

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

EPA-Kit

Assessing the On-Demand Tests

- The On-Demand Tests - Guidance
- On-Demand Tests Criteria

The On-Demand Tests - Guidance

The following areas (knowledge) of the Aviation Ground Operative - Passenger Services standard will be assessed by two 1-hour on-demand tests consisting of 30 questions each, with the pass mark being 60% (18 out of 30). The content of one test will be based on the core knowledge areas. The content of the other test will be based on the specialist function knowledge areas for Passenger Services.

The topics covered within the core knowledge test are listed below:

- Safety
- Security
- Compliance & legislation
- Communication
- Disruption incidents & emergencies
- Dangerous goods

The topics covered within the specialist knowledge test are listed below:

- Travel documentation
- Check in
- Customer service and communication

In each paper, questions will cover each of the areas above; however, not every aspect of every area will be covered in every test.

Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the on-demand test
- In readiness for end-point assessment, the apprentice should complete a sample test, this can be found at the end of this section of the EPA Kit

On-Demand Tests Criteria

The following pages include the criteria that are covered by the on-demand test.

| The apprentice will | Criteria covered in the on-demand test |
|--|--|
| Safety | |
| <p>Understand the 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</p> | <p>SA1 - Understand how to act within standard operating procedures at all times SA2 - Identify legislation and organisational procedures covering health and safety SA3 - Identify the location and the hazards associated with the ramp/dispersal area SA4 - Understand the health, safety and hazards associated with aircraft handling SA5 - Identify surface markings, operating and emergency areas for aircraft, vehicles and pedestrians on the ramp area SA6 - Identify personal protective equipment (PPE) and describe when to wear it SA7 - Describe dangers from foreign object debris (FOD) and the importance of keeping areas clean and tidy at all times SA8 - Describe dangers from birds and other wild animals and the importance of ensuring that the area does not attract them SA9 - Describe how to use equipment and vehicles on the ramp area SA10 - Outline the benefits of safe working practices SA11 - Identify the consequences of not operating safely in an airport environment SA12 - Identify the main causes of incidents/accidents in an airport SA13 - Identify hazardous materials and outline the procedures for using them SA14 - Describe procedures for reporting incidents/accidents airside SA15 - Describe the effects of severe weather airside and the precautions to take</p> |

| The apprentice will | Criteria covered in the on-demand test |
|---|---|
| Security | |
| Understand the systems, procedures and requirements to ensure security of self and others in own area of responsibility | 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 |

| The apprentice will | Criteria covered in the on-demand test |
|---|--|
| Compliance & legislation | |
| Understand the aviation and regulatory legislation, procedures and regulations relating to an aviation environment, within own area of responsibility | 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 |

| The apprentice will | Criteria covered in the on-demand test |
|---|---|
| Communication | |
| <p>Understand how to communicate effectively and transfer relevant information to people and how to select the most appropriate method of communication</p> | <p>CO1 - Describe available lines and methods of communication</p> <p>CO2 - Identify relevant communications equipment and explain organisational procedures relating to its use</p> <p>CO3 - Explain organisational procedures regarding malfunctioning equipment</p> <p>CO4 - Identify relevant aviation guidelines, procedures and standard phrases</p> <p>CO5 - Identify commonly used aviation codes relevant to your job role and sources of information for less commonly used codes</p> <p>CO6 - Know the phonetic alphabet</p> <p>CO7 - Explain the difference between confidential and commercially sensitive information, and describe your organisation's systems for processing and storing this information</p> <p>CO8 - Explain organisational procedures for passing on messages and alternative communication routes in the event of an equipment failure</p> <p>CO9 - Manage requests for information from: seniors, colleagues or external sources</p> |

| The apprentice will | Criteria covered in the on-demand test |
|--|---|
| Disruption incidents & emergencies | |
| <p>Understand 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</p> | <p>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</p> |

| The apprentice will | Criteria covered in the on-demand test |
|--|--|
| Dangerous goods | |
| <p>Understand relevant dangerous goods and how to deal with them effectively in own area of responsibility</p> | <p>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</p> |

| The apprentice will | Criteria covered in the on-demand test |
|--|---|
| Travel documentation | |
| Understand the requirements for and characteristics of passports, visas and other statutory or organisational travel documentation and how to read and confirm their validity for acceptance to travel | TD1 - Outline customs and immigration information in relation to airline destinations and necessary documents TD2 - Outline your organisation's procedures for dealing with document discrepancies including invalid tickets, lost tickets, incorrect tickets, visa discrepancies and passport discrepancies TD3 - Outline your organisation's procedures for domestic and international flights TD4 - Describe documents, for example, tickets, visas, passports and boarding documents |

| The apprentice will | Criteria covered in the on-demand test |
|--|--|
| Check in | |
| Understand the organisation's check-in process and procedures to meet all legislation applicable to passengers, in particular data protection policies | CI1 - Outline airline/operator's/clients' restrictions on size and weight of permitted baggage or equipment (such as pushchairs) used by passengers and how to deal with unacceptable baggage and equipment CI2 - Outline your organisation's procedures for checking in and boarding aircraft CI3 - Explain how to deal with passengers who are unfit or incapable of air travel CI4 - Explain how to report safety and security concerns CI5 - Identify the types of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers |

| The apprentice will | Criteria covered in the on-demand test |
|---|---|
| Customer service and communication | |
| <p>Understand fully the importance of communications and customer service to the organisation, including compliance with passenger-related air transport security (ATS) requirements and procedures for landside/airside safety of passengers and staff</p> | <p>CS1 - Identify your organisation's standards for appearance and behaviour CS2 - Outline your organisation's guidelines for how to recognise what your customers want and respond appropriately CS3 - Outline your organisation's rules and procedures regarding the methods of communication you use CS4 - Explain how to recognise when a customer is angry or confused CS5 - Outline your organisation's standards for timeliness in responding to customers' questions and requests for information CS6 - Identify your organisation's services or products CS7 - Outline your organisation's procedures and systems for delivering customer service CS8 - Identify methods or systems for measuring an organisation's effectiveness in delivering customer service CS9 - Outline your organisation's requirements for health and safety in your area of work</p> |