

# Highfield Level 3 End-Point Assessment for Aviation Ground Specialist - Aircraft Handling

EPA-Kit

## Assessing the On-demand Tests

- The On-demand Tests - Guidance
- On-demand Tests Criteria

## The On-Demand Tests - Guidance

---

The following areas (knowledge) of the Aviation Ground Specialist - Aircraft Handling standard will be assessed by two 1-hour on-demand tests consisting of 30 questions each, with the pass mark being 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 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 specialist knowledge test are listed below:

- Marshalling
- Loading instruction report and balancing
- Specialist equipment

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, this can be found at the end of this section of the EPA Kit

## On-Demand Tests Criteria

---

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

The apprentice will	Criteria covered in the on-demand test
<b>Safety</b>	
Understand the health and safety legislation in aviation and in relation to own role and organisation and how to monitor it	SA1 - Outline your organisation's systems, procedures and practices designed to maintain health and safety including those relating to work patterns, work methods and housekeeping and how these impact on others SA2 - Outline your organisation's procedures for dealing with staff who are not meeting health and safety procedures SA3 - Outline your organisation's emergency procedures SA4 - Identify the relevant aviation and health and safety legislation and European directives and the effect they have on your area of responsibility SA5 - Describe organisational and legal health and safety requirements SA6 - Identify hazards in the workplace

The apprentice will	Criteria covered in the on-demand test
<b>Security</b>	
<p>Understand the requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security</p>	<p>SE1 - Outline the relevant powers contained in security regulations</p> <p>SE2 - Outline specified, banned, illegal and dangerous items</p> <p>SE3 - Outline the relevant documents and authorities to be aware of</p> <p>SE4 - Outline the different areas of the airport and what authorisation is needed to access various areas</p> <p>SE5 - Describe your roles and responsibilities in relation to security</p> <p>SE6 - Identify signs of suspicious behaviour or unusual incidents, using threat or risk analysis</p> <p>SE7 - Describe your organisation's procedures for restricting access to people, authorized areas and vehicles</p> <p>SE8 - Outline internal and statutory security testing procedures</p> <p>SE9 - Identify your organisation's procedures for raising or responding to alarms</p> <p>SE10 - Identify your organisation's procedures for dealing with actual or suspected security threats</p> <p>SE11 - Outline DfT guidance, including threat levels: critical/severe/substantial/moderate/low</p>

The apprentice will	Criteria covered in the on-demand test
<b>Compliance &amp; legislation</b>	
<p>Understand the aviation and other applicable legislation, procedures and regulations relating to an aviation environment, and monitoring procedures within own area of responsibility</p>	<p>CL1 - Outline the requirements for compliance in the aviation environment</p> <p>CL2 - Outline which procedures must be followed to ensure compliance</p> <p>CL3 - Describe the impact of not following procedures and ensuring compliance</p> <p>CL4 - Describe the impact of the aviation operation on the environment</p> <p>CL5 - Identify environmental controls in the aviation operation</p> <p>CL6 - Describe your responsibilities to monitor compliance in the aviation operation</p>

The apprentice will	Criteria covered in the on-demand test
<b>Communication</b>	
<p>Understand the methods of communication to ensure effective and timely transfer of information to different audiences using relevant language and format</p>	<p>CO1 - Outline available lines and methods of communication, including oral, written, electronic, carried out by self and carried out by others</p> <p>CO2 - Identify relevant communications equipment including telephone, electronic, radiotelephone and megaphone</p> <p>CO3 - Outline organisational procedures relating to use of communications equipment</p> <p>CO4 - Outline organisational procedures regarding malfunctioning equipment</p> <p>CO5 - Identify relevant aviation guidelines, procedures, standard phrases and the phonetic alphabet</p> <p>CO6 - Identify commonly used aviation codes relevant to your job role, and sources of information for less commonly used codes</p> <p>CO7 - Describe your organisation's systems for processing and storing information</p> <p>CO8 - Outline what is confidential and commercially sensitive information</p> <p>CO9 - Describe organisational procedures for communicating messages and reporting to seniors, colleagues or external sources</p>

The apprentice will	Criteria covered in the on-demand test
<b>Disruption incidents &amp; emergencies</b>	
<p>Understand how to implement and monitor emergency procedures in own area of responsibility, the range of potential incidents and disruption that may occur and the appropriate action to take</p>	<p>DI1 - Outline how to identify, analyse and accurately describe the incident/emergency  DI2 - Outline how to recognise when an incident/emergency exists  DI3 - Outline how to agree with others how you will know the incident/emergency has been solved  DI4 - Outline how to use a variety of methods to come up with different ways of tackling the incident/emergency  DI5 - Outline how to compare the main features of each approach and use this information to justify the method you decide to use  DI6 - Outline how to plan your chosen way of solving the incident/emergency to include resources, methods, the sequence of steps to be taken and timeline, including points for checking progress  DI7 - Outline the necessary actions to meet health and safety procedures and other regulations and ways to overcome difficulties  DI8 - Identify and gain the relevant authority to carry out a plan, and review this regularly to check progress</p>

The apprentice will	Criteria covered in the on-demand test
<b>Dangerous goods</b>	
<p>Understand the dangerous goods relevant to a range of aviation operations and how to deal with them effectively in own area of responsibility</p>	<p>DG1 - Acknowledge and understand the general philosophy and handling requirements of dangerous goods  DG2 - Identify how to recognise classification of dangerous goods  DG3 - Identify potential hidden hazards in cargo and baggage  DG4 - Understand general storage and/or loading procedures of dangerous goods  DG5 - Acknowledge and understand the emergency procedures in the event of a dangerous goods incident</p>

The apprentice will	Criteria covered in the on-demand test
<b>Marshalling</b>	
<p>Understand the detailed requirements and procedures for the correct movement, placement and marshalling of aircraft and the importance of detailed controls for mover vehicles</p>	<p>MA1 - Appropriate airport by-laws  MA2 - CAP393 Section 2 - relevant sub-sections of Rules of the Air  MA3 - CAP637 Visual Aids Handbook Chapter 6  MA4 - Appropriate operational safety instructions and the personal protective equipment for personnel working on the ramp  MA5 - Apron discipline and vehicle management procedures for managing vehicles  MA6 - Aircraft escort, marshalling and refuelling procedures  MA7 - Your organisation's procedures for reporting unsafe activity on the apron  MA8 - Your organisation's procedures for investigating and reporting accidents  MA9 - Your organisation's adverse weather procedures to include low visibility, high winds, snow and ice  MA10 - The need for and the importance of the automated aircraft guidance system, ensuring it has been set for the correct aircraft type and done so by a qualified person  MA11 - Be aware of and ensure that the aircraft/vehicle is marshalled using hand signals; ensure they are clear and in accordance with industry standards  MA12 - To know, understand the function of, and control the ground service equipment driven and operated in an appropriate manner while in the equipment restraint area (ERA), after safety cones and chocks have been deployed  MA13 - All vehicle/equipment brake checks are conducted before equipment enters the stand ERA  MA14 - To know why 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  MA15 - Parking brakes set when positioned for operation (chocked &amp; stabilised if required)</p>

The apprentice will	Criteria covered in the on-demand test
<b>Loading instruction report and balancing</b>	
<p>Understand the importance of the correct preparation and interpretation of and conformance to loading instruction reports (LIR) for both inbound and outbound aircraft, within aircraft weight and balance characteristics, structural limitations and compartment maximums</p>	<p>LI1 - The significance of aircraft mass and balance for the safety of the aircraft</p> <p>LI2 - Legal requirements in relation to aircraft mass and balance</p> <p>LI3 - Terminology, abbreviations, IATA codes and documents related to the aircraft and load including mass and balance, type of load, aircraft areas, pallets, unit load devices and special loads</p> <p>LI4 - The significance of aircraft structural loading limitations and where to find such information for relevant aircraft</p> <p>LI5 - Know the planning considerations of unbalanced or unsecured loads and their effect on stability</p> <p>LI6 - Designators and locations of aircraft compartments</p> <p>LI7 - Codes for loads requiring special attention and where to find the information</p> <p>LI8 - The source of load information to include aircraft weights, fuel load and usage, passengers, baggage, cargo and other loads</p> <p>LI9 - Loading and separation requirements for dangerous goods, restricted articles and special loads</p> <p>LI10 - Your organisation's system(s) for mass and balance calculations and the method of producing a load sheet and, when appropriate, an accompanying balance chart</p> <p>LI11 - Highlight critical mass and balance information (weights and centre of gravity indicator) on a load sheet and, when appropriate, a balance chart</p> <p>LI12 - How to calculate an allowed traffic load</p> <p>LI13 - How to allocate load to aircraft compartments and maintain the required centre of gravity</p> <p>LI14 - Sequence of en-route stations, if relevant, and the effects on load planning</p> <p>LI15 - Your organisation's loading procedures to account for sector requirements, priority loads, separation, restraint and special load requirements to minimise load handling and the requirement for load restraints</p> <p>LI16 - Your organisation's procedures for last minute changes (LMC) to the planned load and the maximum weight allowance for an LMC</p> <p>LI17 - How to complete and transmit load messages</p> <p>LI18 - Understand what needs to be checked on the load sheet, load form and/or loading instruction report</p> <p>LI19 - Know the significance of briefing the loading team and advising of any cargo loading system or restraint defects, which may affect loading</p>

The apprentice will	Criteria covered in the on-demand test
<b>Loading instruction report and balancing</b>	
	LI20 - Know the operational importance of ensuring all flight spares are accounted for LI21 - The alternative manual documents available in case the EDP system fails

The apprentice will	Criteria covered in the on-demand test
<b>Specialist equipment</b>	
<p>Understand the requirements and responsibilities of self and team members in checking specialised equipment, including unit load devices (ULDs), prior to use, ensuring safe operation and correct storage after use</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 - Explain how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment)</p> <p>SP4 - Outline the regulations in place (PUWER) and ensure they are met by your organisation and training provider</p> <p>SP5 - Identify who has responsibility for ensuring equipment is safe to operate</p> <p>SP6 - 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>SP7 - Outline the sequence and priority of access to the aircraft for equipment and service providers</p> <p>SP8 - Identify the types of support that may be needed in the event of a breakdown</p> <p>SP9 - Identify the correct vehicle guidance signals in line with IATA AHM</p> <p>SP10 - Identify how to correctly and safely manoeuvre equipment around an airfield</p> <p>SP11 - Outline organisational and regulatory standards for the operational condition of the vehicle</p> <p>SP12 - 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>SP13 - Describe the types of personal protective equipment, including high visibility, noise protection, and those specific to your job, and the conditions in which you must use them</p> <p>SP14 - Outline identification and security procedures and regulations</p> <p>SP15 - Outline your organisation's procedures for operating emergency cut-off switches, phones and alarms</p> <p>SP16 - Identify the types of hazards, accidents and emergencies (including those involving aircraft, involving vehicles other than aircraft, staff, fire and fuel spillage) and your organisation's procedures for dealing with them</p> <p>SP17 - Explain the importance of serviceable ground service equipment (GSE), ensuring it is fit for purpose</p> <p>SP18 - Outline the importance of why all the guide/guard rails and stabilisers of loading equipment are stowed</p>

The apprentice will	Criteria covered in the on-demand test
<b>Specialist equipment</b>	
	<p>during manoeuvring and raised/lowered as required before operation</p> <p>SP19 - Assess the condition, suitability and serviceability of the GSE and ULDs both pre-use and after-use</p> <p>SP20 - Ask personnel to describe or demonstrate as required, procedures for reporting equipment defects</p>