

# Highfield Level 2 End-Point Assessment for Aviation Ground Operative - Fire Fighter

EPA-Kit

## Assessing the Professional Discussion

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## The Professional Discussion - Guidance

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The end-point assessment plan states that the professional discussion will be a structured discussion between the apprentice and the end-point assessor. The employer may be present, to support, but not lead the apprentice and to confirm information, at the assessor's request.

The professional discussion will take place either in person or via video-conference. This will be organised by Highfield's scheduling team once the apprentice has been submitted for gateway.

The employer will not be allowed to add any further information or examples to what the apprentice has stated, or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion. The professional discussion should take place after the practical observation, to establish the apprentice's understanding and application of the remaining knowledge, skills and behaviours.

The professional discussion will need to take place in a suitable environment and should last for 30 minutes (+/- 10%). The discussion will be against the set criteria that are outlined in the following pages and it will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The professional discussion will recognise areas which have already been covered in the simulated practical observation so as not to re-assess an area in which the apprentice has already demonstrated competence. The number of questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many follow-on questions are required) but as a minimum there must be 15 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements.

The purpose of the professional discussion is to clarify any questions the end-point assessor has for specified standards:

- confirm and validate judgements about the quality of work
- explore aspects of the work, including how it was carried out, in more detail
- discuss how the apprentice would behave in the scenarios not assigned
- ask questions in relation to personal development and reflection

### **Before the assessment:**

Employers/training providers should:

- plan the professional discussion to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

## The Professional Discussion - Mock Assessment

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It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that they experience a mock professional discussion 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 consider the following elements in their planning:

- the participation of other personnel to play the parts of customers and team members:
  - it is strongly recommended that the mock professional discussion has been practised beforehand and all personnel involved are properly briefed on their roles
- a 30 minute (+/- 10%) time slot should be available for the complete professional discussion, if it is intended to be a complete mock assessment covering all relevant standards; however, this time may be split up to allow for progressive learning
- consider an audio recording of the mock, and to allow the mock to be heard 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 document sheets later in this guide may be used for this purpose
- structured 'open' questions should be used as part of the professional discussion which do not lead the candidate, but allows them to express their knowledge in a calm and comfortable manner. Example questions that you can use for a mock assessment are listed below

## The Professional Discussion - Example Questions

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The following are example questions to demonstrate the sort of questions apprentices can expect to encounter during the professional discussion.

<b>Security:</b>	
Sample Questions:  'Describe the procedures that must be followed to ensure security at your workplace.'  'What are some potential security breaches that you may encounter, and how should you deal with them?'	
<b>Inter-personal skills:</b>	
Sample Questions:  'How should you interact with your colleagues?'  'Tell me about your organisation's policies.'	
<b>Disruption incidents &amp; emergencies:</b>	
Sample Questions:  'What information do you need when an incident occurs?'  'Tell me how about how you would deal with an incident.'	

<b>Dangerous goods:</b>	
<p>Sample Question:</p> <p>‘Tell me about how your organisation deals with dangerous goods.’</p>	

<b>Drive fire service vehicles airside:</b>	
<p>Sample Questions:</p> <p>‘How should you drive and park whilst on the airfield?’</p> <p>‘Tell me about the equipment you use.’</p>	

## Professional Discussion Criteria

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Throughout the professional discussion, the assessor will review the apprentice's competence in all of the pass criteria outlined below. Therefore, apprentices should prepare for the professional discussion by considering how the criteria can be met.

### To pass, the following must be evidenced

#### Security

- SE9 - Describe how to secure items, areas and data in line with your responsibilities
- SE10 - Describe your organisation's personal identification requirements
- SE11 - Identify reporting procedures for suspicious incidents or behaviour
- SE12 - Identify reporting procedures for discrepancies in the security of actual or potential access points
- SE13 - Describe how to ensure action is taken in response to an actual or suspected security threat
- SE14 - Describe the appropriate remedial actions to take when irregularities in security are identified

**To pass, the following must be evidenced**

**Interpersonal skills**

- IP1 - Explain the benefits of developing productive working relationships with colleagues
- IP2 - Explain how to address conflicts with colleagues
- IP3 - Describe how to deal with diversity issues
- IP4 - Outline how to receive and make use of feedback on your performance from colleagues
- IP5 - Identify the responsibilities of team members in own area
- IP6 - Outline the processes within the organisation for making decisions
- IP7 - Outline line management relationships within the organisation
- IP8 - Identify the organisation's aims, values and culture
- IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation
- IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately
- IP11 - Respond to requests for information adhering to your organisation's standard timeliness

**To pass, the following must be evidenced**

**Disruption incidents & emergencies**

- DI12 - Interpret incidents/emergencies that have been identified
- DI13 - Ask suitable questions to check you understand the incident/emergency
- DI14 - Identify the available solution(s) for resolving the incident/emergency
- DI15 - Discuss and understand proposed solution(s) to the incident/emergency with others to identify the most suitable solution
- DI16 - Keep others fully informed about what is happening to resolve the incident/emergency
- DI17 - Check with others to ensure the incident/emergency has been resolved satisfactorily
- DI18 - Give clear reasons to others when the incident/emergency has not been resolved satisfactorily
- DI19 - Be engaged with the job role, remaining calm and assured throughout the working period
- DI20 - Be able to concentrate on the task in hand and not be distracted by problems
- DI21 - Prioritise all tasks to ensure effective time management and a calm approach to work

**To pass, the following must be evidenced**

**Dangerous goods**

- DG5 - Ensure dangerous goods are handled effectively in accordance with organisational procedures and responsibilities
- DG6 - Identify potential dangerous goods hazards
- DG7 - Operate safely when exposed to dangerous goods

**To pass, the following must be evidenced**

**Drive fire service vehicles airside**

- DF8 - Describe how to ensure that personal driving authorisation is appropriate to the vehicle
- DF9 - Describe how to inspect the vehicle before it is used to establish its operational condition
- DF10 - Identify appropriate remedial action in response to any vehicle faults
- DF11 - Describe how to complete documents relating to using the vehicle in line with to your organisation's procedures
- DF12 - Describe how to demonstrate correct and safe operation of fire service equipment and vehicles while airside
- DF13 - Identify how to secure vehicle loads in line with your organisation's procedures
- DF14 - Describe the remedial action when foreign objects (FOD) or spillages are seen on the airfield
- DF15 - Identify reporting procedures for dangerous or unsafe practices to an appropriate authority
- DF16 - Describe how to report and respond to all airside accidents and emergencies in line with your organisation's procedures
- DF17 - Explain the procedures to deploy and operate vehicle emergency equipment (if fitted) in line with your organisation's procedures

**To pass, the following must be evidenced**

**Test, maintain and operate specialist rescue equipment**

TM15 - Identify items for testing and plan to meet agreed schedules and operational demands

TM16 - Describe how to risk assess the work area to be used for conducting the standard test as fit for purpose

TM17 - Describe how to ensure that all tests are completed using accepted test procedures within service and manufacturer's limitations

TM18 - Describe the action required to resolve any defects or deficiencies in resource availability

TM19 - Describe the appropriate to ensure that defective item(s) are dealt with and reported to the relevant person as soon as practicable

TM20 - Identify the procedure to return item(s) which were successfully tested and secure in the correct location ready for immediate operational use

TM21 - Identify the processes for ensuring that records are in the agreed format, accurate, complete, legible and accessible to authorised users

TM22 - Describe the procedure to ensure that supplies of consumables are replenished to specified levels for operational readiness

TM23 - Identify how to select equipment and media having taken into account their limitations and capabilities

TM24 - Outline the required communication with all relevant people in relation to the supply and demand, highlighting any issues