

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

EPA-Kit

## Assessing the Practical Observation

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## The Practical Observation - Guidance

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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, brief the apprentice fully on the day, and 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**

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### **1. Monitor check-in and resolve customer issues**

As the lead staff member at check-in, you are to monitor the check-in of passengers using either the appropriate IT system or manually. You are to ensure the check-in agents carry out duties and responsibilities accurately and in a timely manner in accordance with organisational procedures. You will liaise with other agencies as required to address customer needs/issues. You are to present a positive image of your organisation at all times.

### **2. Monitor the board-through and embarkation of passengers**

Ensure the passenger handling team effectively manage the board-through of passengers into the departure lounge and on to the aircraft. You are to monitor the passenger handling team to ensure the board-through and embarkation are 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**

Lead a passenger handling team to address a passenger disruption, such as a flight delay, fire evacuation or security alert. You are to direct the passenger handling team to ensure the handling of 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

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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

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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 and all merit criteria, and can only achieve a distinction by covering all pass, merit and distinction criteria listed.

**Core Assessment Criteria**

<b>Safety</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
SA7 - Ensure self and team correctly report hazards as identified SA8 - Act within standard operating procedures at all times SA9 - Take action to deal with hazards in line with organisational procedures	There are no merit criteria for this component	There are no distinction criteria for this component

<b>Compliance &amp; legislation</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
CL7 - Ensure area of responsibility complies with procedures and legislative requirements	CL8 - Ensure compliance of team members within area of responsibility CL9 - Correct non-compliance in area of responsibility	CL10 - Proactively promote 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 - Ensure accurate and timely communication with the right people at the right time using the correct method CO11 - Ensure communication is received and understood CO12 - Adapt language and tone to match audience and situation	CO13 - Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	CO14 - Ensure excellent communication with all internal and external stakeholders

### Interpersonal skills

To pass, the following must be evidenced	To gain a merit	To gain a distinction
IP8 - Work as part of a team to ensure adequate performance in the role IP9 - Provide appropriate guidance for team members	IP10 - Take initiative as a senior team member or supervisor to improve performance in the role, within limits of operation	There are no distinction criteria for this component

### Aviation systems

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AS1 - Ensure prescribed systems are used correctly AS2 - Report faults or errors as they occur AS3 - Take action to maintain systems to prevent faults or errors	There are no merit criteria for this component	There are no distinction criteria for this component

### Aviation timescales

To pass, the following must be evidenced	To gain a merit	To gain a distinction
AT6 - Ensure minimum performance expectations are met in own area of responsibilities	AT7 - Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	AT8 - 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**

<b>Travel documentation</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
TD5 - Displays a good knowledge of travel documentation (e.g. passports, diplomatic documentation, visas, etc.)	TD6 - Displays excellent knowledge of travel documentation TD7 - Can resolve documentation discrepancies	There are no distinction criteria for this component

<b>Check in</b>		
<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
CI9 - Meets standards in given time frame	CI10 - Delivers standard within reduced time frame or exceeds standards within timeframe	CI11 - Exceeds standards within reduced time frame

### 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 passengers and employees</p> <p>CS14 - Gives adequate information/direction to assist employees with passenger interactions</p> <p>CS15 - Communicate directly with passengers as required</p> <p>CS16 - Ensure effective teamwork, e.g. cooperation, involvement, assistance</p>	<p>CS17 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation</p> <p>CS18 - Utilises the required skills for interacting with passengers and employees</p> <p>CS19 - Communicating appropriately with employees to promote confidence</p> <p>CS20 - Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction</p> <p>CS21 - Give clear and concise information/direction</p> <p>CS22 - Invest in team, promotion of empowerment, offering development opportunities</p>	<p>CS23 - Always presents a positive corporate image</p> <p>CS24 - Acts in a manner that promotes corporate values</p> <p>CS25 - Personality reflects positive corporate image</p> <p>CS26 - Fully engages with employees to develop customer experience</p> <p>CS27 - Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs</p> <p>CS28 - Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance</p>

## Scenario 2

Gate processes		
To pass, the following must be evidenced	To gain a merit	To gain a distinction
GP8 - Use DCS adequately GP9 - Adequately oversee disruptions, e.g. fire evacuation, flight delay, security alert, DCS outage ensuring all involved follow procedure	GP10 - Displays good knowledge of DCS	GP11 - 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 passengers and employees CS14 - Gives adequate information/direction to assist employees with passenger interactions CS15 - Communicate directly with passengers as required CS16 - Ensure effective teamwork, e.g. cooperation, involvement, assistance	CS17 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation CS18 - Utilises the required skills for interacting with passengers and employees CS19 - Communicating appropriately with employees to promote confidence CS20 - Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction	CS23 - Always presents a positive corporate image CS24 - Acts in a manner that promotes corporate values CS25 - Personality reflects positive corporate image CS26 - Fully engages with employees to develop customer experience CS27 - Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs CS28 - Fully assess/evaluate employees' ongoing needs and

**Customer service and communication**

<b>To pass, the following must be evidenced</b>	<b>To gain a merit</b>	<b>To gain a distinction</b>
	CS21 - Give clear and concise information/direction CS22 - Invest in team, promotion of empowerment, offering development opportunities	offer appropriate advice/assistance

### 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 passengers and employees CS14 - Gives adequate information/direction to assist employees with passenger interactions CS15 - Communicate directly with passengers as required CS16 - Ensure effective teamwork, e.g. cooperation, involvement, assistance	CS17 - Fully understands the importance of brand awareness and the necessity of corporate image to display effective communication of corporation CS18 - Utilises the required skills for interacting with passengers and employees CS19 - Communicating appropriately with employees to promote confidence CS20 - Assess/evaluate passengers' and employees' needs based on information gained throughout the interaction CS21 - Give clear and concise information/direction CS22 - Invest in team, promotion of empowerment, offering development opportunities	CS23 - Always presents a positive corporate image CS24 - Acts in a manner that promotes corporate values CS25 - Personality reflects positive corporate image CS26 - Fully engages with employees to develop customer experience CS27 - Communicate with the employees to improve awareness and delivery of customer service, adapting to meet individual needs CS28 - Fully assess/evaluate employees' ongoing needs and offer appropriate advice/assistance