The Reflective Essay and Log of Professional Competence - Matrix Sheet – Level 4 ST0039 Aviation Operations Manager – Passenger Operations Manager

This document should be used to map the apprentice's log of professional competence to the Aviation Operations Manager – Passenger Operations Manager standard and should accompany the log of professional competence and reflective essay when these are submitted to Highfield Assessment.

Apprentice's Name:	
Employer:	
Training Provider:	
End-Point Assessment Start Date:	
Pathway:	

The following criteria are directly assessed within the log of professional competence:

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Core – Pass Criteria			
CS4	Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations		
CS5	Manage resources effectively to ensure the efficient running of the department in line with organisational procedures		
CS7	Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to		
CS8	Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies		
BE1	Promote a respectful culture embracing diversity and inclusion		
BE2	Encourage empowerment, ownership and responsibility within team		
BE3	Be technologically astute and keep abreast of industry developments and innovations		

	Core – Merit Criteria		
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
	Core – Distinction Criteria		
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
	Specialist Function 6: Passenger Operations Manager		
POS2	Work with the check-in team, senior management and other stakeholders as required, making effective decisions to maintain operational standards, commercial performance and customer satisfaction		
POS3.1	Manage terminal facilities in line with organisational procedures		
POS3.2	Anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions		
POS3.3	Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made, ensuring commercial output while minimising disruption		
POS3.4	Manage major incidents and accidents both in the terminal and on an aircraft on the ground		
POS4.1	Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance		
POS4.2	Maintain brand standards while anticipating and managing changes to aviation operations as a consequence of external factors		
POS4.3	Ensure effective communication with customers		

The following are criteria that are not directly assessed within the log of professional competence (but must still be present and referenced):

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
Core Criteria - Pass			
CK1	Understand any aviation-specific health and safety legislation relevant to the organisation and their own role		
CK1.1	Describe statutory requirements for health and safety in an aviation environment		
CS1	Manage safety within their area of responsibility, ensuring staff are compliant with safety requirements in aviation environments		
CK2	Understand how to manage aviation security and what action to take in the event of a security breach		
CS2	Manage aviation security in their own area of operations, ensuring team members follow organisational procedures and that accurate reporting and recording of information is completed		
CK3	Understand how to manage and comply with aviation procedures and regulations to meet legislative and organisational requirements within their own area of responsibility		
CK3.1	Describe statutory requirements for employment, equality and diversity		
CK3.2	Describe industry regulations relating to aviation operations, including passenger and cargo requirements, security procedures and dangerous goods		
CK3.3	Describe industry regulations relating to CAA, MAA and DfT		
CK3.4	Describe DfT threat levels: critical/severe/substantial/moderate/low		
CK3.5	Describe the requirements for compliance in the aviation environment		
CK3.6	Explain which procedures must be followed to ensure compliance		
CK3.7	Explain the impact of not following procedures and ensuring compliance		
CK3.8	Describe the impact of the aviation operation on the environment		
CK3.9	Describe environmental controls in the aviation operation		
CK3.10	Describe how to ensure team members are aware of and adhere to compliance and legislation requirements		
CK3.11	Summarise the actions to take in the event of non-compliance		
CK3.12	Describe the impact of aviation operations on the environment and measures which can be taken to reduce the impact		
CS3	Manage compliance with legislation, aviation procedures and regulations within own area of responsibility		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
CK4	Understand how to manage communications with users, staff and external agencies, selecting appropriate methods and language		
CK4.1	Describe principles of effective communication		
CK4.2	Outline relevant aviation guidelines, procedures and standard phrases		
CK5	How to identify and procure sufficient, suitable resources (e.g. finance, staff, equipment, supplies) within the organisation, in line with budgetary and organisational requirements		
CK6	Understand the importance of cohesive airside operations and how each specialist function links with each other. Understand the importance of agencies, contractors and visitors remaining compliant with procedures and adherence to requirements.		
CS6	Manage their own area of responsibility to meet the needs of the wider organisation, ensuring that the needs of the site, customers, visitors and service users are met in adherence to business operational procedures and requirements		
CK7	Understand the agreed levels of performance and SOPs within own area of responsibility		
CK7.1	Explain principles of standard operating procedure design		
CK7.2	Describe the importance of ensuring standard operating procedures are adhered to		
CK8	Understand how to manage staff and resources to ensure compliance with procedures to mitigate disruption, incidents and emergencies in their area of responsibility		
CK8.1	Explain how to identify, analyse and accurately describe problems in the aviation environment relating to incidents and emergencies		
CK8.2	Explain the importance of selecting the most appropriate methods to deal with incidents and emergencies, including time plans		
CK9	Understand the rights and responsibilities of staff and the organisation's systems and procedures for ensuring effective management of staff, including: • recruitment • performance reviews • learning and development • discipline • grievance • industrial relations		
CK9.1	Describe principles of leadership		
CK9.2	Describe principles of management		
CK9.3	Outline principles of staff recruitment, performance management, training needs analysis, discipline, grievance and industrial relations		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
CK9.4	Explain how to motivate staff to achieve team and organisational objectives		
CK9.5	Explain how to recognise, address and reduce conflict within the team		
CK9.6	Explain how to keep competence up to date		
CS9	Effectively manage all aspects of own staff's performance, including: • recruitment • performance reviews • learning and development • discipline • grievance • industrial relations		
BE4	Promote and instil the values of the organisation to all colleagues		
BE5	Encourage integrity and accountability within team, leading by example		
BE6	Seek and provide feedback to manage continuous development of self, team and processes		
BE7	Be vigilant and proactive in embedding a safe, secure and compliant working culture		
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard		
PD2	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff		
PD3	Provide examples of how staff are managed effectively, including motivation and development of teams and individuals		
PD4	Provide reasoned examples of how the aviation department operates efficiently		
PD5	Explain the importance of keeping up to date with current industry regulations and provide examples of how this has been achieved		
PD6	Provide an overview of how the aviation department meets the needs of the business and customer		
PD7	Provide evidence to show they have been part of the effective planning and review in the team		
PD8	Describe how the aviation department meets regulatory requirements		
PD9	Evidence effective day to day management of the team/department and how these lead to customer satisfaction and ensure business performance		

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Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
PD10	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated		
PD11	Demonstrate how feedback has been sought from managers and stakeholders and how this has been effectively dealt with		
Core Criteria - Merit			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
Core Criteria - Distinction			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

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Specialist Function 6: Passenger Operations Manager			
POK1	Understand the requirements for travel documentation, implications and consequences for not controlling documentation, and how to source up-to-date information on regulations and legislation. Understand what information will be communicated from external sources and how to communicate this to staff and passengers		
POK1.1	Describe processes relating to aircraft departure and arrival documentation		
POS1.1	Manage travel documentation to ensure compliance with organisational and legal regulations		
POS1.2	Investigate service failures and errors, recommending/taking appropriate action and liaising with stakeholders, including monitoring of systems and procedures, reports on failures and rejected travellers		
POK2	Understand how to manage check in to meet passenger, operator and local requirements, regulations and agreed levels of service, including passenger compliance requirements for security and dangerous goods		
POK2.1	Describe the fundamentals of correct aircraft passenger head counts		
POK2.2	Describe procedures relating to health and safety regulations and the commercial implications of noncompliance with baggage and cargo regulations		
POK3	Understand how to manage passenger facilities to maintain customer experience. Understand procedures for managing incidents in the terminal, on an aircraft and on the ground. Understand the potential implications for internal and external stakeholders of decisions that are made which affect the aviation operation.		
POK3.1	Explain how to lead and delegate complex aviation tasks including disruptions		
POK3.2	Describe passenger handling certification, regulation & legislation		
POK3.3	Describe responsibility and accountability for the operation		
POK3.4	Describe emergency contingency planning and exercises		
POK3.5	Describe how to achieve maximum utilisation of seat availability and the relevant cost implications		

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Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
POK3.6	Explain how to oversee all aspects of the passenger operation including third-party service level agreements		
POK3.7	Describe management of passengers with reduced mobility and additional needs		
POK3.8	Describe management of organisational PPE		
POK3.9	Describe accident and incident investigation and reporting relating to passenger handling		
POK3.10	Explain how to handle security breaches		
POK3.11	Describe effective management of the maintenance of passenger handling equipment and IT systems		
POK3.12	Describe effective people management and training		
POK4	Demonstrate knowledge of the performance service standards for their department and how these should be managed in their own area of responsibility. Understand their organisation's procedures and requirements for addressing media outlets, maintaining brand and operational standards. Understand how local regulations, travel advisories and geo-political climates may impact upon aviation operations.		
POK4.1	Describe how to maintain and improve performance standards		
POK4.2	Describe how to exceed customer expectations		
POK4.3	Explain service level agreements and financial implications		
POK4.4	Describe effective management of on time and ground time performance		
POK4.5	Describe safety practices and procedures		
POK4.6	Describe effective management of environmental matters and issues including waste management		

Apprentice Declaration

I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.

Apprentice's signature:	Date:

Please ensure this Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

.docx	*.xlsx*	*.pptx*
.pdf	*.jpg*	*.png*
.mp3	*.mp4*	*.m4a*