

## The Reflective Essay and Log of Professional Competence - Matrix Sheet – Level 4 Aviation Operations Manager – Aircraft Movement Manager

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This document should be used to map the apprentice’s log of professional competence to the Aviation Operations Manager – Aircraft Movement Manager standard and should accompany the log of professional competence and reflective essay when these are submitted to Highfield Assessment.

<b>Apprentice’s Name:</b>	
<b>Employer:</b>	
<b>Training Provider:</b>	
<b>End-Point Assessment Start Date:</b>	
<b>Pathway:</b>	

The following criteria are directly assessed within the log of professional competence:

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
<b>Core – Pass Criteria</b>			
CS4	Manage communication with users, staff and external agencies, selecting appropriate methods and language in aviation operations		
CS5	Manage resources effectively to ensure the efficient running of the department in line with organisational procedures		
CS7	Manage a team and facilities to deliver results according to the agreed levels of performance, whilst ensuring SOPs are adhered to		
CS8	Manage staff and resources to ensure compliance with procedures and actions to minimise impact on aviation operations in the event of disruption, incidents or emergencies		
BE1	Promote a respectful culture embracing diversity and inclusion		
BE2	Encourage empowerment, ownership and responsibility within team		
BE3	Be technologically astute and keep abreast of industry developments and innovations		

<b>Core – Merit Criteria</b>			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
<b>Core – Distinction Criteria</b>			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

<b>Ref</b>	<b>Assessment Criteria</b>	<b>Evidence Ref</b>	<b>Location /Page in Evidence</b>
<b>Specialist Function 2: Aircraft Movement Manager</b>			
AMS1.1	Manage the safe movement of aircraft and/or airside vehicles within own area of responsibility, ensuring the execution of activities is in accordance to aviation safety laws and airport procedures		
AMS1.2	Manage the day-to-day operation of movement teams and specialists at airports/heliports and other landing platforms, ensuring the execution of activities is in accordance with aviation safety laws and airport procedures		
AMS3	Analyse and interpret codes and regulations, and use information to maximise operational performance when planning, setting priorities, organising and supervising the work of others		
AMS4.1	Establish and maintain positive relationships, promoting strong interrelationships with other airport users		
AMS4.2	Maintain records required under regulations and the need for compliance with all regulations including health and safety		

The following are knowledge, skills and behaviours that are not directly assessed within the log of professional competence (but must still be present and referenced):

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
<b>Core Criteria - Pass</b>			
CK1	Understand any aviation-specific health and safety legislation relevant to the organisation and their own role		
CK1.1	Describe statutory requirements for health and safety in an aviation environment		
CS1	Manage safety within their area of responsibility, ensuring staff are compliant with safety requirements in aviation environments		
CK2	Understand how to manage aviation security and what action to take in the event of a security breach		
CS2	Manage aviation security in their own area of operations, ensuring team members follow organisational procedures and that accurate reporting and recording of information is completed		
CK3	Understand how to manage and comply with aviation procedures and regulations to meet legislative and organisational requirements within their own area of responsibility		
CK3.1	Describe statutory requirements for employment, equality and diversity		
CK3.2	Describe industry regulations relating to aviation operations, including passenger and cargo requirements, security procedures and dangerous goods		
CK3.3	Describe industry regulations relating to CAA, MAA and DfT		
CK3.4	Describe DfT threat levels: critical/severe/substantial/moderate/low		
CK3.5	Describe the requirements for compliance in the aviation environment		
CK3.6	Explain which procedures must be followed to ensure compliance		
CK3.7	Explain the impact of not following procedures and ensuring compliance		
CK3.8	Describe the impact of the aviation operation on the environment		
CK3.9	Describe environmental controls in the aviation operation		
CK3.10	Describe how to ensure team members are aware of and adhere to compliance and legislation requirements		
CK3.11	Summarise the actions to take in the event of non-compliance		
CK3.12	Describe the impact of aviation operations on the environment and measures which can be taken to reduce the impact		
CS3	Manage compliance with legislation, aviation procedures and regulations within own area of responsibility		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
CK4	Understand how to manage communications with users, staff and external agencies, selecting appropriate methods and language		
CK4.1	Describe principles of effective communication		
CK4.2	Outline relevant aviation guidelines, procedures and standard phrases		
CK5	How to identify and procure sufficient, suitable resources (e.g. finance, staff, equipment, supplies) within the organisation, in line with budgetary and organisational requirements		
CK6	Understand the importance of cohesive airside operations and how each specialist function links with each other. Understand the importance of agencies, contractors and visitors remaining compliant with procedures and adherence to requirements.		
CS6	Manage their own area of responsibility to meet the needs of the wider organisation, ensuring that the needs of the site, customers, visitors and service users are met in adherence to business operational procedures and requirements		
CK7	Understand the agreed levels of performance and SOPs within own area of responsibility		
CK7.1	Explain principles of standard operating procedure design		
CK7.2	Describe the importance of ensuring standard operating procedures are adhered to		
CK8	Understand how to manage staff and resources to ensure compliance with procedures to mitigate disruption, incidents and emergencies in their area of responsibility		
CK8.1	Explain how to identify, analyse and accurately describe problems in the aviation environment relating to incidents and emergencies		
CK8.2	Explain the importance of selecting the most appropriate methods to deal with incidents and emergencies, including time plans		
CK9	Understand the rights and responsibilities of staff and the organisation's systems and procedures for ensuring effective management of staff, including: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance reviews</li> <li>• learning and development</li> <li>• discipline</li> <li>• grievance</li> <li>• industrial relations</li> </ul>		
CK9.1	Describe principles of leadership		
CK9.2	Describe principles of management		
CK9.3	Outline principles of staff recruitment, performance management, training needs analysis, discipline, grievance and industrial relations		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
CK9.4	Explain how to motivate staff to achieve team and organisational objectives		
CK9.5	Explain how to recognise, address and reduce conflict within the team		
CK9.6	Explain how to keep competence up to date		
CS9	Effectively manage all aspects of own staff's performance, including: <ul style="list-style-type: none"> <li>• recruitment</li> <li>• performance reviews</li> <li>• learning and development</li> <li>• discipline</li> <li>• grievance</li> <li>• industrial relations</li> </ul>		
BE4	Promote and instil the values of the organisation to all colleagues		
BE5	Encourage integrity and accountability within team, leading by example		
BE6	Seek and provide feedback to manage continuous development of self, team and processes		
BE7	Be vigilant and proactive in embedding a safe, secure and compliant working culture		
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard		
PD2	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff		
PD3	Provide examples of how staff are managed effectively, including motivation and development of teams and individuals		
PD4	Provide reasoned examples of how the aviation department operates efficiently		
PD5	Explain the importance of keeping up to date with current industry regulations and provide examples of how this has been achieved		
PD6	Provide an overview of how the aviation department meets the needs of the business and customer		
PD7	Provide evidence to show they have been part of the effective planning and review in the team		
PD8	Describe how the aviation department meets regulatory requirements		
PD9	Evidence effective day to day management of the team/department and how these lead to customer satisfaction and ensure business performance		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
PD10	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated		
PD11	Demonstrate how feedback has been sought from managers and stakeholders and how this has been effectively dealt with		
<b>Core Criteria - Merit</b>			
REM1	Demonstrate confidence and self-motivation in their role		
REM2	Actively look for opportunities for self-development		
REM3	Deal with problems as they arise		
REM4	Seek to exceed customer expectations, in line with business objectives		
<b>Core Criteria - Distinction</b>			
RED1	Consistently perform above the required level for their role		
RED2	Have excellent self and time-management skills		
RED3	Seek and take opportunities to share knowledge and develop others when the opportunity arises		
RED4	Deliver excellent customer experiences within the confines of the aviation operations environment		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
<b>Specialist Function 2: Aircraft Movement Manager</b>			
AMK1	Understand the procedures and processes for the safe movement of aircraft and/or airside vehicles within own area of responsibility. Understand the requirements of the aviation environment in accordance with standard operating procedures to meet those requirements.		
AMK1.1	Describe rules applying to aviation conditions including, runways, taxiways, apron, roadways, adverse weather conditions,		
AMK1.2	Describe the use of aviation systems including, lighting systems, marking systems, landing systems, power systems and		
AMK1.3	Understand civil and military licensing and inspection procedures		
AMK1.4	Explain relevant legislation for aviation within your area of responsibility		
AMK1.5	Understand the dangers of airside hazards: vehicles striking people, inappropriate manual handling, slips, trips and falls, falls/		
AMK2	Understand the procedures and processes to plan and allocate the necessary resources to ensure safe and successful operation of airside movements according to the type of aircraft and aviation environment required		
AMK2.1	Know how to assess human factor risks		
AMK2.2	Define the different methods of communication and when to use them within the team		
AMK2.3	Explain when it is essential to communicate with others in the team		
AMK2.4	Outline the purpose and benefits of work goals and plans		
AMK2.5	Describe how to schedule activities and resources for the team		
AMK2.6	Explain the situations in which team members might need support and how to provide this		
AMK2.7	Define the purpose of work assessment		
AMK2.8	Explain how to assess the work of teams and team members		
AMK3	Understand the complex equipment, tools and facilities required for safe, efficient operation of an airport. Understand relevant modern practices that can support effectiveness and efficiencies. Understand the principles of supervision, organisation and administration.		

Ref	Knowledge, Skills and Behaviours	Evidence Ref	Location /Page in Evidence
AMK3.1	Describe what emergency equipment is available and your organisation's procedures for ensuring serviceability including fire		
AMK3.2	Explain your organisation's procedures for clearing airfield surfaces including winter operations		
AMK3.3	Describe standard safety and working practices in relation to airfield operations including cleaning or sweeping, snow		
AMK3.4	Know how to carry out risk assessments		
AMK3.5	Explain the situations in which supervision of others can achieve positive outcomes		
AMK4	Understand the requirements for promoting strong interrelationships with other airport users. Demonstrate knowledge of local and national regulations and the need for compliance with all regulations including health and safety.		
AMK4.1	Understand CAA and local guidance on Airside Safety Management		
AMK4.2	Understand the relevant UK laws that apply to aviation in your area		
AMK4.3	Explain the role of the regulatory bodies such as Civil Aviation Authority (CAA), Health and Safety Executive (HSE) and		
AMK4.4	Describe the purpose and benefits of working with other person(s) to achieve agreed goals and objectives		
AMS2	Manage the planning of the required amount of resources according to aircraft type and environment in line with client, aviation environment and organisational requirements and standards, within required timescales		

## Apprentice Declaration

*I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.*

**Apprentice's  
signature:**

**Date:**

Please ensure this Matrix Sheet is submitted with your reflective essay and log of professional competence and that all evidence submitted is saved in one of the following file formats:

*.docx*

*.xlsx*

*.pptx*

*.pdf*

*.jpg*

*.png*

*.mp3*

*.mp4*

*.m4a*