

Aviation Operations Manager – Passenger Operations Manager – MOCK Mark Scheme (M-EPA-AOMPO4001)

Important information for markers

- For all questions, alternative correct answers will be accepted and awarded marks

	Answer guide	Max Marks
Q1	<p>Your organisation has suffered several incidents relating to hidden dangerous goods carried by passengers. You are preparing a brief to be given to all relevant staff involved in handling passengers.</p> <p>State 2 examples of hidden dangerous goods carried by passengers. Explain where to find information regarding whether certain items can be carried by passengers in the cabin or if they have to be stowed in the hold.</p> <p>Give 2 further examples of items that must be carried in the cabin when travelling by air and 2 examples of items that must be stowed in the hold.</p>	10
	<p>1 mark for each example of a hidden dangerous good (max 2)</p> <p>Up to 4 marks for explaining where to find information regarding DG carried by passengers</p> <p>1 mark for each item that must be carried in the cabin (max 2)</p> <p>1 mark for each item that must be stowed in the hold (max 2)</p> <p><i>Examples of hidden dangerous goods to include:</i> Camping equipment – gas stoves, matches, etc. Diving equipment – oxygen bottles, diving lamps Engineers’ tool kits – tools, repair kits Passengers carrying e-cigarettes Reference may also be made to equipment containing lithium batteries that are faulty or have been damaged <i>Information containing details regarding the carriage of dangerous goods by passengers can be found in:</i> ICAO Technical Instructions Part 8 IATA DGRs Table 2.3.A Company operations manuals <i>Items that must be carried in the cabin, e.g.:</i> Lighters, e-cigarettes, lithium batteries. <i>Items that must be stowed in the hold, e.g.:</i> Liquids or aerosols over 100ml, certain ammunition and firearms.</p>	<p>2</p> <p>4</p> <p>2</p> <p>2</p>

Q2	Documentation is required for each departing flight; this can be electronic or paper-based. Identify 5 documents relating to passengers that your department may need to create or pass on to cabin crew and give a brief overview of the information provided on each of those documents.	10
	<p>1 mark (max 5) for each relevant document identified 1 mark (max 5) for an appropriate overview of the information provided on each document:</p> <p>PIL (passenger information list) - gives a list of all passengers, seats allocated, any comments or special requests, all flight details such as date, destination, etc. UMNR paperwork - details of child, responsible adult at airport of departure, responsible adult at airport of arrival, contact information Documentation for any inadmissible passengers Passengers with connections Passengers with tight connections (SHOCONs) Special requests - e.g. champagne, cakes, special celebrations Special handling - e.g. wheelchairs, types of wheelchair, other assistance FQTV (frequent travellers) - list of passengers who are members of FQTV programmes and their status</p>	5 5

Q3	<p>You have several flights departing with a mixture of passengers with reduced mobility (PRM) and sensory needs. In order to ensure that you can prepare all personnel handling of these passengers, list 5 of the special service request (SSR) codes used and describe the assistance required for each.</p>	10
	<p>1 mark each for listing each SSR code (max 5), 1 mark for each accurate description (max 5)</p> <p><i>SSR codes and the assistance required:</i> WCHR – wheelchair/mobility assistance throughout the airport to/from the departure gate WCHS – wheelchair/mobility assistance throughout the airport building to/from the aircraft door WCHC – wheelchair/mobility assistance throughout the airport building to/from the aircraft seat WCOB – onboard cabin wheelchair needed during the flight DPNA – special assistance for customer with non-physical disability e.g. autism, Asperger’s BLND – special assistance for customer with impaired vision DEAF – special assistance for customer with impaired hearing MUTE – special assistance for customer with impaired speech SVAN – passenger with a service animal in cabin</p>	5 5

Q4	<p>Passenger service operations must comply with many regulations, including the effective management of waste. Describe how your department deals with resources not used during check in and boarding, and the processes in place for disposing of any waste in compliance with environmental and waste management policies. Explain how each of the following areas need to be considered during waste management:</p> <ul style="list-style-type: none"> • GDPR • health and safety • security 	10
	<p>Up to 4 marks for an appropriate description of the processes and procedures involved and how their department deals with waste management</p> <p>Up to 2 marks for a suitable reference and description of how GDPR impacts waste management</p> <p>Up to 2 marks for a suitable reference and description of how health and safety impacts waste management</p> <p>Up to 2 marks for a suitable reference and description of how security impacts waste management</p> <p>Possible examples include:</p> <p>Removal of any sensitive documents such as unused boarding cards and baggage labels to be taken back to secure stock areas and used for future flights</p> <p>Any confidential information that could breach GDPR to go into the designated confidential waste bin, this could include passenger information and airline information</p> <p>Disposal of any items left by passengers such as hot liquids, empty bottles and food waste</p> <p>Disposal of any other unwanted items discarded by passengers such as items classified as dangerous goods, e.g. laptop batteries</p> <p>Disposal of goods belonging to passengers that would otherwise incur excess baggage charges, e.g. clothing and toiletries</p>	<p>4</p> <p>2</p> <p>2</p> <p>2</p>

Q5	<p>A passenger has arrived at their destination and is found to be inadmissible under the receiving country's laws. Your department now has to deal with the passenger and process them according to international law and your company's procedures.</p> <p>Explain where to find information regarding the required mandatory travel documentation. (5 marks)</p> <p>Outline 2 possible reasons as to why they may have been refused entry. (10 marks)</p> <p>Detail at least 3 procedures you must follow. (15 marks)</p>	30
	<p>Up to 5 marks for explaining where to find mandatory travel documentation information</p> <p>Up to 5 marks for outlining each reason for refusal of entry (max 5 marks per reason, 10 overall)</p> <p>Up to 5 marks for detailing each relevant procedure to be followed (max 5 per procedure, max 15 overall)</p> <p><i>Information detailing mandatory travel documentation:</i> IATA Travel Information Manual (TIM) or online TIMATIC system, immigration liaison manager via phone, company operations manuals.</p> <p><i>Reasons for refusal of entry to include:</i> Passport does not meet minimum validity period, passport has an earlier date of issuance than 10 years before the date of travel, any required visa is not available or is not yet valid, passport is a counterfeit, passport photograph has been substituted, the passenger is an imposter or the passenger is a lookalike on a genuine document, visa does not match the reason for travel.</p> <p><i>Procedures on refusal of entry may include:</i> The passenger may now only be returned to a destination where they are admissible, the passenger must be directed to a flight as directed by immigration officials, ideally the passenger should be returned on a flight by the carrier via which they arrived, if they hold a return ticket, in the event the passenger does not hold a valid return ticket, a ticket must be purchased to return them to an appropriate destination – it is likely organisations also have specific reporting procedures.</p>	5 10 15

<p>Q6</p>	<p>Airports need to operate as self-contained entities. Compile a list of the facilities available within the airport infrastructure to meet customer needs. You should include details of:</p> <ul style="list-style-type: none"> • the facilities, including a brief overview of how they are managed to meet customers' needs and expectations (15 marks) • potential external influences and operational restrictions that could impact the smooth flow of passengers (5 marks) • the financial implications that could be caused (5 marks) • what you could do to minimise disruption (5 marks) 	<p>30</p>
	<p>1 mark for any facility quoted, additional mark for each overview included, up to 15 marks in total</p> <p>Provision of toilets – enough throughout the airport and in relevant areas such as check in, departures, gates</p> <p>Drinking water – provided via fountains or food outlets</p> <p>Provision of seating – in relevant areas such as departure lounge and gates, any additional seating which can be used in delay situations</p> <p>Eateries – in relevant areas such as departure lounge and arrivals</p> <p>Shops – books, toiletries, tax free, etc.</p> <p>Pharmacies – dispensing of medication</p> <p>Special needs assistance – mobility, sensory and hidden, provision from arrival at airport to departure and upon arrival on return sector</p> <p>Medical assistance – in case of need, e.g. paramedic</p> <p>Emergency services – fire, police</p> <p>Prayer room and chaplains – used for numerous religions and purposes</p> <p>Lighting – usually on sensory to provide as needed</p> <p>Temperature control – heating or air conditioning</p> <p>Security screening – process from landside to airside</p> <p>Information systems – relevant information where and when needed</p> <p>Use of other languages and signs – as required and relevant</p> <p>Cleaners – throughout the airport</p> <p>Religious washing facilities – e.g. wudu</p> <p>Port Health – prevention of transmitting and carrying diseases</p> <p>Border Force – control of borders and refund of taxes for some passengers</p> <p>External influences and operational restrictions Up to 5 marks, 1 mark for each valid example, such as:</p> <p>Weather</p> <p>Strikes</p> <p>Unavailable aircraft</p> <p>Staff shortages</p> <p>Equipment failure</p>	<p>15</p> <p>5</p>

	<p>Financial implications Up to 5 marks, 1 mark for each valid example, such as: Additional airport charges to the carrier Payments of compensation to passengers Costs of providing refreshments, meals and accommodation Costs of missed flights Additional staff costs such as overtime</p> <p>Minimising disruption Up to 5 marks, 1 mark for each valid example, such as: Queue comb to identify relevant passengers if needed Be prepared with documentation such as food vouchers Look for flights on other carriers if needed Brief the next team on shift Provision of additional seating</p>	<p>5</p> <p>5</p>
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