

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

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 - Aircraft Handling

1. Aircraft Load (outsized/specialised)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the on-loading of an outsized or specialised load on to an aircraft. You are to act under the instruction of the team leader to ensure the loading and handling of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

2. Aircraft Load (ULDs - pallets and containers, loose or bulk loaded)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the on-load of a palletised load on to an aircraft. You are to act under the instruction of the team leader to ensure that the loading and handling of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

3. Aircraft Unload (ULDs - pallets and containers, loose or bulk loaded, outsized or specialised)

As part of an aircraft handling team - Loading and Unloading. You are to assist with the unloading of an aircraft. You are to act under the instruction of the team leader to ensure the unloading of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures.

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, at least 5 out of 7 core merit criteria and at least 5 out of 6 aircraft handling merit criteria. The apprentice can only achieve a distinction by meeting the above conditions for a merit, and in addition, covering all distinction criteria.

Core Assessment Criteria

Safety		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SA16 - Correctly report hazards if identified SA17 - Act within standard operating procedures at all times	SA18 - Take action to deal with hazards in line with organisational procedures	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
CL6 - Check area of responsibility complies with procedures and legislative requirements	CL7 - Take action to correct non-compliance	CL8 - Proactively ensure 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 - Communicate with the right people at the right time using the correct method CO11 - Ensure communication is received and understood CO12 - Ensure all communications are timely and accurate	CO13 - Adapt language and tone to match audience and situation	CO14 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow

Interpersonal skills

To pass, the following must be evidenced	To gain a merit	To gain a distinction
IP12 - Work as part of a team to ensure adequate performance in the role IP13 - Work accurately with supervision	IP14 - Take initiative as part of a team to improve performance in the role within limits of operation IP15 - Work accurately with minimal supervision	There are no distinction criteria for this component

Aviation systems and timescales

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AS1 - Identify and use prescribed systems correctly AS2 - Report faults or errors as they occur AS3 - Meet performance expectation for timescales to complete tasks	AS4 - Take action to maintain systems to prevent faults or errors AS5 - Work efficiently to meet and exceed timescales to complete tasks	AS6 - 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

Scenarios 1, 2 & 3

Marshalling		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
MA7 - Follow instructions from team leader	MA8 - Understand how following instructions ensures correct completion of task	MA9 - Anticipate needs of team leader prior to loading/unloading

Loading instruction report		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LI11 - Correctly interpret basic information on the LIR	There are no merit criteria for this component	LI12 - Interpret and use advanced information on the LIR

Load and unload		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
LU21 - Identify correct load (pallets and containers, ULDs, loose or bulk loaded items, including outsized/specialised) LU22 - Transfer load to/from loading area LU23 - Ensure load is correctly labelled LU24 - Wear correct personal protective equipment (PPE) when operating	LU28 - Sequence loads prior to transfer to maximise load efficiency LU29 - Ensure all supporting documentation is supplied to relevant stakeholders prior to load/unload LU30 - Effectively load/unload aircraft	LU32 - Assist team leader in load selection LU33 - Efficiently load/unload aircraft LU34 - Prioritise and organise work to ensure

Load and unload

To pass, the following must be evidenced	To gain a merit	To gain a distinction
LU25 - Identify correct and serviceable ULDs for the load LU26 - Safely load/unload aircraft using equipment LU27 - Complete load/unload within required timescales	LU31 - Work efficiently as part of a team to load/unload and maximise use of time available	maximum performance when loading/unloading

Specialist equipment, including unit load device serviceability

To pass, the following must be evidenced	To gain a merit	To gain a distinction
SP14 - Check specialist equipment/vehicles prior to use to ensure serviceability SP15 - Use specialist equipment correctly to complete task	SP16 - Select correct specialist equipment/vehicle for the task	There are no distinction criteria for this component

Servicing

To pass, the following must be evidenced	To gain a merit	To gain a distinction
SV9 - Prepare the aircraft hold/floor in accordance with loading requirements	There are no merit criteria for this component	There are no distinction criteria for this component