

Highfield Level 2 End-Point Assessment for Aviation Ground Operative - Passenger Services

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 and brief the apprentice fully on the day, 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 - Passenger Services

1. Check-in passengers:

As a check-in agent, you are to check in passengers using the appropriate IT system or manual procedures. You are to act under the instruction of the check-in supervisor to ensure check-in is carried out accurately and in a timely manner in accordance with organisational procedures. You are to present a positive image of your organisation at all times.

2. Board-through passengers:

As part of a passenger handling team you are to assist with the board-through of passengers into the departure lounge and on to the aircraft. You are to act under the supervision of the passenger team supervisor to ensure the board-through is conducted correctly and in a timely manner in accordance with organisational procedures. You are to present a positive image of your organisation at all times.

3. Passenger disruption:

As part of a passenger handling team you are to assist with a passenger disruption such as a flight delay, fire evacuation or security alert. You are to act under the direction of the passenger team leader to ensure the handling of the passengers is conducted in a safe and timely manner in accordance with organisational procedures. You are to present a positive image of your organisation at all times.

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 all passenger services 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

Scenario 1

Travel documentation		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
TD5 - Understands basic travel documentation (e.g. passports, tourist visas)	TD6 - Displays a good knowledge of travel documentation (e.g. diplomatic documentation, residents or work visas)	TD7 - Displays excellent knowledge of travel documentation TD8 - Can resolve documentation discrepancies

Check in		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
CI6 - Work effectively as part of the team, e.g. cooperation, involvement, assistance CI7 - Complete tasks within required timescales	CI8 - Take the lead and offer advice during team activities where appropriate CI9 - Work efficiently as part of a team to complete tasks and maximise use of time available	CI10 - Prioritise and organise work to ensure maximum performance when completing tasks

Customer service and communication

To pass, the following must be evidenced	To gain a merit	To gain a distinction
<p>CS10 - Presents a positive corporate image</p> <p>CS11 - Wears uniform to corporate standard</p> <p>CS12 - Acts in a manner that protects corporate values</p> <p>CS13 - Adequately practises the required skills for interacting with customers, e.g. communication</p> <p>CS14 - Obtain passengers' basic flight needs</p> <p>CS15 - Gives adequate information/direction</p>	<p>CS16 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation</p> <p>CS17 - Utilises the required skills for interacting with customers</p> <p>CS18 - Adapt communication appropriately with a customer by gauging their demeanour</p> <p>CS19 - Assess/evaluate passenger needs based on information gained throughout the interaction</p> <p>CS20 - Give clear and concise closing information/direction</p>	<p>CS21 - Always presents a positive corporate image</p> <p>CS22 - Acts in a manner that promotes corporate values</p> <p>CS23 - Personality reflects positive corporate image</p> <p>CS24 - Fully utilises the required skills for interacting with customers</p> <p>CS25 - Adapt communication appropriate with a customer by gauging their demeanour and adopting empathy, where required</p> <p>CS26 - Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and offer appropriate advice/assistance</p> <p>CS27 - Give thorough, clear and concise closing information/direction based on information gained throughout the interaction</p>

Scenario 2

Gate processes		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
GP12 - Use DCS adequately	GP13 - Displays good knowledge of DCS	GP14 - Displays excellent knowledge of DCS

Customer service and communication		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
CS10 - Presents a positive corporate image CS11 - Wears uniform to corporate standard CS12 - Acts in a manner that protects corporate values CS13 - Adequately practises the required skills for interacting with customers, e.g. communication CS14 - Obtain passengers' basic flight needs CS15 - Gives adequate information/direction	CS16 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation CS17 - Utilises the required skills for interacting with customers CS18 - Adapt communication appropriately with a customer by gauging their demeanour CS19 - Assess/evaluate passenger needs based on information gained throughout the interaction CS20 - Give clear and concise closing information/direction	CS21 - Always presents a positive corporate image CS22 - Acts in a manner that promotes corporate values CS23 - Personality reflects positive corporate image CS24 - Fully utilises the required skills for interacting with customers CS25 - Adapt communication appropriate with a customer by gauging their demeanour and adopting empathy, where required CS26 - Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and

Customer service and communication

To pass, the following must be evidenced	To gain a merit	To gain a distinction
		offer appropriate advice/assistance CS27 - Give thorough, clear and concise closing information/direction based on information gained throughout the interaction

Scenario 3

Customer service and communication		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
CS10 - Presents a positive corporate image CS11 - Wears uniform to corporate standard CS12 - Acts in a manner that protects corporate values CS13 - Adequately practises the required skills for interacting with customers, e.g. communication CS14 - Obtain passengers' basic flight needs CS15 - Gives adequate information/direction	CS16 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation CS17 - Utilises the required skills for interacting with customers CS18 - Adapt communication appropriately with a customer by gauging their demeanour CS19 - Assess/evaluate passenger needs based on information gained throughout the interaction CS20 - Give clear and concise closing information/direction	CS21 - Always presents a positive corporate image CS22 - Acts in a manner that promotes corporate values CS23 - Personality reflects positive corporate image CS24 - Fully utilises the required skills for interacting with customers CS25 - Adapt communication appropriate with a customer by gauging their demeanour and adopting empathy, where required CS26 - Fully assess/evaluate a customer's ongoing needs based on information gained throughout the interaction and offer appropriate advice/assistance CS27 - Give thorough, clear and concise closing information/direction based on information gained throughout the interaction

