

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

## Mock Assessment Materials

### Practical Observation

#### Core assessment criteria

Safety		
Ref	Assessment Criteria	Achieved
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	

Compliance & legislation		
Ref	Assessment Criteria	Achieved
CL7	Ensure area of responsibility complies with procedures and legislative requirements	
	<b>Assessment Criteria - (Merit)</b>	
CL8	Ensure compliance of team members within area of responsibility	
CL9	Correct non-compliance in area of responsibility	
	<b>Assessment Criteria - (Distinction)</b>	
CL10	Proactively promote compliance with procedures and legislation, e.g. challenge suspicious persons	

<b>Communication</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
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	
	<b>Assessment Criteria - (Merit)</b>	
CO13	Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow	
	<b>Assessment Criteria - (Distinction)</b>	
CO14	Ensure excellent communication with all internal and external stakeholders	

<b>Interpersonal skills</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
IP8	Work as part of a team to ensure adequate performance in the role	
IP9	Provide appropriate guidance for team members	
	<b>Assessment Criteria - (Merit)</b>	
IP10	Take initiative as a senior team member or supervisor to improve performance in the role within limits of operation	

Aviation systems		
Ref	Assessment Criteria	Achieved
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	

Aviation timescales		
Ref	Assessment Criteria	Achieved
AT6	Ensure minimum performance expectations are met in own area of responsibilities	
	<b>Assessment Criteria - (Merit)</b>	
AT7	Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks	
	<b>Assessment Criteria - (Distinction)</b>	
AT8	Organise and prioritise work to make the most efficient use of time, and complete core and relevant additional tasks within timescales	

## Passenger services assessment criteria

### Scenario 1

<b>Travel documentation</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
TD5	Displays a good knowledge of travel documentation (e.g. passports, diplomatic documentation, visas, etc.)		
	<b>Assessment Criteria - (Merit)</b>		
TD6	Displays excellent knowledge of travel documentation		
TD7	Can resolve documentation discrepancies		

<b>Check in</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
CI9	Meets standards in given time frame		
	<b>Assessment Criteria - (Merit)</b>		
CI10	Delivers standard within reduced time frame or exceeds standards within timeframe		
	<b>Assessment Criteria - (Distinction)</b>		
CI11	Exceeds standards within reduced time frame		

<b>Customer service and communication</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		
	<b>Assessment Criteria - (Merit)</b>		
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		

	<b>Assessment Criteria - (Distinction)</b>		
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		

## Scenario 2

<b>Gate processes</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
GP8	Use DCS adequately		
GP9	Adequately oversee disruptions, e.g. fire evacuation, flight delay, security alert, DCS outage ensuring all involved follow procedure		
	<b>Assessment Criteria - (Merit)</b>		
GP10	Displays good knowledge of DCS		
	<b>Assessment Criteria - (Distinction)</b>		
GP11	Displays excellent knowledge of DCS		

<b>Customer service and communication</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		

<b>Assessment Criteria - (Merit)</b>		
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	
<b>Assessment Criteria - (Distinction)</b>		
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	



### Scenario 3

<b>Customer service and communication</b>			
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Pract Obs</b>	<b>Prof Disc</b>
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		
	<b>Assessment Criteria - (Merit)</b>		
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		

	<b>Assessment Criteria - (Distinction)</b>		
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		