

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

EPA-Kit

## Delivering the Standard

- Safety
- Security
- Compliance & legislation
- Communication
- Interpersonal skills
- Aviation systems and timescales
- Disruption incidents & emergencies
- Dangerous goods
- Support aviation operations
- Operate aviation specialist equipment
- Ensuring a hazard-free airside environment
- Operate aviation IT equipment

# **Highfield Level 2 End-point Assessment for Aviation Ground Operative - Flight Operations Apprenticeship Standard**

The following pages contain the Aviation Ground Operative - Flight Operations apprenticeship standard and the assessment criteria in a suggested format that is suitable for delivery.

Safety		
Knowledge	Skills	Behaviour
Health and safety regulations and legislation relevant to the role; an aviation environment and organisational procedures and how they impact on self, others and in relation to aviation operational duties	Work in line with organisational and legal requirements relating to health and safety, and be aware of, report and prevent hazards in an aviation environment	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices. Treat work areas and equipment with respect at all times
On-Demand Test		
Indicative assessment criteria		
<p>SA1 - Understand how to act within standard operating procedures at all times</p> <p>SA2 - Identify legislation and organisational procedures covering health and safety</p> <p>SA3 - Identify the location and the hazards associated with the ramp/dispersal area</p> <p>SA4 - Understand the health, safety and hazards associated with aircraft handling</p> <p>SA5 - Identify surface markings, operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area</p> <p>SA6 - Identify personal protective equipment (PPE) and describe when to wear it</p> <p>SA7 - Describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times</p> <p>SA8 - Describe dangers from birds and other wild animals and the importance of ensuring that the area does not attract them</p> <p>SA9 - Describe how to use equipment and vehicles on the ramp area</p> <p>SA10 - Outline the benefits of safe working practices</p> <p>SA11 - Identify the consequences of not operating safely in an airport environment</p> <p>SA12 - Identify the main causes of incidents/accidents in an airport</p> <p>SA13 - Identify hazardous materials and outline the procedures for using them</p> <p>SA14 - Describe procedures for reporting incidents/accidents airside</p> <p>SA15 - Describe the effects of severe weather airside and the precautions to take for the following</p>		

Practical Observation		
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
Amplification and Guidance		
<p><b>Regulators and agencies in the aviation industry</b> The Civil Aviation Authority (CAA); The International Civil Aviation Organisation (ICAO); The European Aviation Safety Agency (EASA); The Department for Transport (DfT); and the Military Aviation Authority (MAA). These organisations all publish guidance and information relevant to job roles contained within this specification.</p> <p><b>Organisational procedures</b> Organisational procedures may include industry, organisational and regulator specific instructions and guidance (SOPs) and are based on safe methods of working, safe systems of working and risk assessment, e.g. fire drill.</p> <p><b>Legislation covering the aviation working environment includes:</b> RIDDOR - reporting procedures for safety breaches, HASWA, CAA, PPE, Air Navigation Order (ANO 2016), Aerodrome licensing, COSHH.</p> <p><b>Hazards</b> Slips, trips and falls, collision, crushing, cargo, debris, noise, fumes, fuel and fire.</p> <p><b>Work safely</b> Following procedures, training, monitoring, reporting unsafe working practices, PPE (gloves, high-vis, etc.).</p>		

**Hazards can be avoided**

Information and training, supervision, risk assessment, safety procedures, signage, reporting to ATC.

**Dangers from aircraft**

Propellers, engine intake, stairs, taxiing, doors, push back.

**Surface markings**

Painted signs on apron, taxiway, runway, roads, pedestrian walkways.

**Operating areas**

Includes: airside and landside areas such as terminal buildings, aircraft stands, ramps, apron, taxiway, baggage loading/unloading areas, runways and approach roads, warehousing, HM customs buildings, air traffic control buildings, fire stations, firefighting and rescue training facilities, security and police buildings and facilities. Fuel dumps and fuel terminals, hangars and aircraft storage and maintenance areas, cargo and freight.

**Dangers from foreign object debris**

Damage to runways and aircraft, injuries to staff and passengers, increase costs to airlines.

**Dangers from birds and other wild animals**

Engine failure due to bird strike, collision, damage to aircraft.

**Airside hazards**

Fumes, vehicles, noise, cargo, fuel, luggage and freight.

**Personal protective equipment (PPE)**

Ear protection, high-vis clothing, other personal protective equipment.

**Severe weather**

Wind, snow, ice, heat, sun.

<b>Security</b>		
<b>Knowledge</b>	<b>Skills</b>	<b>Behaviour</b>
The systems, procedures and requirements to ensure security of self and others in own area of responsibility	Contribute to security of self and others in own area of responsibility, e.g. in airside/landside areas	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices
<b>On-Demand Test</b>		
<b>Indicative assessment criteria</b>		
SE1 - Identify signs of suspicious behaviour SE2 - Outline the limits of your authority SE3 - Identify specified, banned, illegal and dangerous items SE4 - Explain threat or risk awareness SE5 - Identify relevant aviation security documents SE6 - Identify relevant aviation security authorities SE7 - Outline your responsibility in relation to security SE8 - Outline your organisation's procedures for restricting access		
<b>Professional Discussion</b>		
<b>Indicative assessment criteria</b>		
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		

## Amplification and Guidance

### **Suspicious behaviour**

Body language: appearing nervous, agitated, excessive fidgeting, clock-watching, head-turning, shuffling feet, leg shaking, excessive perspiration inconsistent with environment.

### **Threat or risk**

Improvised explosive devices (IED), knife, gun, improvised weapons such as scissors, cutlery, hijack of aircraft (ground or in air), bags in airport, bags left unattended, airline reputation, loss to airline such as financial.

### **Relevant documents**

Passports, e-tickets, boarding cards, staff ID, visitor's ID, plainclothes police officer's ID, uniformed police officer's ID, security staff ID, building contractor's ID, catering delivery staff ID, ground handling agency staff ID, airline personnel ID, retail store staff ID, airport supplier services staff ID.

### **Relevant authorities**

Civil Aviation Authority (CAA), Military Aviation Authority (MAA), Department for Transport (DfT).

### **Irregularities in security**

Forged ID, unauthorised access to restricted zones by persons known and unknown, stolen identity passes, inappropriate responses to security questions, restricted items identified at screening.

### **Your responsibility**

Adhere to company procedures (check-in, security, boarding, cabin crew procedures). Identify unattended baggage/items, be aware of and report restricted items, report and be aware of security breaches by staff and passengers, attend training sessions and refresher training.

**Organisation**

Staff training, International Civil Aviation Organization (ICAO), European Aviation Safety Agency (EASA), Department for Transport (DfT), Civil Aviation Authority (CAA), Safety management systems (SMS), compliance with regulation.

**Appropriate remedial action**

Follow company procedures and awareness of risks (check-in, security, boarding, cabin crew), passengers' compliance with rules, e.g. unattended baggage, restricted items, awareness of security breaches by staff and passengers' role.

**Discrepancies in the security of actual or potential access points**

Gate change, unacceptable passenger, missing passenger, missing passenger document, hand baggage not acceptable.

<b>Compliance &amp; legislation</b>		
<b>Knowledge</b>	<b>Skills</b>	<b>Behaviour</b>
Aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility	Comply with all relevant legislation, procedures and regulations in an aviation environment within own area of responsibility	Work responsibly to keep people safe and operations flowing smoothly, complying with working practices
<b>On-Demand Test</b>		
<b>Indicative assessment criteria</b>		
CL1 - Explain the requirements for compliance in the aviation environment CL2 - Outline procedures that must be followed to ensure compliance CL3 - Explain the impact of not following procedures and ensuring compliance CL4 - Explain the impact of the aviation operation on the environment CL5 - Identify environmental controls in the aviation operation		
<b>Practical Observation</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
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

## Amplification and Guidance

### **Requirements for compliance**

Passengers' safety, safety of yourself and colleagues, rules to deal with unattended baggage, restricted item, awareness of security breaches by staff and passengers.

### **Procedures must be followed**

Authorisation for firearms on passenger flights.

### **Know the organisations involved for safety regulations**

e.g. ICAO, IATA, CAA.

### **Impact of not following procedures**

Security, aviation and legislation breaches, missed opportunities to detect and prevent, health and safety, CAA, MAA.

### **Environmental controls**

Environmental control in the aviation industry is far-reaching and includes noise on and around airports, carbon emissions, international spread of disease. That water used on board is safe to drink from the filling points on the airport, water transporters and on the aircraft. Importation and exportation of live animals and food safety both at the terminal and on board the aircraft.

The key message is that your skills and knowledge relate to the environmental controls that are within the scope of your job role.

### **Organisational and legal requirements for compliance**

Including: aviation legislation, environmental legislation, health and safety legislation, airport authority regulations, Civil Aviation Authority (CAA)/Military Aviation Authority (MAA) requirements, local authority regulations

<b>Communication</b>		
<b>Knowledge</b>	<b>Skills</b>	<b>Behaviour</b>
How to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication	Communicate effectively transmitting and receiving information and recording it as required	Treat others with respect at all times
<b>On-Demand Test</b>		
<b>Indicative assessment criteria</b>		
CO1 - Describe available lines and methods of communication CO2 - Identify relevant communications equipment and explain organisational procedures relating to its use CO3 - Explain organisational procedures regarding malfunctioning equipment CO4 - Identify relevant aviation guidelines, procedures and standard phrases CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes CO6 - Know the phonetic alphabet CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information CO8 - Explain organisational procedures for passing on messages and alternative communication routes in the event of an equipment failure CO9 - Manage requests for information from: seniors, colleagues or external sources		
<b>Practical Observation</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
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

## Amplification and Guidance

### **Communications equipment**

Handheld radio, mobile phone, fixed-line telephone, public address system, air-to-ground radio, lights, alarms, noticeboard, flight information display systems.

### **Guidelines, procedures and standard phrases**

These include aviation industry, organisational and regulator specific instructions and guidance such as CAP 413 and MAA Regulation ATM.

### **Alternative communication routes**

Public address system, landline, mobile phone, handheld radio, hand signals, signs, alarms, email, flight information display system (FIDS), noticeboard.

### **Lines and methods of communication**

Including: oral, written, electronic, carried out by self and carried out by others

<b>Interpersonal skills</b>		
<b>Knowledge</b>	<b>Skills</b>	<b>Behaviour</b>
Own role within the team and how it contributes to achieving objectives. Know how to identify and respond to individuals' needs and abilities in different situations and communicate with others and colleagues from a diverse range of backgrounds and cultures	Work effectively as part of a team and with others, identifying and responding to the needs of individuals, including colleagues, other organisations or customers	Be a positive role model to others in attitude to work and how it is undertaken. Treat the team, customers and other stakeholders with courtesy respect. Be punctual and reliable. Demonstrate personal drive to achieve the vision and objectives of the organisation
<b>Professional Discussion</b>		
<b>Indicative assessment criteria</b>		
<p>IP1 - Explain the benefits of developing productive working relationships with colleagues</p> <p>IP2 - Explain how to address conflicts with colleagues</p> <p>IP3 - Describe how to deal with diversity issues</p> <p>IP4 - Outline how to receive and make use of feedback on your performance from colleagues</p> <p>IP5 - Identify the responsibilities of team members in own area</p> <p>IP6 - Outline the processes within the organisation for making decisions</p> <p>IP7 - Outline line management relationships within the organisation</p> <p>IP8 - Identify the organisation's aims, values and culture</p> <p>IP9 - Explain the standards of appearance, behaviour and performance expected in the organisation</p> <p>IP10 - Identify your organisation's guidelines for how to recognise what your customer wants, and respond appropriately</p> <p>IP11 - Respond to requests for information adhering to your organisation's standard timeliness</p>		

Practical Observation		
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
Amplification and Guidance		
<p><b>Stakeholder</b>            Person, organisation, social group, internal or external to the business that has a vital interest in the business or its activities.</p> <p><b>Manage stakeholders' needs</b>            Treat stakeholders courteously and helpfully at all times, keep stakeholder informed and reassured, respond promptly to a stakeholder seeking help, check with stakeholder that you have fully understood their expectations.</p>		

## Aviation systems and timescales

Knowledge	Skills	Behaviour	
Identify key aviation systems used in own role and how to operate and adhere to them in line with the organisation's procedures	Use aviation systems relevant to own role effectively to achieve the required outcome	Use equipment and technology responsibly and effectively. Work responsibly to keep operation flowing smoothly, complying with working practices	
Practical Observation			
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	
Amplification and Guidance			
<p><b>Aviation systems hardware</b></p> <p>Aviation management systems in this section could include handheld devices, such as tablets, networked laptop and desktop computer systems, that contribute to the overall management of ground operations.</p> <p>The key message is that the aviation systems are at your normal place of work and are those that you would be expected to be able to use in a competent manner as part of your normal job role. You should be competent in the actions that you should take in the event of system failure.</p>			

## Disruption incidents & emergencies

Knowledge	Skills	Behaviour
Emergency procedures in own area of responsibility, common incidents and disruption that may occur in an aviation environment and the appropriate action to take in the event of an incident	Take appropriate action in the event of an incident, disruption or emergency, liaising with relevant people and recording actions and outcomes as required	Remain focused when a problem arises so that effective and timely decisions can be made. Handle all tasks in a calm and organised manner
<b>On-Demand Test</b>		
<b>Indicative assessment criteria</b>		
DI1 - Get help to identify an incident/emergency and be able to describe its main features DI2 - Know how the incident/emergency affects you and other people DI3 - Know how people would like to be informed about the progress and solution of the incident/emergency DI4 - Identify problem-solving methods that can be adopted to address the incident/emergency DI5 - Identify factors that may affect the way you deal with the incident/emergency DI6 - Identify which people could help you resolve the incident/emergency DI7 - Outline rules and regulations that you have to consider when solving the incident/emergency DI8 - Know how to overcome difficulties when solving incidents/emergencies DI9 - Follow a plan that takes into account any issues that may arise DI10 - Explain how you will know when an incident/emergency has been resolved DI11 - Know how to access additional support available post-incident		
<b>Professional Discussion</b>		
<b>Indicative assessment criteria</b>		
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

#### **Amplification and Guidance**

The key message is that you should be clear on the actions that you should take in the event of an incident or an emergency. This includes incidents both landside (terminal buildings) and airside (aircraft).

<b>Dangerous goods</b>		
<b>Knowledge</b>	<b>Skills</b>	<b>Behaviour</b>
Relevant dangerous goods and how to deal with them effectively in own area of responsibility	Follow procedures for identification and safe handling of dangerous goods in own area of responsibility	Work responsibly to keep people safe, complying with working practices
<b>On-Demand Test</b>		
<b>Indicative assessment criteria</b>		
DG1 - Acknowledge and understand the general principles of storage, carriage and handling of dangerous goods DG2 - Identify classifications of dangerous goods DG3 - Explain dangerous goods handling requirements DG4 - Explain the emergency procedures in the event of a dangerous goods incident		
<b>Professional Discussion</b>		
<b>Indicative assessment criteria</b>		
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		
<b>Amplification and Guidance</b>		
<b>Principles of storage, carriage and handling of dangerous goods</b> Passengers, staff and flight crews, safety data sheets (SDS), Department for Transport (DfT) regulations, health and safety executive (HSE), Driver and Vehicle Standards Agency (DVSA), manual handling, authorisation notices, Office of Rail and Road (ORR), Maritime and Coastguard Agency (MCA), Civil Aviation Authority (CAA). European agreement concerning the international carriage of dangerous goods by road (ADR). The key message is to be aware of the dangerous goods in own area of responsibility and the actions to take in the event of an incident or emergency.		

## Support aviation operations

Knowledge	Skills	
The responsibilities of a team member when collecting and collating information relating to aviation operations, what should be disseminated to whom and how to respond to urgent incidents	Collect and collate relevant aviation information required by own role and communicate it in accordance with standard operating procedures, responding to urgent incidents	
On-Demand Test		
Indicative assessment criteria		
SO1 - Outline the different forms of flight operation information and protocols in use, including the final recipients of the information SO2 - Outline the purpose of airline ground operations manuals and their contents SO3 - Outline the flight information display/system, as appropriate to the location SO4 - Outline aviation codes, including reference sources for unknown or unrecognised codes and abbreviations SO5 - Outline your organisation's procedures relating to recording and processing aviation information SO6 - Using standard IATA message formats SO7 - Describe your organisation's emergency procedures and your role in these		
Practical Observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
SO8 - Assist in the collection and collation of operational information on aircraft movements SO9 - Record information on aircraft movement in line with organisational procedures SO10 - Operate equipment in order to process information in line with organisational procedures SO11 - Pass relevant aviation information on to others SO12 - Use the information from standard aviation messages to disseminate information in line with organisational procedures	SO13 - Operate the appropriate communications equipment and radios in line with organisational procedures SO14 - Respond to and initiate operational signals relating to inbound and outbound aircraft in a timely manner	SO15 - Prioritise the dissemination of important air move messages, e.g. air move arrival/departure, delay and overdue procedures

## Amplification and Guidance

### **Flight operation information**

Including: routes, flight destinations, weather conditions, station or airport status, slot times/approved departure times

### **Organisation's emergency procedures**

- Identify what constitutes an aviation emergency
- Explain the purpose of emergency exercises
- Outline your role in any airport or company emergency exercise
- Explain how to respond to a telephone bomb threat according to your organisation's procedures
- Explain how to respond to a fire evacuation alarm
- Explain your organisation's procedures for raising or responding to emergency alarms
- Outline your organisation's emergency reporting and recording procedures
- Outline your duties as per the cascade procedures and when these would be activated

## Operate aviation specialist equipment

Knowledge	Skills	
A team member's responsibility for checking specialised equipment prior to use, its safe operation and leaving it in the allocated area, in acceptable condition on completion of use	Conduct daily inspections prior to using the specialist equipment in accordance with own role, operate it in accordance with standard operating procedures and ensure it is left in a safe, secure manner in its allocated area	
On-Demand Test		
Indicative assessment criteria		
OS1 - Identify pieces of specialist equipment and which tasks/aircraft types they are suitable for OS2 - Describe the types of defects on specialist equipment and the correct procedures for dealing with them OS3 - Explain how to confirm the equipment has sufficient fuel/battery power for the task (if motorised equipment) OS4 - 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 OS5 - Identify the types of support that may be needed in the event of a breakdown OS6 - Describe the correct aircraft/vehicle guidance signals in line with organisational procedures OS7 - Describe the specific airport rules relating to leaving equipment in a safe and secure mode, and the additional measures that must be taken during extreme weather and severe winds		
Practical Observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
OS8 - Arrived punctually OS9 - Dressed in the correct PPE OS10 - Suitably trained with awareness of specialisation OS11 - Select the correct equipment for the task OS12 - Carry out pre-use checks correctly in accordance with reference cards OS13 - Following standard operating procedures to complete the task OS14 - Operate equipment safely	OS15 - Thorough knowledge of the task OS16 - Identify potential hazards on the equipment OS17 - Correct notification procedures of equipment defects	OS18 - Able to explain the task in depth OS19 - Identify, report and follow through rectification procedures

## Ensuring a hazard-free airside environment

Knowledge	Skills
How the team identifies and reduces the risks and hazards relating to the operation of aircraft and vehicles airside, including the procedures and processes used when responding to an airside emergency	Work as part of a team to identify and reduce risks and hazards relating to the operation of aircraft and vehicles airside and when implementing processes and procedures when responding to an airside emergency
On-Demand Test	
Indicative assessment criteria	
<p>EF1 - Outline your organisation's rules such as parking and speeding</p> <p>EF2 - Outline the benefits of working safely, including to yourself, other people (passengers and colleagues), equipment, the airport and other companies</p> <p>EF3 - Identify common causes of accidents and the main things that can go wrong</p> <p>EF4 - Identify hazardous materials, procedures for using them and dealing with incidents involving them</p> <p>EF5 - Explain the importance of staying alert and following safety rules</p> <p>EF6 - Be aware of legislation covering aviation that states that your employer has the duty to provide a safe working environment and you have a duty to follow your employer's safety rules</p> <p>EF7 - Identify where the ramp area is: the surface area from the building to the rear of the aircraft stands including the apron</p> <p>EF8 - Identify emergency areas such as fire assembly points and areas for emergency response vehicles</p> <p>EF9 - Explain how and when to use equipment and vehicles</p>	

Practical Observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
EF10 - Arrived punctually EF11 - Dressed in the correct PPE for the environment EF12 - Identify types of hazard EF13 - Conduct FOD plod safely and effectively EF14 - React to potential hazardous situations, such as FOD intake	EF15 - Communicate hazards/potential hazards to the appropriate level	EF16 - Rectify hazards such as clearing FOD, reporting actions taken to the appropriate authority

## Operate aviation IT equipment

Knowledge	Skills	
Aviation information technology (IT) equipment and software, including associated security protocols	Use IT equipment effectively in an aviation environment, ensuring adherence to security and organisational regulations and requirements	
On-Demand Test		
Indicative assessment criteria		
IT1 - Detail the different methods of communication for use in your role IT2 - Describe procedures for the promotion of information, both internally and externally IT3 - Outline the use of company and third-party systems and equipment IT4 - Explain what methods are used to keep information current and why IT5 - Explain what information is required by certain persons and why IT6 - Describe the procedures in the event of system and equipment failures IT7 - Specify different information sources and legislative requirements for the use of systems, equipment and security of information IT8 - Describe the effects of not following local and legislative procedures and requirements with regard to the use of systems and information		
Practical Observation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
IT9 - Start up, correctly use and close down the different types of IT systems and hardware used IT10 - Use IT hardware in a way that conforms with good health and safety practice IT11 - Seek immediate assistance when difficulties occur with the IT system IT12 - Close down the IT system without damage and maintaining security of data IT13 - Have regard for relevant legal regulations when operating IT systems	IT14 - Identify and correct common errors on the IT systems and hardware used IT15 - Ensure computer hardware is kept securely located	IT16 - Maintain work schedules during system failures, and ensure files are updated when the system is restored

### Amplification and Guidance

**Methods of communication**

For example, email, SITA, teletype

**Information sources available**

For example, weather recording equipment, briefing systems, AMHS