Aviation Operations Manager – Flight Operations – Operations – Mock Mark Scheme (M-EPA-AOMFO4001)

Important information for centres

- Mark schemes for open-response exams are kept under constant review and are updated by the chief examiner as and when markers find alternative acceptable answers that should be included
- For all questions, alternative correct answers will be accepted and awarded marks

	Answer guide	Max Marks
Q1	Describe the key aspects of change management and how you would effectively implement a change within your workplace.	**10**
	Up to 4 marks for identifying and briefly describing the key aspects of change management. These could include: • communication • keeping employees motivated • keeping employees notified of all changes • asking for opinions from the shop floor • audits to ensure compliance	**4**
	Up to 6 marks for a suitable description of how they would implement a change within their workplace.	**6**
Q2	Outline the factors that must be considered when creating flight plans and explain, giving examples, of when and why contingency arrangements may be required.	**10**

	Up to 4 marks for identifying suitable factors to be considered when creating a flight plan.
	These could include:
	• fuel requirements:
	    o contingency fuel
	    o minimum fuel
	• compliance with regulations
	• weather requirements
	• diversion airfields
	• routing requirements
	• diplomatic clearances
	• crewing requirements
	• emergency equipment required on board
	• route timings
		4

	Up to 4 marks for a suitable brief description of each factor identified.	**4**

		1 mark for identifying an example of when contingency arrangements may be required.	**1**
		1 mark for identifying an example of why contingency arrangements may be required.	**1**
Q3	Explain the considerations you should make when allocating people and resources to a task. You should consider the following as part of your answer: • how to ensure the safe and effective operation of your department • how to maintain compliance with organisational policies and procedures		**10**
	Up to 5 marks for a suitable explanation of how to ensure the safe and effective operation of your department. Examples could include: • numbers of personnel available • whether staff are trained/suitably qualified • shift lengths and times • ability to share the task among staff when required • plan the task prior to start • use your staff's strengths and not weaknesses		**5**
	Up to 5 marks for a suitable explanation of how to maintain compliance with organisational policies and procedures. Examples could include: • cost effective • knowledge of policy to ensure compliance • carry out checks throughout the task on personnel and process to ensure compliance • debrief on completion to ensure correct action taken • ongoing audits • updates available to staff		**5**
Q4	Identify **three** national or international agencies which affect your role and the operation of your department. You should include details of: • their role and function within the industry • the relevant reference sources and documents they produce • legislation that they oversee		**10**
	1 mark for each suitable agency identified These could include: • CAA — Civil Aviation Authority • NATS — National Air Traffic Services • ICAO — International Civil Aviation Organisation • IATA — International Air Transport Association • FAA — Federal Aviation Authority • DfT — Department for Transport • EASA — European Air Safety Agency • MAA — Military Aviation Authority		**3**

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	1 mark for identifying the role(s) and function(s) of each agency.	**3**	
	1 mark for identifying the reference sources/documents produced by the agency.	**3**	
	1 mark for suitable legislation identified for any agency.	**1**	
Q5	Explain how to safely and effectively co-ordinate the movement of an aircraft within the limits of your responsibility. You should consider the relevant: • methods of communication • documentation and sources of information • airport operations • ground handling procedures • handover procedures	**30**	

Answers expected to be split into 5 sections, as per bulleted guidance within the question. Within each area, expect to see 3 methods/items/procedures identified and an appropriate description of each. However, this is just an outline, e.g. if there are only 2 relevant points for the particular learner, if they can identify both and provide a full and thorough description of each, full marks should still be awarded.

Up to 6 marks for explaining appropriate methods of communication.   **6**

These could include:
- telephone
- ground to ground radio
- fax
- IT equipment
- company-based system
- mobile phone
- tablet

For each, their purpose and uses should be described.

Up to 6 marks for explaining the relevant documentation and sources of information used.   **6**

These could include:
- CAP642 – Airside Safety Management
- MMATM – Manual of Military Air Traffic Management
- CAP 413 – Radiotelephony Manual
- Any written local orders (by-laws)

Up to 6 marks for explaining appropriate airport operations.   **6**

These could include:
- pavement classification numbers (PCN) for both runways and taxiways
- stand sizes and locations
- crash category cover
- scope and capacity of the airport
- weather

	Up to 6 marks for explaining appropriate ground handling procedures. These could include: • staff qualifications and levels • stand sizes and locations • cargo and passengers carried • number of staff available • ratio of staff as per SLA	**6**	
	Up to 6 marks for explaining appropriate handover procedures. These could include (with a suitable description of each): • how is the handover conducted (face to face, via electronic means, paper-based)? • are notes left for the oncoming person? • possible contents of the handover.	**6**	
Q6	Discuss the effects that operational information can have on the planning and management of day-to-day flight operations. You should include details of: • airfield conditions • maintenance • meteorological conditions • NOTAMs • any other relevant sources	**30**	
	Answers expected to be split into 5 sections, as per bulleted guidance within the question. Within each area, expect to see 3 methods/items/procedures identified and an appropriate description of each. However, this is just an outline, e.g. if there are only 2 relevant points for the particular learner, if they can identify both and provide a full and thorough description of each, full marks should still be awarded.		
	Up to 6 marks for explaining appropriate airfield conditions. These could include: • WIP on the airfield • classification of flights such as royal flights • de-icing of aircraft • closure due to timings • lack of approach aids	**6**	
	Up to 6 marks for explaining appropriate maintenance required. This could include: • aircraft maintenance • ATC equipment maintenance • unserviceability of approach aids	**6**	
	Up to 6 marks for explaining appropriate meteorological conditions. These could include: • snow and ice • strong winds	**6**	

	• forecast weather • heavy rain • mist and fog • low cloud • extreme heat	
	Up to 6 marks for appropriate explanation of NOTAMs. This could include: • what is a NOTAM? • what can appear in a NOTAM? • different types of NOTAM and examples of each	**6**
	Up to 6 marks for explaining other relevant sources. These could include: • any military requirements • pre-notified controlled airspace closure • public holidays • diplomatic requirements • volume of air traffic	**6**