

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

EPA-Kit

Assessment Summary

- Assessment Summary
- On-demand tests
- Practical observation
- Professional discussion
- Grading
- Retake and resit information
- Summary of end-point assessments

Assessment Summary

The end-point assessment for Aviation Ground Specialist - Passenger Services is made up of 3 components:

1. Two on-demand tests, each consisting of 30 questions and a 1-hour duration
2. Practical observation, which has a 1-hour duration (+/- 10%)
3. Professional discussion, which has a 1-hour duration (+/- 10%)

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.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

On-demand tests

- To achieve a pass, apprentices must achieve 60% which equates to 18 out of 30
- The core test is not graded above a pass
- The specialist test is graded pass/merit/distinction
- To achieve a merit, apprentices must achieve 70% which equates to 21 out of 30
- To achieve a distinction, apprentices must achieve 80% which equates to 24 out of 30

Practical observation

To achieve a pass in the practical observation, all pass criteria must be covered.

To achieve a merit in the practical observation, in addition to the pass criteria, the apprentice must achieve all of the merit criteria.

To achieve a distinction in the practical observation, in addition to the pass and merit conditions as stipulated above, the apprentice must complete all of the distinction criteria.

Professional discussion

- To achieve a pass in the professional discussion, all pass criteria must be covered
- Additionally, any practical observation criteria not covered by the selected scenario will need to be covered
- The professional discussion is not graded above a pass

Grading

The specialist function on-demand test and the observation are both graded pass/merit/distinction. The core knowledge and the professional discussion are not graded above a pass. The table below demonstrates the different grading combinations and the resulting overall grade.

A grade of at least Pass must be achieved in all four assessments.

Core knowledge On-Demand Test	Professional Discussion	Specialist function On-Demand Test	Practical Observation	Overall Grade
Pass	Pass	Pass	Pass	Pass
Pass	Pass	Pass	Merit	Pass
Pass	Pass	Pass	Distinction	Merit
Pass	Pass	Merit	Pass	Pass
Pass	Pass	Merit	Merit	Merit
Pass	Pass	Merit	Distinction	Merit
Pass	Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit	Merit
Pass	Pass	Distinction	Distinction	Distinction

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.

Summary of end-point assessments

On-demand test	Practical observation	Professional discussion
<p>Two 1-hour on-demand written exams with scenario-based questions to demonstrate application of knowledge, skills and behaviours, covering key elements of the standard. One exam will cover the core elements of the apprenticeship standard, the other will cover the apprentice's specialist function. Externally set and marked, and undertaken either on the employer's premises or off site.</p>	<p>1-hour observation. Candidates will be observed completing one of the 3 scenarios for their specialist function in their workplace. The observation will assess key areas of the standard and allow the apprentice to demonstrate the maximum possible range of skills, knowledge and behaviours within the scenario used across both the core and their specialist function.</p>	<p>The professional discussion will typically last 1 hour and is a structured discussion between the apprentice and end-point assessor to establish the apprentice's understanding and application of knowledge, skills and behaviours focusing on how they have performed during the apprenticeship and their overall achievement of the standard. The apprentice may identify supporting evidence to bring to the professional discussion to illustrate performance.</p>
<p>Apprentices will complete their tests on-screen unless individual assessment needs dictate a suitable alternative method, such as paper-based or extra time allowance, away from the day-to-day pressures of work and in a 'controlled' environment, which may be on or off the employer's premises.</p>	<p>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.</p>	<p>The professional discussion is a structured discussion between the apprentice and their end-point assessor. The employer may be invited to the meeting if the assessor is external to the organisation to assist in contextualising the discussion if required. Wherever possible the end-point assessor should be the same person who conducted the observations.</p>

The on-demand tests are graded by percentage boundaries:		Observation is graded by clear identification of observation requirements for Pass, Merit and Distinction.	Professional discussion is not graded but must be successfully achieved.
Core	Grade		
0-59	Fail		
60-100	Pass		
Specialist	Grade		
0-59	Fail		
60-69	Pass		
70-79	Merit		
80-100	Distinction		