

Highfield Level 3 End-Point Assessment for Aviation Ground Specialist - Flight Operations

EPA-Kit

Assessing the Practical Observation

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The Practical Observation - Guidance

Each observation will last one hour (+/- 10%), 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 between 7 and 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 assessment organisations will be required to design the detailed tools and procedures carefully in order to ensure all apprentices are assessed to the same level. Multiple apprentices in the same workplace must be tested over a range of the three 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 must 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 which 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 assessment organisations, which will be subject to assessment organisation quality assurance (this may be on a sampling basis if the employer can provide employer level quality assurance). The observation must be carried out in one session.

Observation performance and grading criteria for the core elements of the standard are detailed on the next page. In addition to this, apprentices must also perform against their relevant specialist function's observation and grading criteria, which can be found on the following pages with the scenarios.

Specialist function scenarios - Flight Operations

1. Support flight operations

Undertake the booking process of diversion airfields for inbound aircraft or en-route diversions. The learner should show how to decide which airfields should be used and why; the booking process, and any amendments to the commitment that may be required throughout the day to maintain flight operations. This could include weather diversions and crash diversions. The observation can also include any other flight operations duties that may take place.

2. Monitor the weather in an aviation environment

Observe the learner obtaining all available weather in an aviation environment. The information needs to be authenticated and distributed accordingly to all relevant parties. The learner should also show that they can respond to any extra weather reports such as pilot reports and weather specials. The learner should show that they can decode weather reports where necessary and show how weather reports are passed between parties involved.

3. Resolve multifaceted aviation issues

Observe the learner taking a leading role in a major aviation issue/emergency in an aviation environment, for example aircraft crash, aircraft fire, fuel emergency. (These may be simulated.) The learner should play an active part in all facets of the issue/emergency within own area of responsibility from its inception to its completion, ensuring that all elements are completed in accordance with the laid down procedure. The learner should also be able to give a debrief, if requested, on completion of the incident on how it proceeded and any possible improvements for the future.

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. In 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 (+/- 10%) 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 later in this guide may be used for this purpose

Practical Observation Criteria

During the practical observation, which will last for 1 hour (+/- 10%), the following standards should be evidenced. Apprentices should prepare for the practical observation by considering how the criteria can be met. The apprentice can only achieve a merit by covering all pass and all merit criteria, and can only achieve a distinction by covering all pass, merit and distinction criteria listed.

Core Assessment Criteria

Safety		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SA7 - Ensure self and team correctly report hazards as identified SA8 - Act within standard operating procedures at all times SA9 - Take action to deal with hazards in line with organisational procedures	There are no merit criteria for this component	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
CL7 - Ensure area of responsibility complies with procedures and legislative requirements	CL8 - Ensure compliance of team members within area of responsibility CL9 - Correct non-compliance in area of responsibility	CL10 - Proactively promote 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 - Ensure accurate and timely communication with the right people at the right time using the correct method CO11 - Ensure communication is received and understood CO12 - Adapt language and tone to match audience and situation	CO13 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	CO14 - Ensure excellent communication with all internal and external stakeholders

Interpersonal skills		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
IP8 - Work as part of a team to ensure adequate performance in the role IP9 - Provide appropriate guidance for team members	IP10 - Take initiative as a senior team member or supervisor to improve performance in the role, within limits of operation	There are no distinction criteria for this component

Aviation systems

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AS1 - Ensure prescribed systems are used correctly AS2 - Report faults or errors as they occur AS3 - Take action to maintain systems to prevent faults or errors	There are no merit criteria for this component	There are no distinction criteria for this component

Aviation timescales

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AT6 - Ensure minimum performance expectations are met in own area of responsibilities	AT7 - Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	AT8 - 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

Scenario 1

Support flight operations		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
<p>SO7 - Maintain the collection of operational information on aircraft movements and operating conditions from all available sources</p> <p>SO8 - Disseminate operational information in a timely manner to all relevant parties in line with organisational procedures</p> <p>SO9 - Ensure visual displays of aircraft movements are accurate in line with organisational procedures</p> <p>SO10 - Process aircraft progress and operational information in line with organisational procedures</p> <p>SO11 - Record contingency plans in line with organisational requirements</p> <p>SO12 - Tell all relevant parties about new and revised contingency plans in line with organisational procedures</p>	<p>SO13 - Record aircraft progress and operational information accurately and clearly</p> <p>SO14 - Use all available information sources and contingency plans in case of flight irregularities</p> <p>SO15 - Review and revise contingency plans in response to changing circumstances</p>	<p>SO16 - Obtain approval for contingency plans</p> <p>SO17 - Implement contingency plans according to own level of responsibility</p>

Scenario 2

Monitor the weather in an aviation environment		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
<p>MW7 - Collate all incoming information relating to current and forecast weather using all available information sources</p> <p>MW8 - Seek clarification from designated forecast unit of weather reports</p> <p>MW9 - Acknowledge receipt of information in line with organisational procedures</p> <p>MW10 - Observe weather conditions in immediate vicinity</p> <p>MW11 - Record information about current and forecast weather in line with organisational procedures</p>	<p>MW12 - Evaluate pilot and agency reports about weather conditions to ascertain changes</p> <p>MW13 - Collect contingency plans on weather diversions</p> <p>MW14 - Ensure routine meteorological information is shared with others, and record the information provided</p> <p>MW15 - Identify significant changes in current and forecast weather and their implications</p>	<p>MW16 - Take appropriate actions in response to changes in current and forecast weather</p> <p>MW17 - Implement contingency plans due to weather</p>

Scenario 3

Reducing aviation hazards		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
RH10 - Arrived punctually RH11 - Dressed in the correct PPE for the environment RH12 - Identify types of hazard RH13 - Conduct FOD Plod, safely and effectively RH14 - React to potential hazardous situations, such as FOD intake	RH15 - Communicate hazards/potential hazards to the appropriate level	RH16 - Rectify hazards such as clearing FOD, and reporting actions taken to the appropriate authority

Resolve multifaceted aviation issues		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
RM9 - Collect and interpret information from others about problems they have raised RM10 - Ask others appropriate questions to check own understanding of problems RM11 - Share feedback with others to help identify and prevent possible problems RM12 - Identify any connected problems and the range of factors affecting them RM13 - Identify a number of available methods for resolving complex aviation problems RM14 - Discuss and agree the proposed option for solving the problem with others RM15 - Take action to put the agreed option into practice	RM16 - Consult with others to identify and confirm the options available RM17 - Work out the main features, advantages, disadvantages and risks of each option RM18 - Suggest other ways that problems may be resolved if personal help cannot be provided RM19 - Keep others fully informed about what is happening to resolve the problem(s)	RM20 - Choose the best overall option to solve the problem RM21 - Communicate with others to make sure that any commitments related to solving the problem are kept