

# Highfield Level 2 End-Point Assessment for Aviation Ground Operative - Aircraft Handling

EPA-Kit

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# How to Use This EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Aviation Ground Operative - Aircraft Handling Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 2 Aviation Ground Operative - Aircraft Handling Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process. Additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard, and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

## Key facts

<b>Apprenticeship standard:</b>	Aviation Ground Operative - Aircraft Handling
<b>Level:</b>	2
<b>On-programme duration:</b>	Minimum of 12 months
<b>Grading:</b>	Pass, Merit or Distinction
<b>End-Point Assessment duration:</b>	Maximum of 2 months
<b>End-Point Assessment methods:</b>	On-demand tests, Practical Observation and Professional Discussion

## In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- practice tests that you can use with apprentices

# Introduction

## Aviation Ground Operative - Aircraft Handling overview

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The aviation ground operative standard covers 5 pathways: aircraft handling, aircraft movement, fire fighter, flight operations and passenger services. This EPA kit is designed to support the aircraft handling pathway.

An aviation ground operative could work in a number of environments, such as a commercial airport, military base/aerodrome, heliport or other airfield. With five key specialist functions, all working in conjunction with each other, aviation ground operators form the teams above and below wing to ensure the efficient and effective arrival, turnaround and departure of aircraft. At the heart of the role is safety, security and compliance with aviation regulations that focus on each operator's day-to-day duties. Effective communication and teamwork ensure that Aircraft Handling, air traffic control (ATC) and those moving, loading, unloading and servicing a range of aircraft achieve the objectives of their organisation in this diverse field.

The role of an Aircraft Handling Ground Operative is to ensure that the full array of aircraft services are completed correctly, including: marshalling, chocks, ground power, correct operation of lower hold doors, loading and unloading passenger baggage and cargo in accordance with aircraft manufacturer and current carrier/organisational regulations. An aircraft handler must be an effective, diligent and proactive team member: displaying a high degree of care to aircraft, equipment and customer goods, be responsible for their own actions and be a good ambassador for their organisation.

## On-programme requirements

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The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Although this method is flexible and the process is not prescribed, the following best practice recommendation is made:

Throughout the programme, and at least every 3 months, the apprentice should meet with the continuous assessor and record their progress against the standard. At these reviews, evidence should be recorded and, once the apprentice is competent, sections of the standard signed off by the employer. The process of maintaining a continuous assessment record is important so employers are confident in determining when the apprentice has achieved full competence in their job roles and is ready for end-point assessment. The continuous assessment record is not a portfolio of evidence, but a practical record of what the apprentice can do following periods of training, development and assessment. A minimum of 4 meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

## Readiness for end-point assessment

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In order for a learner to be ready for the end-point assessments:

- the English and maths components of the apprenticeship must be successfully completed by the learner
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the learner must attend a formal meeting with their employer to complete the 'readiness for end-point assessment record'
- the learner and the employer should then engage with Highfield Assessment to agree a plan and schedule for each assessment activity to ensure all components can be completed within a two-month assessment window

## Order of end-point assessments

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There are three end-point assessment methods: two on-demand tests; an observation and a professional discussion. The on-demand tests and observation can be completed in any order, but must be passed prior to the professional discussion as the last assessment activity. The professional discussion must take place on a separate day from any other assessment(s).

## Retake and resit information

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Apprentices must pass all 3 assessment activities to pass the apprenticeship overall. Should an apprentice fail 1 assessment activity, then this can be retaken without a further period of training and development. If the apprentice fails 2 or more activities a period of further training and development lasting a minimum of 2 months must take place before a resit.

There is no maximum number of times an apprentice can be assessed; however, a maximum of 2 attempts at each assessment activity can be made in any 90-day period.