

## Mock Marking Grids

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### Professional Discussion Criteria

Security		
Ref	Assessment Criteria	Achieved
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	

Interpersonal skills		
Ref	Assessment Criteria	Achieved
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	

Disruption incidents & emergencies		
Ref	Assessment Criteria	Achieved
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	

Dangerous goods		
Ref	Assessment Criteria	Achieved
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	

Gate processes		
Ref	Assessment Criteria	Achieved
GP1	Outline your organisation's procedures for boarding aircraft	
GP2	Explain how to deal with passengers who are unfit or incapable of air travel	
GP3	Explain how to report safety and security concerns	
GP4	Identify type of passengers, e.g. adults, children, unaccompanied children, passengers who have special needs, communication difficulties, language barriers	
GP5	Identify which items of personal protective equipment need to be worn airside when carrying out escort duties and why	
GP6	Outline layout of airport roadways and walkways from the terminal to the aircraft	
GP7	Explain why it is important to have an awareness of activity on other adjacent stands	
GP8	Explain how to use relevant equipment (for example, buses/bollards/cones/tape) to ensure passengers are safe	
GP9	Identify dangers on the ramp and local procedures for escorting passengers across ramp areas	
GP10	Outline local procedures for transferring passengers to the aircraft	
GP11	Identify hazardous areas to be aware of when escorting	