

Highfield Level 3 End-Point Assessment for Aviation Ground Specialist - Passenger Services

EPA-Kit

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How to Use This EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Aviation Ground Specialist - Passenger Services Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the end-point assessments for the Level 3 Aviation Ground Specialist - Passenger Services Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process. Additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard, and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship standard:	Aviation Ground Specialist - Passenger Services
Level:	3
On-programme duration:	Minimum of 12 months
Grading:	Pass, Merit or Distinction
End-Point Assessment duration:	Maximum of 2 months
End-Point Assessment methods:	On-demand tests, practical observation and professional discussion

In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- practice tests that you can use with apprentices

Aviation Ground Specialist - Passenger Services overview

The aviation ground specialist standard covers 5 pathways: aircraft handling, aircraft movement, fire fighter, flight operations and passenger services. This EPA kit is designed to support the passenger services pathway.

An aviation operations specialist could work in a number of aviation environments, such as a commercial airport, military base/aerodrome, heliport or other airfield. Specialist roles, all focused around the arrival, turnaround and departure of aircraft and maintaining an aviation operation, will include knowledge, skills and behaviours to complete complex aviation tasks and may include supervision of others to enable compliance with regulations through a safe, secure and effective aviation operation. These functions may include loading and unloading of aircraft, air traffic control (ATC), movement of aircraft and vehicles airside and the management of passengers both airside and landside. The functions all work as part of a combined team, within which communication with wider colleagues and other stakeholders is essential and the aviation operations specialist plays a key part of a coherent operation.

A passenger operations specialist takes day-to-day control of key areas of the passenger journey through the airport. Working with a range of internal and external stakeholders and agencies they must provide an efficient and effective experience that meets and exceeds customer needs and maintains operational and regulatory standards. Effective decision-making, communication and influence on others are important aspects of the role, along with protecting brand reputation at all times.

On-programme requirements

The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Although this method is flexible and the process is not prescribed, the following best practice recommendation is made:

Throughout the programme, and at least every 3 months, the apprentice should meet with the continuous assessor and record their progress against the standard. At these reviews, evidence should be recorded and, once the apprentice is competent, sections of the standard signed off by the employer. The process of maintaining a continuous assessment record is important so employers are confident in determining when the apprentice has achieved full competence in their job roles and is ready for end-point assessment. The continuous assessment record is not a portfolio of evidence, but a practical record of what the apprentice can do following periods of training, development and assessment. A minimum of 4 meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

Readiness for end-point assessment

In order for a learner to be ready for the end-point assessments:

- the English and maths components of the apprenticeship must be successfully completed by the learner
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the learner must attend a formal meeting with their employer to complete the 'readiness for end-point assessment record'
- the learner and the employer should then engage with Highfield Assessment to agree a plan and schedule for each assessment activity to ensure all components can be completed within a two-month assessment window

Order of end-point assessments

There are three end-point assessment methods: two on-demand tests; an observation and a professional discussion. The on-demand tests and observation can be completed in any order, but must be passed prior to the professional discussion as the last assessment activity. The professional discussion must take place on a separate day from any other assessment(s).

Retake and resit information

Apprentices must pass all 3 assessment activities to pass the apprenticeship overall. Should an apprentice fail 1 assessment activity, then this can be retaken without a further period of training and development. If the apprentice fails 2 or more activities a period of further training and development lasting a minimum of 2 months must take place before a resit.

There is no maximum number of times an apprentice can be assessed; however, a maximum of 2 attempts at each assessment activity can be made in any 90-day period.