deal with an incident or emergency.

Legislation covering aviation which states that your employer has the duty to provide a safe working environment and you have a duty to follow your employer's safety rules

- The effects of severe weather (wind, snow, heat, sun and ice) and precautions to take
- Where the ramp area is - the surface area from the building to the rear of the aircraft stands including the apron
- Dangers from aircraft e.g. jet blast, ingestion, being hit, excessive noise, propellers, rotors, downdraught
- Approaching aircraft e.g. check that it is chocked; check that anti-collision lights are off. Are rotors stationary?
- Dangers from vehicles other than aircraft: you may not hear vehicles approaching (e.g. if you are wearing ear defenders or if electric vehicles which operate quietly)

- Airport surface markings, e.g. service roads, equipment parking areas, no parking areas, interstand clearways, demarcation between aircraft parking stands, live taxiways, helicopter landing hotspots, areas where people are allowed and are not allowed to walk including pedestrian walkways
- Operating areas for aircraft, vehicles and pedestrians
- Personal protective equipment and when to wear it including ear protection, high-visibility clothing, other PPE
- Dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times
- Dangers from birds and other wild animals and the importance of making sure that the area does not attract them
- Emergency areas such as fire assembly points and areas for emergency response vehicles
- How to use equipment and vehicles - equipment should be used only where training has been completed, vehicles should be driven only where a driving permit is held

Loading instruction report		
Knowledge	Skills	
The purpose of a load instruction report (LIR), the key information contained therein and why it is important and relevant to every aircraft movement	Correctly interpret information on an LIR and ensure procedures within own role are conducted according to the report	
On-demand test		
Indicative assessment criteria		
LI1 - Identify information contained on baggage tags and load labelling information LI2 - Outline your organisation's procedures for reconciling baggage, for example, AAA procedures LI3 - Identify approved airport codes LI4 - Outline your organisation's procedures for dealing with different types of load LI5 - Identify types of loading conveyances and containers, e.g. belt loaders, cargo loaders, ULDs LI6 - Explain how to use the loading equipment in a safe manner and the complementary safe manual handling procedures LI7 - Explain the consequences of inappropriate manual handling of loads LI8 - Identify appropriate reporting processes LI9 - Describe the protection available for loads in different weather conditions LI10 - Identify possible hidden dangerous goods items		
Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LI11 - Correctly interpret basic information on the LIR	There are no merit criteria for this component	LI12 - Interpret and use advanced information on the LIR

Amplification and guidance

AAA procedures (authorisation and accountability)

Security certificate held for unaccompanied bags, bags loaded match AAA cards, bags of any passengers no longer travelling are removed, staff to be trained in AAA procedures.

Different types of load

Including: regular baggage, overweight or heavy baggage, oversize baggage and irregular items

Load and unload

Knowledge	Skills
<p>A team member's responsibility for the safe, correct and timely on-load/off-load operation, and use of unit load devices (ULD) and restraints to ensure the safety and security of loads</p>	<p>Complete loading and unloading of aircraft safely within the allocated time in accordance with the LIR and organisational procedures, including, restraint/unrestraint of a ULD and baggage nets following supervisor's instruction</p>
On-demand test	
Indicative assessment criteria	
<p>LU1 - Explain your responsibilities under any legislation relevant to the load to be transferred</p> <p>LU2 - Explain your organisation's authorisation and reporting procedures</p> <p>LU3 - Identify the resources you can use for loading and unloading and equipment relevant to the load being transferred</p> <p>LU4 - Identify hazards and your organisation's procedures relating to opening and closing access points</p> <p>LU5 - Identify the characteristics of the load being transferred and any special handling or storage considerations including load restraint</p> <p>LU6 - Explain the different types, functions and operation of loading/unloading equipment relevant to the load being loaded and the safety features and how to use them correctly</p> <p>LU7 - Explain your organisation's procedures relating to the transferring of loads during poor weather</p> <p>LU8 - Explain how to prepare the aircraft holds prior to loading</p> <p>LU9 - Explain how to check the baggage and/or cargo tags before loading to confirm the correct destination of the load</p> <p>LU10 - Explain why the on-load is completed in accordance with the operator's procedures to ensure the ground stability of the aircraft (forward holds before aft holds)</p> <p>LU11 - Explain why there is a requirement for sufficient load spreading material and/or supplementary equipment and know the appropriate restraint values</p> <p>LU12 - Explain why all bulk hold restraint nets need to be correctly fitted, secured and tensioned; also ensure that loads have not exceeded any marked loading height limits</p> <p>LU13 - Explain why all ULDs are required to be properly secured into the aircraft's cargo loading system. All locks, latches and guides raised/set as required, particularly for partial loads and NOFITS.</p> <p>LU14 - Explain why it is important to check passenger numbers/distribution in accordance with the loadsheet/load form</p>	

LU15 - Explain why it is important that the aircraft hold quantities/distribution need to be in accordance with the loading instructions including void holds/positions confirmed and annotated as empty

LU16 - Identify that if cabin baggage is transferred to the hold, it has been verified that the baggage contains no spare lithium batteries and that the **LIR**/mass and balance documentation has been amended to reflect

LU17 - Explain why all company material (COMAT) such as aircraft spares, rotables and consumables that are classified as dangerous goods need to be labelled and declared as such

LU18 - Outline why **ULDs containing dangerous goods** require a class hazard label, required to be displayed on its exterior a ULD tag with red hatchings on both sides

LU19 - Explain why all cargo aircraft only 'CAO' goods need to be accessible when required

LU20 - Explain why the **NOTOC** needs to be completed correctly, with one copy held on the flight deck and another stored on the ground

Practical observation

To pass, the following must be evidenced	To gain a merit	To gain a distinction
LU21 - Identify correct load (pallets and containers, ULDs, loose or bulk loaded items, including outsized/specialised) LU22 - Transfer load to/from loading area LU23 - Ensure load is correctly labelled LU24 - Wear correct personal protective equipment (PPE) when operating LU25 - Identify correct and serviceable ULDs for the load LU26 - Safely load/unload aircraft using equipment LU27 - Complete load/unload within required timescales	LU28 - Sequence loads prior to transfer to maximise load efficiency LU29 - Ensure all supporting documentation is supplied to relevant stakeholders prior to load/unload LU30 - Effectively load/unload aircraft LU31 - Work efficiently as part of a team to load/unload and maximise use of time available	LU32 - Assist team leader in load selection LU33 - Efficiently load/unload aircraft LU34 - Prioritise and organise work to ensure maximum performance when loading/unloading

Amplification and guidance

Resources for loading and unloading

Lifting platforms, tugs, flatbacks, lower deck loader carts, container dollies, conveyors, manual handling training.

Characteristics of load being transferred

Dangerous goods, toxins/flammable, compressed gas, harmful, toxic. Sensitive loads such as human remains, foodstuffs, live animals, high value.

Unit load device (ULDs)

Using the most appropriate loading equipment for different loads.

LIR and NOTOC

Loading instruction report (LIR) and notice to captain (NOTOC); documentation is complete, load sheet, dangerous goods (DG), passenger manifest, baggage manifest, AAA procedure.

Prepare the aircraft holds prior to loading

Ensure all restraint equipment including nets, locks and guides appear to be present, correctly located and operative.

Appropriate restraint values

Forward, aft, lateral and vertical, and know the calculus to adequately restrain goods, baggage and equipment appropriately.

Special handling or storage considerations

Such as regulations regarding the stowage of sporting weapons ensuring they are both stowed and secured in a place that is inaccessible to passengers during flight. Know the importance of ensuring any accompanying ammunition has been stowed separately. Bulk loaded cargo is loaded in accordance with any specific certification requirements, such as achieving the required % of fill within barrier nets.

Checking to verify that electrical circuits of electric mobility aids were inhibited to prevent inadvertent operation and know how the

devices were loaded and secured to prevent damage to the aircraft and the device. That all dangerous goods are in the correct location as specified on the LIR, NOTOC, and need to be secured and segregated as required.

ULDs containing dangerous goods require a class hazard label

The primary and subsidiary hazard classes or divisions of such dangerous goods must be clearly marked on this tag (the IMP code is not sufficient).

Specialist equipment, including unit load device serviceability

Knowledge	Skills
The requirements for, and operation of, specialist equipment and vehicles used on and around the aircraft, including the need for serviceable unit load devices (ULDs), to prevent damage to the aircraft, baggage and cargo and own responsibility as part of the team	Identify the correct specialist equipment that is required for specific purposes on, at and around the aircraft to achieve the desired outcome, including serviceability check of ULDs and report on both serviceability and defects in accordance with organisational procedures
On-demand test	
Indicative assessment criteria	
<p>SP1 - Identify pieces of specialist equipment and which tasks/aircraft types they are suitable for</p> <p>SP2 - Describe the types of defects on specialist equipment and the correct procedures for dealing with them</p> <p>SP3 - Outline the regulations in place (PUWER) and ensure they are met by your organisation and training provider</p> <p>SP4 - Identify who has responsibility for ensuring equipment is safe to operate</p> <p>SP5 - Identify the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures, and the penalties in place for operating equipment unsafely or in an unsafe condition</p> <p>SP6 - Outline the sequence and priority of access to the aircraft for equipment and service providers</p> <p>SP7 - Identify the types of support that may be needed in the event of a breakdown</p> <p>SP8 - Identify how to correctly and safely manoeuvre equipment around an airfield</p> <p>SP9 - Outline organisational and regulatory standards for the operational condition of vehicles</p> <p>SP10 - Explain the effect that poor weather conditions including snow and ice, high winds, rain/surface water, poor visibility, lightning and heat have on driving airside</p> <p>SP11 - Explain how to recognise whether aircraft are moving or about to move</p> <p>SP12 - Outline your organisation's procedures for operating emergency cut-off switches, phones and alarms</p> <p>SP13 - Identify the condition, suitability and serviceability of the GSE and ULDs both pre-use and after-use</p>	

Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SP14 - Check specialist equipment /vehicles prior to use to ensure serviceability SP15 - Use specialist equipment correctly to complete task	SP16 - Select correct specialist equipment /vehicle for the task	There are no distinction criteria for this component
Amplification and guidance		
<p>Specialist equipment Ground service equipment (GSE), cargo loaders, transporters, aircraft de-icers, tow bar tractors, motorised passenger stairs, bandi-belts.</p> <p>Check specialist equipment/vehicles prior to use to ensure serviceability and compliance with airside requirements</p> <ul style="list-style-type: none"> • Vehicle/equipment brake check is conducted before equipment enters the stand and manoeuvres around the aircraft • Hand signal guidance (banks person) is provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron • Parking brakes set when positioned for operation (chocked and stabilised if required) <p>Safe working procedures In line with SOPs, safety procedures/safe systems of work, training, regulation - CAA, MAA.</p> <p>Correctly manoeuvre equipment</p> <ul style="list-style-type: none"> • Identify any special conditions of use for specialist equipment at your airport (for example, road routes not passable due to equipment size, and alternative routes) • Identify times at which it is appropriate to remove the equipment from the aircraft • Identify the correct area for parking equipment as defined by your airport • Explain how weather and severe winds may affect the safe parking of equipment and what additional measures you would take • Outline the specific airport rules relating to leaving equipment in a safe and secure mode • Airside passes • Identify the types of authorisation and licences needed to drive various vehicles 		

- Explain your organisation's procedures as they apply to airside traffic
- Outline airside safety instructions
- Identify airside areas (roads, manoeuvring areas, stands) in relation to licence categories
- Outline airside road signs, markings and traffic lights
- Identify aircraft crossing points
- Identify airport and stand layout
- Identify speed limits
- Outline airside parking regulations
- Outline the types of aircraft servicing operations and their related vehicles, procedures and hazards
- Describe the characteristics of the vehicle you are operating including height, length, width and handling
- Giving and receiving vehicle manoeuvring and reversing signals (marshalling)
- Outline regulations concerning reversing

Airfield hazards

Including jet blast, ingestion, propellers, rotors, downdraught foreign objects and spillages

Serviceable ground service equipment (GSE)

Ensure it can be driven/operated in the appropriate manner while in the equipment restraint area (ERA). Confirm that you:

- identify the importance and ground safety aspects of ensuring that vehicle/equipment brake checks are conducted before equipment enters the stand and manoeuvres around the aircraft
- describe the correct hand signal guidance (banks person) to be provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron
- explain why the parking brake is set when positioned for operation (chocked and stabilised if required)

Condition, suitability and serviceability of the GSE and ULDs

GSE - are there any obvious physical defects including the brakes, tyres, stabilisers, guide/guard rails and/or systems? Is the equipment clear of FOD?

ULDs - are there any obvious physical defects including doors, floors, curtains, locks, latches and restraint guides? Is the equipment clear of FOD?

Correct and safe operations of equipment and vehicles

- Manoeuvre the vehicle in a controlled manner in all conditions
- Park the vehicle safely in appropriate areas in line with your organisation's procedures
- Follow airside road signs, markings and traffic lights at all times
- Show courtesy to other vehicles on the airfield
- Give priority to moving aircraft at all times
- Maintain a safe distance between the vehicle and aircraft at all times
- Make sure that all doors and shutters (where relevant) are closed when you are driving the vehicle
- Reverse the vehicle according to aviation and organisational procedures
- Be constantly vigilant when driving
- Wear appropriate personal protective equipment when driving
- Carry an airside driving pass or licence in line with your organisation's procedures

Servicing

Knowledge	Skills
Own role in aircraft servicing/turnaround management, aircraft services, pre/post-use checks of holds and all hold lock	Identify the services required to facilitate an aircraft arrival, departure or turnaround and prepare/configure aircraft holds for departure
Professional discussion	
Indicative assessment criteria	
<p>SV1 - Describe the following services used by the aircraft:</p> <ul style="list-style-type: none"> • engineering BF/AF • fuelling • de-icing • water (potable and domestic) • in-flight catering • waste management • cleaning • aircraft turnaround (including loading and unloading) <p>SV2 - Outline your responsibilities under any legislation relevant to the service you are applying</p> <p>SV3 - Explain how to obtain authorisation to apply services</p> <p>SV4 - Identify the resources you can use for services and equipment relevant to the service being applied</p> <p>SV5 - Identify hazards and your organisation's procedures relating to opening and closing access points</p> <p>SV6 - Identify any special handling or storage considerations including load restraint</p> <p>SV7 - Explain the different types, services, functions and operation of loading/unloading equipment relevant to the aircraft and the safety features and how to use them correctly</p> <p>SV8 - Outline your organisation's procedures relating to the transferring of services during poor weather</p>	

Practical observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SV9 - Prepare the aircraft hold/floor in accordance with loading requirements	There are no merit criteria for this component	There are no distinction criteria for this component

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Assessment summary

The end-point assessment for aviation ground operative - aircraft handling is made up of 3 components:

1. 2 x 1-hour on-demand tests, each consisting of 30 questions
2. A 1-hour practical observation
3. A 30-minute professional discussion

The assessments can be taken in any order.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

On-demand tests

- The core test is not graded above a pass
- The specialist test is graded pass/merit/distinction
- To achieve a pass, apprentices must achieve 60% which equates to 18 out of 30
- To achieve a merit, apprentices must achieve 70% which equates to 21 out of 30
- To achieve a distinction, apprentices must achieve 80% which equates to 24 out of 30

Practical observation

- To achieve a pass in the practical observation, all pass criteria must be covered.
- To achieve a merit in the practical observation, in addition to the pass criteria, the apprentice must achieve at least 5 of the 7 core merit criteria and at least 5 of the 6 aircraft handling merit criteria.
- To achieve a distinction in the practical observation, in addition to the pass and merit conditions as stipulated above, the apprentice must complete all of the distinction criteria.

Professional discussion

- To achieve a pass in the professional discussion, all pass criteria must be covered
- Additionally, any practical observation **pass** criteria not covered by the selected scenario will need to be covered
- The professional discussion is not graded above a pass

Grading

The specialist function on-demand test and the observation are both graded pass/merit/distinction. The core knowledge on-demand test and the professional discussion are not graded above a pass. The table below demonstrates the different grading combinations and the resulting overall grade.

A grade of at least a pass must be achieved in all 4 assessments.

Core knowledge on-demand test	Professional discussion	Specialist function on-demand test	Practical observation	Overall grade
Pass	Pass	Pass	Pass	Pass
Pass	Pass	Pass	Merit	Pass
Pass	Pass	Pass	Distinction	Merit
Pass	Pass	Merit	Pass	Pass
Pass	Pass	Merit	Merit	Merit
Pass	Pass	Merit	Distinction	Merit
Pass	Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit	Merit
Pass	Pass	Distinction	Distinction	Distinction

Retake and resit information

Apprentices must pass all assessment activities to pass the apprenticeship overall. Should an apprentice fail 1 assessment activity, then this can be retaken without a further period of training and development. If the apprentice fails 2 or more activities a period of further training and development lasting a minimum of 2 months must take place before a resit.

There is no maximum number of times an apprentice can be assessed; however, a maximum of 2 attempts at each assessment activity can be made in any 90-day period.

When undertaking a resit or retake, the assessment method(s) will need to be re-attempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA

Report will contain feedback on areas for development and resit or retake guidance and a retake checklist to be submitted when the professional review has taken place.

Apprentices who achieve a pass grade cannot resit or retake the EPA to achieve a higher grade.

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Assessing the on-demand tests

The following knowledge areas of the aviation ground operative - aircraft handling standard will be assessed by two 1-hour on-demand tests each consisting of 30 questions with a pass mark of 60% (18 out of 30). The content of one test will be based on the core knowledge areas. The content of the other test will be based on the specialist function knowledge areas for aircraft handling. The test can be taken as either an on-screen assessment or via paper.

The topics covered within the core knowledge test are listed below.

- Safety
- Security
- Compliance & legislation
- Communication
- Disruption incidents & emergencies
- Dangerous goods

The topics covered within the aircraft handling specialist knowledge test are listed below.

- Marshalling
- Loading instruction report
- Load and unload
- Specialist equipment, including unit load device serviceability

In each paper, questions will cover each of the areas above; however, not every aspect of every area will be covered in every test.

Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the on-demand test
- In readiness for end-point assessment, the apprentice should complete a sample test

Mocks/practice assessments for both the core and aircraft handling on-demand tests are available in both paper and on-screen format from the Highfield Assessment website.

On-demand tests criteria

The following pages include the criteria that are covered by the **core** on-demand test.

The apprentice will	Criteria covered in the on-demand test
Safety	
<p>Understand the health and safety regulations and legislation relevant to the role; an aviation environment and organisational procedures and how they impact on self, others and in relation to aviation operational duties</p>	<p>SA1 - Understand how to act within standard operating procedures at all times SA2 - Identify legislation and organisational procedures covering health and safety SA3 - Identify the location and the hazards associated with the ramp/dispersal area SA4 - Understand the health, safety and hazards associated with aircraft handling SA5 - Identify surface markings, operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area SA6 - Identify personal protective equipment (PPE) and describe when to wear it SA7 - Describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times SA8 - Describe dangers from birds and other wild animals and the importance of ensuring that the area does not attract them SA9 - Describe how to use equipment and vehicles on the ramp area SA10 - Outline the benefits of safe working practices SA11 - Identify the consequences of not operating safely in an airport environment SA12 - Identify the main causes of incidents/accidents in an airport SA13 - Identify hazardous materials and outline the procedures for using them SA14 - Describe procedures for reporting incidents/accidents airside SA15 - Describe the effects of severe weather airside and the precautions to take</p>

The apprentice will	Criteria covered in the on-demand test
Security	
Understand the systems, procedures and requirements to ensure security of self and others in own area of responsibility	SE1 - Identify signs of suspicious behaviour SE2 - Outline the limits of your authority SE3 - Identify specified, banned, illegal and dangerous items SE4 - Explain threat or risk awareness SE5 - Identify relevant aviation security documents SE6 - Identify relevant aviation security authorities SE7 - Outline your responsibility in relation to security SE8 - Outline your organisation's procedures for restricting access

The apprentice will	Criteria covered in the on-demand test
Compliance & legislation	
Understand the aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility	CL1 - Explain the requirements for compliance in the aviation environment CL2 - Outline procedures that must be followed to ensure compliance CL3 - Explain the impact of not following procedures and ensuring compliance CL4 - Explain the impact of the aviation operation on the environment CL5 - Identify environmental controls in the aviation operation

The apprentice will	Criteria covered in the on-demand test
Communication	
<p>Understand how to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication</p>	<p>CO1 - Describe available lines and methods of communication CO2 - Identify relevant communications equipment and explain organisational procedures relating to its use CO3 - Explain organisational procedures regarding malfunctioning equipment CO4 - Identify relevant aviation guidelines, procedures and standard phrases CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes CO6 - Know the phonetic alphabet CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information CO8 - Explain organisational procedures for passing on messages and alternative communication routes in the event of an equipment failure CO9 - Manage requests for information from: seniors, colleagues or external sources</p>

The apprentice will	Criteria covered in the on-demand test
Disruption incidents & emergencies	
<p>Understand emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident</p>	<p>DI1 - Get help to identify an incident/emergency and be able to describe its main features DI2 - Know how the incident/emergency affects you and other people DI3 - Know how people would like to be informed about the progress and solution of the incident/emergency DI4 - Identify problem-solving methods that can be adopted to address the incident/emergency DI5 - Identify factors that may affect the way you deal with the incident/emergency DI6 - Identify which people could help you resolve the incident/emergency DI7 - Outline rules and regulations that you have to consider when solving the incident/emergency DI8 - Know how to overcome difficulties when solving incidents/emergencies DI9 - Follow a plan that takes into account any issues that may arise DI10 - Explain how you will know when an incident/emergency has been resolved DI11 - Know how to access additional support available post-incident</p>

The apprentice will	Criteria covered in the on-demand test
Dangerous goods	
<p>Understand relevant dangerous goods and how to deal with them effectively in own area of responsibility</p>	<p>DG1 - Acknowledge and understand the general principles of storage, carriage and handling of dangerous goods DG2 - Identify classifications of dangerous goods DG3 - Explain dangerous goods handling requirements DG4 - Explain the emergency procedures in the event of a dangerous goods incident</p>

The following pages include the criteria that are covered by the **aircraft handling** on-demand test.

The apprentice will	Criteria covered in the on-demand test
Marshalling	
<p>Understand the procedures for marshalling and controlling the movement of aircraft and vehicles, including requirements and importance of distance, speed, and safe positioning of an aircraft and vehicle</p>	<p>MA1 - Describe correct methods of ensuring ground service equipment is driven and operated in an appropriate manner while in the equipment restraint area (ERA), after safety cones and chocks have been deployed</p> <p>MA2 - Describe correct methods of ensuring hand signal guidance (banks person/marshaller) is provided when manoeuvring in areas of close proximity to the aircraft, when visibility is limited and when reversing anywhere on the apron</p> <p>MA3 - Explain correct aircraft marshalling using hand signals and techniques, to ensure they are clear and in accordance with industry standards</p> <p>MA4 - Identify the correct vehicle guidance signals in line with IATA AHM</p> <p>MA5 - Outline your organisation's rules such as parking and speeding</p> <p>MA6 - Explain benefits of working safely: including to yourself, other people (passengers and colleagues), equipment, the airport, other companies and other people</p>

The apprentice will	Criteria covered in the on-demand test
Loading instruction report	
<p>Understand the purpose of a load instruction report (LIR), the key information contained therein and why it is important and relevant to every aircraft movement</p>	<p>LI1 - Identify information contained on baggage tags and load labelling information</p> <p>LI2 - Outline your organisation's procedures for reconciling baggage, for example, AAA procedures</p> <p>LI3 - Identify approved airport codes</p> <p>LI4 - Outline your organisation's procedures for dealing with different types of load</p> <p>LI5 - Identify types of loading conveyances and containers, e.g. belt loaders, cargo loaders, ULDs</p> <p>LI6 - Explain how to use the loading equipment in a safe manner and the complementary safe manual handling procedures</p> <p>LI7 - Explain the consequences of inappropriate manual handling of loads</p> <p>LI8 - Identify appropriate reporting processes</p> <p>LI9 - Describe the protection available for loads in different weather conditions</p> <p>LI10 - Identify possible hidden dangerous goods items</p>

The apprentice will	Criteria covered in the on-demand test
Load and unload	
<p>Understand a team member’s responsibility for the safe, correct and timely on-load/off-load operation, and use of unit load devices (ULD) and restraints to ensure the safety and security of loads</p>	<p>LU1 - Explain your responsibilities under any legislation relevant to the load to be transferred</p> <p>LU2 - Explain your organisation's authorisation and reporting procedures</p> <p>LU3 - Identify the resources you can use for loading and unloading and equipment relevant to the load being transferred</p> <p>LU4 - Identify hazards and your organisation's procedures relating to opening and closing access points</p> <p>LU5 - Identify the characteristics of the load being transferred and any special handling or storage considerations including load restraint</p> <p>LU6 - Explain the different types, functions and operation of loading/unloading equipment relevant to the load being loaded and the safety features and how to use them correctly</p> <p>LU7 - Explain your organisation's procedures relating to the transferring of loads during poor weather</p> <p>LU8 - Explain how to prepare the aircraft holds prior to loading</p> <p>LU9 - Explain how to check the baggage and/or cargo tags before loading to confirm the correct destination of the load</p> <p>LU10 - Explain why the on-load is completed in accordance with the operator’s procedures to ensure the ground stability of the aircraft (forward holds before aft holds)</p> <p>LU11 - Explain why there is a requirement for sufficient load spreading material and/or supplementary equipment and know the appropriate restraint values</p> <p>LU12 - Explain why all bulk hold restraint nets need to be correctly fitted, secured and tensioned; also ensure that loads have not exceeded any marked loading height limits</p> <p>LU13 - Explain why all ULDs are required to be properly secured into the aircraft’s cargo loading system. All locks, latches and guides raised/set as required, particularly for partial loads and NOFITS</p> <p>LU14 - Explain why it is important to check passenger numbers/distribution in accordance with the loadsheet/load form</p> <p>LU15 - Explain why it is important that the aircraft hold quantities/distribution need to be in accordance with the loading instructions including void holds/positions confirmed and annotated as empty</p>

The apprentice will	Criteria covered in the on-demand test
Load and unload	
	<p>LU16 - Identify that if cabin baggage is transferred to the hold, it has been verified that the baggage contains no spare lithium batteries and that the LIR/mass and balance documentation has been amended to reflect</p> <p>LU17 - Explain why all company material (COMAT) such as aircraft spares, rotables and consumables that are classified as dangerous goods need to be labelled and declared as such</p> <p>LU18 - Outline why ULDs containing dangerous goods require a class hazard label, required to be displayed on its exterior a ULD tag with red hatchings on both sides</p> <p>LU19 - Explain why all cargo aircraft only 'CAO' goods need to be accessible when required</p> <p>LU20 - Explain why the NOTOC needs to be completed correctly, with one copy held on the flight deck and another stored on the ground</p>

The apprentice will	Criteria covered in the on-demand test
Specialist equipment, including unit load device serviceability	
<p>Understand the requirements for, and operation of, specialist equipment and vehicles used on and around the aircraft, including the need for serviceable unit load devices (ULDs), to prevent damage to the aircraft, baggage and cargo and own responsibility as part of the team</p>	<p>SP1 - Identify pieces of specialist equipment and which tasks/aircraft types they are suitable for</p> <p>SP2 - Describe the types of defects on specialist equipment and the correct procedures for dealing with them</p> <p>SP3 - Outline the regulations in place (PUWER) and ensure they are met by your organisation and training provider</p> <p>SP4 - Identify who has responsibility for ensuring equipment is safe to operate</p> <p>SP5 - Identify the correct method of operation of the specialist equipment in line with your organisation's policies and safe working procedures, and the penalties in place for operating equipment unsafely or in an unsafe condition</p> <p>SP6 - Outline the sequence and priority of access to the aircraft for equipment and service providers</p> <p>SP7 - Identify the types of support that may be needed in the event of a breakdown</p> <p>SP8 - Identify how to correctly and safely manoeuvre equipment around an airfield</p> <p>SP9 - Outline organisational and regulatory standards for the operational condition of vehicles</p> <p>SP10 - Explain the effect that poor weather conditions including snow and ice, high winds, rain/surface water, poor visibility, lightning and heat have on driving airside</p> <p>SP11 - Explain how to recognise whether aircraft are moving or about to move</p> <p>SP12 - Outline your organisation's procedures for operating emergency cut-off switches, phones and alarms</p> <p>SP13 - Identify the condition, suitability and serviceability of the GSE and ULDs both pre-use and after-use</p>

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Assessing the practical observation

Each observation will last 1 hour and the apprentices will not know in advance which scenario or task they will be given on the day of their assessment. Due to the safety and security required, particularly when an external visitor is required to go airside, the end-point assessor will confirm the assessment activities with the employer up to 14 days in advance of the assessment.

As part of best observation practice the assessor will ask questions appropriate to the observation to further clarify knowledge and understanding and evidence behaviours. Questioning should be conducted at an appropriate time and not interfere with the completion of the tasks being observed. If necessary, questions can be asked after the observation has been completed.

Each scenario covers a different selection of the standard's elements and Highfield Assessment have designed detailed tools and procedures carefully in order to ensure all apprentices are assessed to the same level. Multiple apprentices in the same workplace will be tested over a range of the 3 scenarios and not all complete the same one.

The practical assessment is an observation of the apprentice in the aviation environment and may include real work activities such as loading an aircraft, or simulated activities such as extinguishing an aircraft fire, allowing the apprentice to demonstrate how they have applied their knowledge, skills and behaviours in a real work environment to achieve genuine and demanding work objectives. Areas covered in the scenarios not selected for the observation will be covered in the professional discussion.

The practical observation provides the opportunity for substantial synoptic assessment against the relevant elements of the standard. The observation must be scheduled when the apprentice will be working in their normal place of work and will also:

- be conducted at a time that avoids seasonal periods of low levels of trading and reflects typical working conditions
- allow the apprentice to demonstrate all aspects of the standard being observed (e.g. the apprentice cannot be assessed on loading an aircraft if there is no load available)
- take a synoptic approach to observing the overall competence

The end-point assessor will plan the observation in advance with the employer, brief the apprentice fully on the day, and follow assessment criteria that are set by Highfield, which will be subject to quality assurance. The observation must be carried out in one session.

Observation assessment criteria for the core and aircraft handling elements of the standard are detailed in the section below.

Before the assessment:

Employers/training providers should:

- plan potential practical observation scenarios to allow the apprentice the opportunity to demonstrate each of the required assessment criteria
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed in each scenario (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Specialist function scenarios - aircraft handling

1. Aircraft load (outsized/specialised)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the on-loading of an outsized or specialised load on to an aircraft. You are to act under the instruction of the team leader to ensure the loading and handling of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

2. Aircraft load (ULDs - pallets and containers, loose or bulk loaded)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the on-load of a palletised load on to an aircraft. You are to act under the instruction of the team leader to ensure that the loading and handling of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

3. Aircraft unload (ULDs - pallets and containers, loose or bulk loaded, outsized or specialised)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the unloading of an aircraft. You are to act under the instruction of the team leader to ensure the unloading of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

The practical observation - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that the apprentice experiences a mock practical observation in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock observation should take place in a real workplace, or a realistic simulation if the real workplace does not present all the required assessment opportunities
- the participation of other personnel to play the parts of customers and team members:
 - it is strongly recommended that the mock observation has been practised beforehand and all personnel involved are properly briefed on their roles
 - the roles should provide the opportunity for the apprentice to demonstrate the pass, merit and distinction level criteria
- a 1-hour time slot should be available for the complete practical observation, if it is intended to be a complete mock observation covering all relevant standards; however, this time may be split up to allow for progressive learning
- consider a video recording of the mock assessment, and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience; the mock assessment sheets may be used for this purpose and are available to download from the Highfield Assessment website

Practical observation criteria

During the practical observation, the following standards should be evidenced. The apprentice can only achieve a merit by covering all pass and all merit criteria for the observation scenario they have been assigned. The apprentice can only achieve a distinction by meeting the above conditions for a merit, and in addition, covering all distinction criteria for the scenario they have been assigned.

Core assessment criteria

Safety		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SA16 - Correctly report hazards if identified SA17 - Act within standard operating procedures at all times	SA18 - Take action to deal with hazards in line with organisational procedures	There are no distinction criteria for this component

Compliance & legislation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
CL6 - Check area of responsibility complies with procedures and legislative requirements	CL7 - Take action to correct non-compliance	CL8 - Proactively ensure compliance with procedures and legislation, e.g. challenge suspicious persons

Communication

To pass, the following must be evidenced	To gain a merit	To gain a distinction
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	CO13 - Adapt language and tone to match audience and situation	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

To pass, the following must be evidenced	To gain a merit	To gain a distinction
IP12 - Work as part of a team to ensure adequate performance in the role IP13 - Work accurately with supervision	IP14 - Take initiative as part of a team to improve performance in the role within limits of operation IP15 - Work accurately with minimal supervision	There are no distinction criteria for this component

Aviation systems and timescales

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AS1 - Identify and use prescribed systems correctly AS2 - Report faults or errors as they occur AS3 - Meet performance expectation for timescales to complete tasks	AS4 - Take action to maintain systems to prevent faults or errors AS5 - Work efficiently to meet and exceed timescales to complete tasks	AS6 - Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales

Specialist function assessment criteria

Scenarios 1, 2 and 3

Marshalling		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
MA7 - Follow instructions from team leader	MA8 - Understand how following instructions ensures correct completion of task	MA9 - Anticipate needs of team leader prior to loading/unloading

Loading instruction report		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LI11 - Correctly interpret basic information on the LIR	There are no merit criteria for this component	LI12 - Interpret and use advanced information on the LIR

Load and unload		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LU21 - Identify correct load (pallets and containers, ULDs, loose or bulk loaded items, including outsized/specialised) LU22 - Transfer load to/from loading area LU23 - Ensure load is correctly labelled LU24 - Wear correct personal protective equipment (PPE) when operating	LU28 - Sequence loads prior to transfer to maximise load efficiency LU29 - Ensure all supporting documentation is supplied to relevant stakeholders prior to load/unload LU30 - Effectively load/unload aircraft	LU32 - Assist team leader in load selection LU33 - Efficiently load/unload aircraft LU34 - Prioritise and organise work to ensure

Load and unload		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LU25 - Identify correct and serviceable ULDs for the load LU26 - Safely load/unload aircraft using equipment LU27 - Complete load/unload within required timescales	LU31 - Work efficiently as part of a team to load/unload and maximise use of time available	maximum performance when loading/unloading

Specialist equipment, including unit load device serviceability		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SP14 - Check specialist equipment/vehicles prior to use to ensure serviceability SP15 - Use specialist equipment correctly to complete task	SP16 - Select correct specialist equipment/vehicle for the task	There are no distinction criteria for this component

Servicing		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SV9 - Prepare the aircraft hold/floor in accordance with loading requirements	There are no merit criteria for this component	There are no distinction criteria for this component

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Assessing the professional discussion

The end-point assessment plan states that the professional discussion will be a structured discussion between the apprentice and the end-point assessor. The employer may be present to support, but not lead, the apprentice and to confirm information at the assessor's request.

The professional discussion will take place either in person or via videoconference. This will be organised by Highfield's scheduling team once the apprentice has been submitted for gateway.

The employer will not be allowed to add any further information or examples to what the apprentice has stated or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion. The professional discussion should take place after the practical observation, to establish the apprentice's understanding and application of the remaining knowledge, skills and behaviours.

The professional discussion will need to take place in a suitable environment and should last for 30 minutes. The discussion will be against the set criteria that are outlined in the following pages and it will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The professional discussion will recognise areas that have already been covered in the simulated practical observation so as not to reassess an area in which the apprentice has already demonstrated competence. The number of questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many follow-on questions are required) but as a minimum there must be 15 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements.

The purpose of the professional discussion is to clarify any questions the end-point assessor has for specified standards:

- confirm and validate judgements about the quality of work
- explore aspects of the work, including how it was carried out, in more detail
- discuss how the apprentice would behave in the scenarios not assigned
- ask questions in relation to personal development and reflection

Before the assessment:

Employers/training providers should:

- plan the professional discussion to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

The professional discussion - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that they experience a mock professional discussion in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When designing a mock assessment, the employer/training provider should consider the following elements in their planning:

- a 30-minute time slot should be available for the complete professional discussion. If it is intended to be a complete mock assessment covering all relevant standards; however, this time may be split up to allow for progressive learning.
- consider an audio recording of the mock, and to allow the mock to be heard by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice, to complete the learning experience. The mock assessment sheets may be used for this purpose and are available to download from the Highfield Assessment website.
- structured 'open' questions should be used as part of the professional discussion which do not lead the candidate but allows them to express their knowledge in a calm and comfortable manner. Example questions that you can use for a mock assessment are listed below.

The professional discussion - example questions

The following are example questions to demonstrate the sort of questions apprentices can expect to encounter during the professional discussion.

Security:	
<p>‘Describe the procedures that must be followed to ensure security at your workplace.’</p> <p>‘What are some potential security breaches that you may encounter, and how should you deal with them?’</p>	
Interpersonal skills:	
<p>‘How should you interact with your colleagues?’</p> <p>‘Tell me about your organisation’s policies.’</p>	
Disruption incidents & emergencies:	
<p>‘What information do you need when an incident occurs?’</p> <p>‘Tell me how about how you would deal with an incident.’</p>	
Dangerous goods:	
<p>‘Tell me about how your organisation deals with dangerous goods.’</p>	

Servicing:	
<p data-bbox="304 387 879 421">'Tell me about the services used by aircraft.'</p> <p data-bbox="304 477 804 510">'How does weather affect your work?'</p>	

Professional discussion criteria

Throughout the professional discussion, the assessor will review the apprentice's competence in all of the pass criteria outlined below. Therefore, apprentices should prepare for the professional discussion by considering how the criteria can be met.

To pass, the following must be evidenced

Security

- SE9 - Describe how to secure items, areas and data in line with your responsibilities
- SE10 - Describe your organisation's personal identification requirements
- SE11 - Identify reporting procedures for suspicious incidents or behaviour
- SE12 - Identify reporting procedures for discrepancies in the security of actual or potential access points
- SE13 - Describe how to ensure action is taken in response to an actual or suspected security threat
- SE14 - Describe the appropriate remedial actions to take when irregularities in security are identified

To pass, the following must be evidenced

Interpersonal skills

- IP1 - Explain the benefits of developing productive working relationships with colleagues
- IP2 - Explain how to address conflicts with colleagues
- IP3 - Describe how to deal with diversity issues
- IP4 - Outline how to receive and make use of feedback on your performance from colleagues
- IP5 - Identify the responsibilities of team members in own area
- IP6 - Outline the processes within the organisation for making decisions
- IP7 - Outline line management relationships within the organisation
- IP8 - Identify the organisation's aims, values and culture
- IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation
- IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately
- IP11 - Respond to requests for information adhering to your organisation's standard timeliness

To pass, the following must be evidenced

Disruption incidents & emergencies

- DI12 - Interpret incidents/emergencies that have been identified
- DI13 - Ask suitable questions to check you understand the incident/emergency
- DI14 - Identify the available solution(s) for resolving the incident/emergency
- DI15 - Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution
- DI16 - Keep others fully informed about what is happening to resolve the incident/emergency
- DI17 - Check with others to ensure the incident/emergency has been resolved satisfactorily
- DI18 - Give clear reasons to others when the incident/emergency has not been resolved satisfactorily
- DI19 - Be engaged with the job role, remaining calm and assured throughout the working period
- DI20 - Be able to concentrate on the task in hand and not be distracted by problems
- DI21 - Prioritise all tasks to ensure effective time management and a calm approach to work

To pass, the following must be evidenced

Dangerous goods

- DG5 - Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities
- DG6 - Identify potential dangerous goods hazards
- DG7 - Operate safely when exposed to dangerous goods

To pass, the following must be evidenced

Servicing

SV1 - Describe the following services used by the aircraft:

- engineering BF/AF
- fuelling
- de-icing
- water (potable and domestic)
- in-flight catering
- waste management
- cleaning
- aircraft turnaround (including loading and unloading)

SV2 - Outline your responsibilities under any legislation relevant to the service you are applying

SV3 - Explain how to obtain authorisation to apply services

SV4 - Identify the resources you can use for services and equipment relevant to the service being applied

SV5 - Identify hazards and your organisation's procedures relating to opening and closing access points

SV6 - Identify any special handling or storage considerations including load restraint

SV7 - Explain the different types, services, functions and operation of loading/unloading equipment relevant to the aircraft and the safety features and how to use them correctly

SV8 - Outline your organisation's procedures relating to the transferring of services during poor weather

SV9 - Prepare the aircraft hold/floor in accordance with loading requirements

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