

Developed by the Aviation Trailblazers, supported by



# Aviation ground specialist standard: Assessment plan

**April 2016**

# Assessment plan for the aviation ground specialist apprenticeship

This document sets out the requirements and process for end point assessment of the aviation ground specialist apprenticeship standard. It is designed for employers, apprentices, education and training providers and assessment organisations. End point assessment occurs when the employer is satisfied the apprentice is working consistently at or above the standard set out in the aviation ground specialist apprenticeship standard.

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## Supporting documents

Aviation ground specialist standard

Aviation ground specialist employer occupational brief

(All supporting documents are freely available at [People1st.co.uk](http://People1st.co.uk))

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# 1. Apprentice's readiness for independent end assessment

## i. Achieving full competence

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 three 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 independent end 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 four meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a twelve month period prior to the starting the independent end assessment. The standard has been developed into a syllabus containing the full competence required of an aviation ground specialist. This can be found at [www.people1st.co.uk](http://www.people1st.co.uk)

## ii. Readiness for end assessment

The independent end assessment is synoptic and takes place at the end of the apprentice's learning and development after a minimum of twelve months 'on-programme' training and development, equating to a minimum of 20% of the apprenticeship as 'off job' training. The end assessment should only commence once the employer is confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. The independent end assessment ensures that all successful apprentices have achieved the industry set professional standard for an aviation ground specialist.

Once the apprentice has completed their training, development and on-programme assessment over a minimum twelve month period, demonstrated competence across the entire standard, a formal meeting will be held. This meeting must include the relevant people that have responsibility and accountability for the completion of the apprenticeship, for example: the line manager, continuous assessor and/or a senior manager as appropriate to the business. The purpose of this meeting is to confirm readiness for independent end assessment and plan the assessment activities. Prior to independent end assessment the English and maths components of the apprenticeship must be complete.

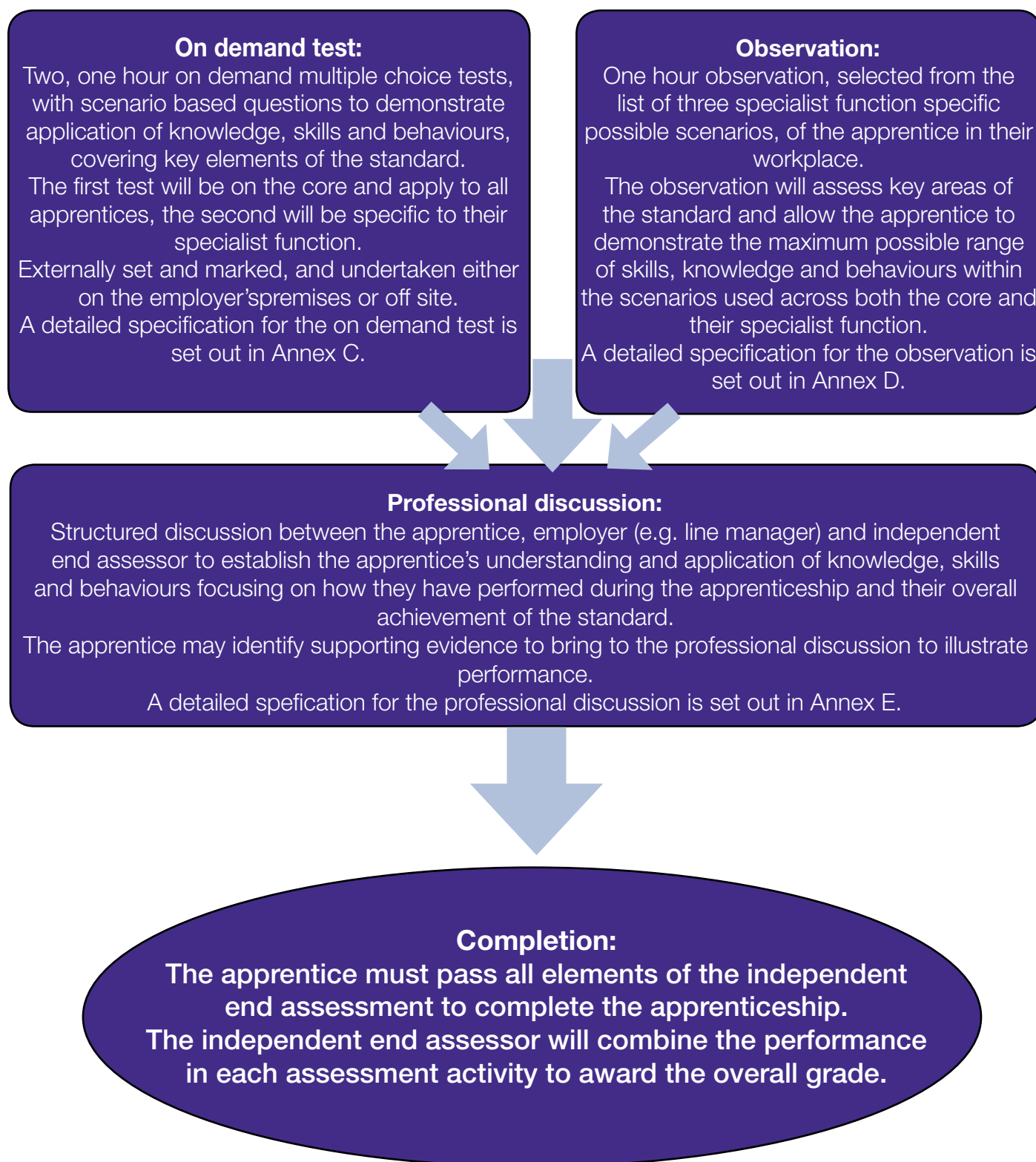
Once the employer is satisfied the independent end assessment can be arranged with an independent end assessor – appointed by an independent end assessment organisation, meeting the requirements set out in Annex B. The independent end assessor will agree a plan and schedule for the each assessment activity with the apprentice and employer representative to ensure all components can be completed at the appropriate time within the two month end assessment period.

## iii. Order and timings of the end assessment

There are three independent end assessment methods: two on-demand tests; an observation and a professional discussion, details of which are given below. 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.

## 2. Summary of independent end assessment process

The apprentice will be assessed against the apprenticeship standard following the flow chart below. The elements of the standard to be assessed by each assessment activity are clearly identified in Annex A. Assessment activities must be completed in following order:



### 3. Graded assessments

Apprentices must pass all three assessment activities to pass the apprenticeship overall. Should an apprentice fail one assessment activity this can be retaken without a further period of training and development. If the apprentice fails two or more activities a period of further training and development lasting a minimum of two months must take place before a resit. There is no maximum number of times an apprentice can be assessed; however a maximum of two attempts at each assessment activity can be made in any 90 day period.

The assessment for this apprenticeship will be graded Pass, Merit, Distinction or Fail. The grade will be decided by the combination of performance in the elements as follows:

On demand test – graded by percentage boundary as shown in Annex C.

Observation – graded by clear identification of observation requirements for Pass, Merit and Distinction respectively, see Annex D.

Professional discussion – not graded but must be successfully achieved as per criteria in Annex E.

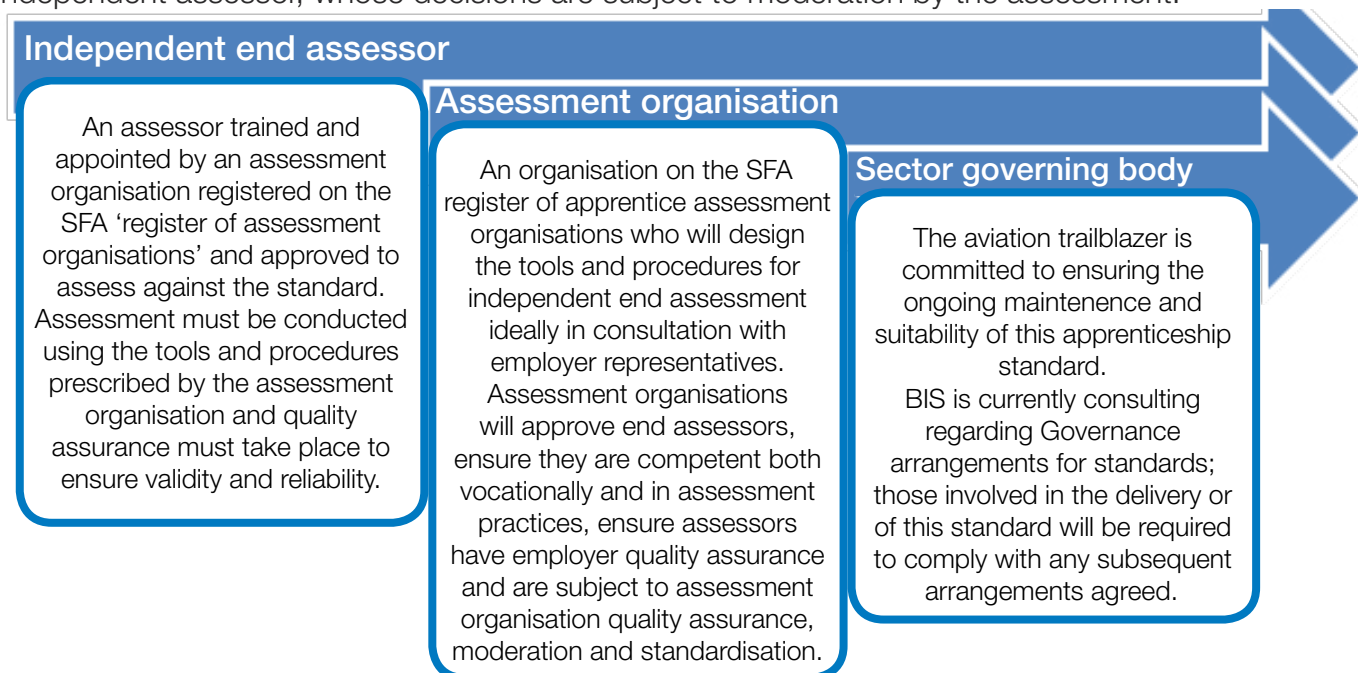
Grades in the on demand test and observation assessments will be combined on a scoring basis:

For each pass:	1 point	
For each merit:	2 points	
For each distinction:	3 points	
Total score:	2-3 points	Pass overall
	4-5 points	Merit overall*
	6 points	Distinction overall*

\* Although not graded individually, the professional discussion will limit the overall grade to a pass if it is not successfully completed at the first attempt.

## 4. Consistency, reliability and validity

Independent end assessment is conducted by an independent end assessor appointed by an assessment organisation registered with the Skills Funding Agency (SFA). The assessment organisation is responsible for designing the tools and procedures for assessment and undertaking quality assurance and standardisation. The final decision on competence is made by the independent assessor, whose decisions are subject to moderation by the assessment.



This flow of responsibility will ensure consistent, reliable and valid judgements across the industry. The assessment methods themselves are designed to produce apprenticeship outcomes that are consistent and reliable, ensuring fair and proper comparison between apprentices employed in different types and sizes of organisation. Consistent, secure standards will be achieved through:

- ✓ Strict requirement to plan the end point assessment, allowing planning of quality assurance by the assessment organisation
- ✓ Assessment tools and supporting materials designed by assessment specialists and quality assured by the assessment organisation to meet the requirements for fair, accurate and reliable assessment decisions against the aviation ground operative apprenticeship standard and ensure best practice in assessment
- ✓ The mandating of both technical and assessment competence and continuing professional development (CPD) for independent end assessors to ensure that they have not only the right tools, but the right qualifications, training and experience to make reliable judgements
- ✓ The quality assurance of individuals conducting independent end assessments and of independent end assessment outcomes and results, by an SFA registered apprentice assessment organisation
- ✓ Requirements for standardisation of independent end assessments across assessment organisations
  - All independent end assessors must take part in standardisation activities on a regular basis (at least annually, or as defined by the assessment organisation). These activities must be accessible for remote assessors, such as those on deployment
  - Moderation of results across assessors will be conducted by the assessment organisation to ensure consistent use of the assessment tools and validity and reliability of all assessments
- ✓ The use of externally set and marked on demand tests ensuring a consistent approach regardless of the apprentice's workplace
- ✓ Clear structure for the combination of assessment methods

## 5. Implementation – Aviation ground specialist

It is anticipated that the cost of the aviation ground specialist end-point assessment will be in the region of £900, approximated 30% of the total external costs of training and assessment required for the apprenticeship. This cost and percentage will be greatly reduced for assessment organisations utilising assessors from the employer's workforce, in line with the restrictions in the plan.

The trailblazer has worked closely with stakeholders who will potentially deliver the apprenticeships and an assessment organisation to ensure delivery partners are in place. It is recognised that development work is required to ensure effective implementation this plan, that is the development of assessment tools by assessment organisations and briefings to on-programme delivery providers, which the trailblazer employer group will activity support.



## Annex A – Assessment method by element of standard

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 focussed 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. The core knowledge, skills and behaviours must be completed by ALL ground specialists, along with ONE of the five specialist functions.

Key to assessment method identification	
IEA	Independent End Assessment activity – identifies which assessment method will be used for that section of the standard.
T	Assessment will be through the On demand test
O	Assessment will be through the observation
PD	Assessment will be through the professional discussion
O/ PD	May be covered by observation depending on which scenario selected. If not must be covered by professional discussion

**Core:** All aviation ground specialists must have all of the following core skills, knowledge and behaviours

	Knowledge and Understanding (Know it)	IE A	Skills (Show it)	IE A
<b>Safety</b>	Health and safety legislation in aviation and in relation to own role and organisation and how to monitor it	T / PD	Monitor area of responsibility to ensure compliance with aviation legislation and organisational procedures, addressing and / or reporting hazards	O
<b>Security</b>	Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security	O/T	Ensure aviation security is maintained in own area of operations e.g. challenging people in restricted areas, recording and reporting of security incidents	O / PD
<b>Compliance &amp; Legislation</b>	Aviation and other applicable legislation, procedures and regulations relating to an aviation environment, and monitoring procedures within own area of responsibility	T/ PD	Monitor compliance with legislation, procedures and regulations in an aviation environment within own area of responsibility	O / PD
<b>Communication</b>	Methods of communication to ensure effective and timely transfer of information to different audiences using relevant language and format	O / T	Communicate effectively within the aviation environment adapting methods and language to meet the situation	O
<b>Inter-personal skills</b>	Roles within the team and how these work together to achieve the organisation's objectives, and how to embrace equality and inclusivity in the workplace	PD	Maximise team performance and meet the objectives of the team whilst embracing equality and inclusivity	O/ PD
<b>Aviation systems</b>	The aviation systems used within own role and how to operate them, identify faults or errors and what remedial action to take	O/ PD	Use aviation systems effectively in own role. Take remedial action upon identification of faults or errors in a timely manner if they occur	O / T



<b>Disruption incidents &amp; emergencies</b>	Implement and monitor emergency procedures in own area of responsibility, the range of potential incidents and disruption that may occur and the appropriate action to take	T	Monitor area of responsibility and take appropriate action to reduce the impact of emergencies, incidents or disruption	PD / O
<b>Dangerous goods</b>	Dangerous goods relevant to a range of aviation operations and how to deal with them effectively in own area of responsibility	T / PD	Deal effectively with dangerous goods in own area of responsibility	T / PD
<b>Aviation timescales</b>	Key timelines for aviation operations performance and consequences of not meeting them	O / PD	Operate each stage of the aviation operations performance to ensure timely aircraft movements	O / PD

<b>Behaviour (Live it)</b>				<b>IE A</b>
<ul style="list-style-type: none"> <li>• Embrace and promote the values of the organisation</li> <li>• Treat team, customers and other stakeholders with courtesy and respect</li> <li>• Take ownership and responsibility of role and working area, including team members where responsible</li> <li>• Display loyalty, integrity and accountability to the organisation</li> <li>• Commit to continuous development of self and team, including improvements to systems and processes</li> <li>• Be vigilant and proactive in promoting a safe, secure and compliant working culture</li> <li>• Handle all tasks in a calm and organised manner</li> <li>• Use equipment and technology responsibly and effectively</li> </ul>				O / PD / T

<b>Specialist: Aviation ground specialists must demonstrate ONE of the following five specialist functions</b>				
<ul style="list-style-type: none"> <li>• Aircraft handling</li> <li>• Aircraft movement</li> <li>• Fire fighter</li> <li>• Flight operations</li> <li>• Passenger operations</li> </ul>				

### Specialist function 1: Aircraft handling

The aircraft handling specialist takes day to day control of key functions and services applied to the aircraft and its environment on the ground. They will operate either as a specialist performing complex handling tasks or lead and supervise their team in an aircraft turn-round function, loading and unloading of passenger baggage and air cargo, safely and conforming to current carrier/organisational standards. Effective decision making, communication and influence on others are important aspects of the role, as well as being aware of commercial pressures and operational deadlines along with protecting brand reputation at all times. Acting as a professional role model, responsible for their actions and those of their team, to be a good ambassador for their organisation

	Knowledge and Understanding (Know it)	IE A	Skills (Show it)	IE A
<b>Marshalling</b>	The detailed requirements and procedures for the correct movement, placement and marshalling of aircraft and the importance of detailed controls for mover vehicles	T / O	Safely manoeuvre and position aircraft and vehicles, monitoring team to ensure correct marshalling hand signals and techniques are used	O / T / PD
<b>Loading instruction report and balancing</b>	The importance of the correct preparation and interpretation of and conformance to loading instruction reports (LIR) for both inbound and outbound aircraft, within aircraft weight and balance characteristics, structural limitations and compartment maximums	T / PD / O	Produce and complete a LIR/Load Sheet compliant with aircraft type and within manufacturer's limitations, delegate and brief teams to complete the tasks defined by the LIR and monitor their compliance and performance in accordance with the LIR	O / PD
<b>Load and unload</b>	The loading and unloading procedures for all types of aircraft in area of operation, including hold doors, floor locks, nets, and inter plane systems and how to apply the principles of restraint and manage the assets and team to deliver an efficient service	O / T / PD	Plan and prepare the airside environment with sufficient Air Cargo Handling Equipment (ACHE). Lead, supervise and mentor the team during the on/off load of the aircraft, by providing briefings, delegating tasks, checking loads are safely restrained and the process complies with the LIR	O / PD
<b>Specialist equipment</b>	The requirements and responsibilities of self and team members in checking specialised equipment, including Unit Load Devices (ULDs), prior to use, ensuring safe operation and correct storage after use	O / PD / T	Monitor and supervise team members carrying out daily inspections prior to using the specialist equipment, including ULDs, ensuring its safe operation and that it is left in a safe, secure, allocated area after use	O / T / PD
<b>Servicing</b>	As a specialist, all aspects of aircraft servicing/turnaround management, pre/post use checks of holds and all hold locks	O / PD	Demonstrate/mentor and supervise the preparation and configuration the aircraft holds for departure	O / PD

### Specialist function 2: Aircraft movement

An aircraft movement specialist is responsible for the efficient movement and recovery of fixed and rotary wing aircraft and the safety of other team members at a variety of airports / heliports and other landing platforms within the civil aviation and military arenas.

They take responsibility for team members using specialised equipment to move aircraft within an aviation environment in accordance with standard operating procedures

	Knowledge and Understanding (Know it)	IE A	Skills (Show it)	IE A
<b>The operation of an airside vehicle</b>	Briefing the team to prepare prior to use airside, and procedures for safe operation of airside vehicles, including how to deal with incidents or emergency while operating an airside vehicle	T / PD /O	Monitor team members preparing to use a vehicle airside, ensure vehicle operations comply with aviation standard operating procedures and implement the correct procedures in the event of incidents or emergencies with an airside vehicle	O / PD /T
<b>Operate aviation specialist equipment</b>	The requirements and responsibilities of self and team members in checking specialised equipment prior to use, ensuring safe operation and correct storage after use	T/ PD /O	Monitor and supervise team members carrying out daily inspections prior to using the specialist equipment, ensuring its safe operation and that it is left in a safe, secure, allocated area after use	O / T/ PD
<b>Airside marshalling</b>	How team prepare the area and required equipment prior to marshalling of aircraft and or vehicles, correct marshalling procedures, including the correct monitoring of operation of marshalling equipment and team members	T/ PD /O	Monitor the team to ensure correct preparation of the airside environment for marshalling of aircraft and or vehicles, and monitor marshalling of aircraft and or vehicles in accordance with organisation's standard operating procedures	O / PD
<b>The safe manoeuvring of aircraft vehicles and personnel airside</b>	The rules and regulations for aircraft, vehicles and personnel operating airside and how to ensure compliance with airport safety requirements	T/ PD	Ensure the rules and regulations for aircraft , vehicles and team members operating airside are adhered to in accordance with airport safety requirements, identify and report risks and ensure compliance in line with organisational procedures	O / T/ PD

### Specialist function 3: Fire fighter

Work as a lead member on a Fire Service Watch and carry out all associated duties to agreed level of authority such as maintain specialist equipment and deal with incidents and emergencies of a structural and aviation nature.

	Knowledge and Understanding (Know it)	IE A	Skills (Show it)	IE A
<b>Save &amp; preserve endangered life</b>	Fire and rescue service responsibilities and procedures for search and rescue operations in an aviation environment	T / O	Lead a search and rescue team for casualties involved in incidents, coordinate treatment and support casualties involved in incidents	O/ PD
<b>Resolve aviation fire &amp; rescue incidents</b>	The processes and procedures for resolving aviation fire and rescue operational and special service incidents	T / O	Lead the control and extinguishing of aviation fires and resolve special service incidents, providing support for people involved in an operational incident.	O/ PD

<b>Take responsibility for effective performance in fire and rescue</b>	How to make a positive contribution to the fire and rescue operation in your organisation including physical fitness requirements, health and safety of the working environment both at base and when attending incidents, maintaining effective working relationships with colleagues during routine tasks and during incidents and continuing to develop your skills and knowledge of fire and rescue operations.		Take responsibility for development of knowledge skills, physical fitness and behaviours relevant to own performance in a fire and rescue organisation, including working with others during routine tasks and when responding to	T / PD
<b>Test, maintain and operate specialist aviation firefighting equipment</b>	Test frequencies and how to plan, select and check specialist firefighting equipment, understanding how to use it in accordance with organisational policy and how to record, report and rectify faults relating to the equipment	T / PD / O	Plan, select and check specialist firefighting equipment in accordance with appropriate test frequencies. Use specialist firefighting equipment in accordance with organisational policy, record, report and rectify faults of relevant specialist firefighting equipment.	O / PD / T
<b>Protect environment from hazardous materials</b>	The effects that firefighting media may have on the environment, and own and the organisation's responsibilities to follow procedures for protecting the environment from the effects of hazardous materials during fire and rescue incidents	T / PD / O	Minimise damage to the environment from hazardous materials and decontaminate people and property. Support people involved in an operational incident	O / PD

#### Specialist function 4: Flight operations

Flight operations specialists should provide guidance and leadership to colleagues in the flight operations team, facilitating the smooth flow of air traffic by providing information both themselves and with the support of team members, to key stakeholders including flight crew and air traffic controllers. They may be employed in an air traffic control tower, operations room, military installation or in other remote areas such as the London Area and Terminal Control Centre at Swanwick in Hampshire

	<b>Knowledge and Understanding (Know it)</b>	<b>IE A</b>	<b>Skills (Show it)</b>	<b>IE A</b>
<b>Support flight Operations</b>	The role of a specialist in supporting flight operations and operating conditions. How to devise and implement relevant procedures in the event of an aviation incident / emergency	T / PD	Support and monitor team members to collect, collate and supply information and complete other duties during flight operations. Devise and implement relevant procedures for use in the event of an aviation incident/ emergency	O / PD
<b>Monitor the weather in an aviation environment</b>	The procedure to obtain weather forecasts their key features, what the data means for flight operations and how the information must be used	T / PD	Obtain, interpret and act on weather forecasts in line with organisational procedures , taking appropriate action to ensure the optimal performance of flight operations based on the report	O / PD / T
<b>Reducing aviation hazards</b>	Application of procedures for identifying, reporting and reducing aviation hazards, and the process for distributing pertinent information on aviation risks	T / PD	Accurately apply the procedures for identifying, reporting and reducing aviation hazards and distribute pertinent aviation safety information to relevant stakeholders within the required timescale	O / PD / T
<b>Resolve multifaceted aviation issues</b>	Identification of aviation issues and the different choices to resolve them, including how to implement the most appropriate solution, determining when the situation has been resolved satisfactorily, and what action to take if it has not	PD	Identify aviation issues and select and implement the most suitable solution, reviewing the situation to ensure it has be resolved	O / PD / T

### Specialist function 5: Passenger services

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

	Knowledge and Understanding (Know it)	IE A	Skills (Show it)	IE A
<b>Travel documentation</b>	How to deal with issues relating to passports, visas and other statutory or organisational travel documentation required for travel, including procedures for and implications of making decisions on acceptance or refusal for travel	T / PD	Monitor passports, visas and other travel documentation in area of responsibility, dealing with issues as they arise by liaising with other organisations and agencies appropriate to the travel destination making recommendations for action and validation	O / PD / T
<b>Check in</b>	Operational systems and procedures for check in and how to deal with check in issues, including the impact of decisions made and how to maintain operational standards of performance and customer satisfaction	O / PD / T	Work with check in team, senior management and other stakeholders as required to maintain operational standards and commercial performance, customer satisfaction and address check in issues, e.g. late check ins, overbooking, complaints, excess baggage and special requests and requirements	O / PD
<b>Gate processes</b>	Systems, procedures and monitoring requirements for boarding, departure and arrival of passengers Know how to maintain equipment and address failures of equipment and processes to minimise disruption and delay	O / PD	Liaise with the customer, airline and colleagues to ensure efficient boarding, departure and arrival procedures meeting service standards and aviation regulations. Proactively address issues that arise at the gate, making effective decisions to ensure a satisfactory outcome and on time departure	O / PD / T
<b>Customer service and communication</b>	How to deal with complex customer needs which may affect the aviation operation How to communicate to customers in challenging situations in individual and group situations Understand the procedures for service recovery	O / PD / T	Monitor area of responsibility to ensure customer satisfaction and adherence to operational standards Communicate effectively with passengers, crew and other parties in the event of disruption, keeping them informed of progress, actions and results Address complex customer needs to ensure service standards and individual requirements are maintained	O / PD

## Annex B: Independent end assessors

An independent end assessor assesses the observation, facilitates the professional discussion and may invigilate the on demand test required in the independent end assessment. They are appointed and approved for the purposes of conducting end-point assessment by an independent assessment organisation. This individual must be someone who has nothing to gain from the outcome of the assessment and must not have been involved in the training, on programme assessment or line management of the apprentice.

At any time the assessor is conducting independent end assessment they are acting on behalf of, and are subject to the procedures dictated by, the assessment organisation. To ensure consistent and reliable judgements are made, independent end assessors will be subject to rigorous quality assurance, proportionate to their experience and performance over time. Assessment organisations must develop a quality assurance model based around the White, Red, Amber, Green (WRAG) system to ensure new or poorly performing assessors have additional support and quality assurance checks, and those with a proven track record of high quality performance in assessment can be quality assured with a smaller sample of assessments. All assessors must take part in regular standardisation activities as laid out by the assessment organisation.

In situations where practicality dictates an assessor from the employer's workforce, such as an apprentice on deployment or in a restricted area, the assessor will be appointed by the assessment organisation in consultation with the employer. If the assessor does not hold an assessment qualification they must have their assessments quality assured by a suitably qualified and experienced member of the employer's workforce. This assessment is subject to additional quality assurance from the assessment organisation. During the assessment the assessor is acting solely on behalf of the assessment organisation.

This section specifies the mandatory criteria for independent end assessors and includes:

- ✓ Assessment organisation will design and conduct training for independent end assessors. This must not prescribe mandatory qualifications, but can state acceptable qualifications for guidance, such as appropriate units of the Training Assessment Quality Assurance qualification as prescribed by the assessment organisation.
- ✓ Quality assurers must hold a relevant quality assurance qualification as prescribed by the assessment organisation, such as appropriate units of the Training Assessment Quality Assurance
- ✓ Specific occupational competence of independent assessors, requirements for training and development including continuous professional development

### a) Occupational expertise of independent end assessors

The requirements set out below relate to all aviation independent end assessors. Independent end assessors must:

- ✓ Have excellent knowledge and understanding of the apprenticeship standard as set out in the industry set assessment evidence and methodology
- ✓ Has been trained in independent end assessment to the standard required by the assessment organisation
- ✓ Have relevant occupational expertise and knowledge, at the relevant level of the occupational area(s) they are assessing, which has been gained through 'hands on' experience in the industry.
- ✓ Practice standardised assessment principles.
- ✓ Have sufficient resources to carry out the role of independent end assessor i.e. time and budget.



- ✓ Hold qualifications, or have undertaken training, that has legislative and technical relevance to the aviation operative apprenticeship standard.
- ✓ Update their occupational expertise and industry knowledge in the areas being assessed through planned continuous professional development.

## **b) Continuous professional development for independent end assessors**

Independent end assessors also need to have occupational knowledge and skills, current and updated, to show they can understand up to date techniques and methods used in today's aviation operations.

It is necessary for independent end assessors to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Independent assessors should select CPD methods that are appropriate to meeting their development needs. The following provides an example of a variety of methods that can be utilised for CPD purposes.

### **Updating occupational expertise**

- ✓ Internal and external work placements to gain 'hands on' experience
- ✓ Work experience and shadowing external visits to other organisations
- ✓ Updated and new training and qualifications
- ✓ Training sessions to update skills, techniques and methods
- ✓ Visits to educational establishments
- ✓ Trade fairs

### **Keeping up to date with sector developments and new legislation**

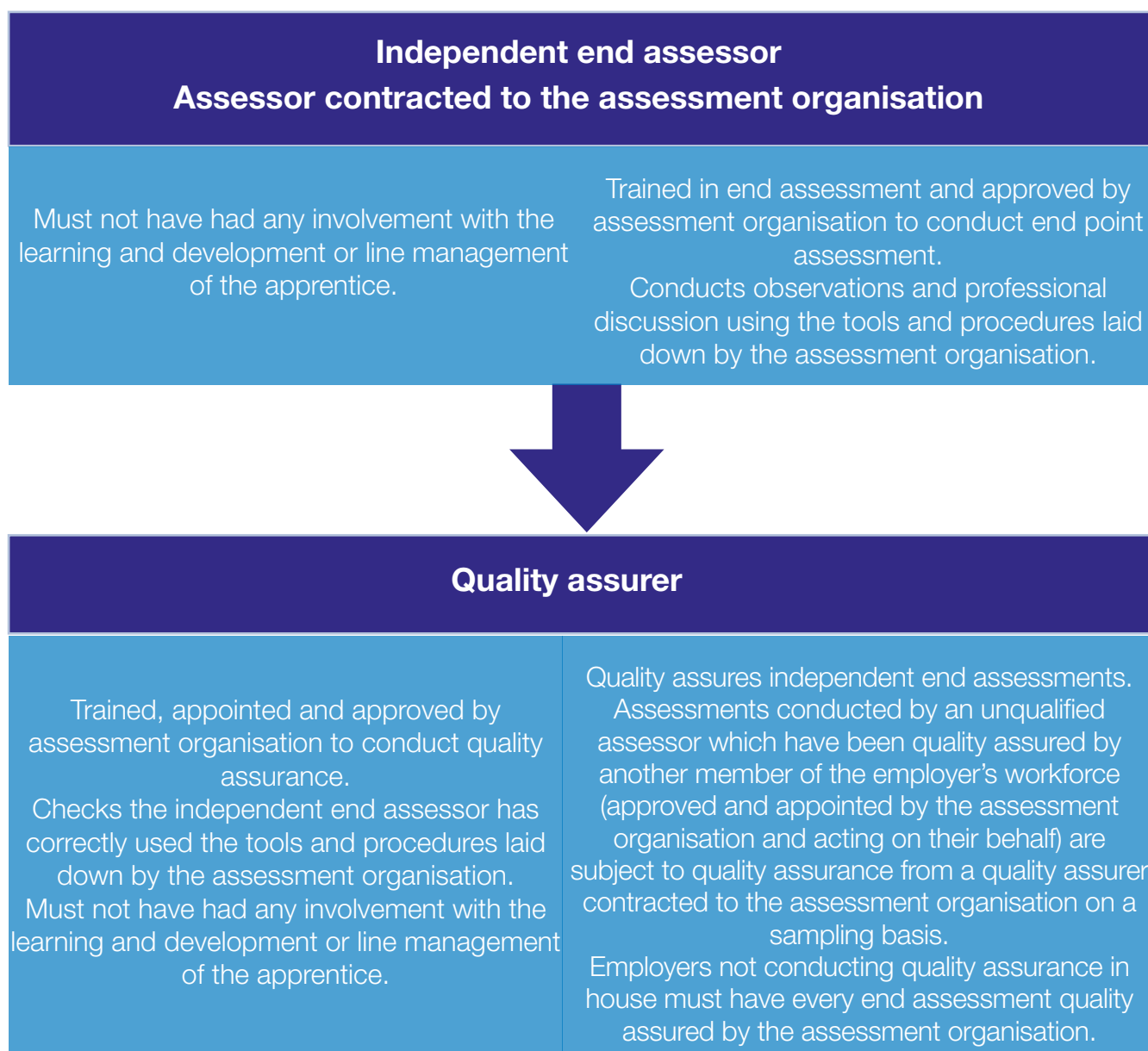
- ✓ Relevant sector websites and twitter feeds
- ✓ Membership of professional bodies
- ✓ Papers and documents on legislative change
- ✓ Networking events
- ✓ Seminars, conferences, workshops, membership of committees/working parties
- ✓ Staff development days

### **Standardising and best practice in assessment**

- ✓ Regular standardisation meetings with colleagues
- ✓ Sharing best practice through internal meetings, news-letters, email circulars, social media
- ✓ Comparison of assessment and verification in other sectors



Example flow chart of independent end assessment:



## Annex C: On demand test specification

A question bank will be developed and piloted by assessment organisations. It is strongly recommended that in line with Ofqual mandatory requirements for vocational qualifications, questions are developed in consultation with a representative employer group. The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the elements of the standard identified in Annex A. There will be two, one hour tests for each apprentice. The first will be based around questions relating to the core section of the standard, the second to their selected specialist function.

The assessments will be an objective on demand test and will be in multiple-choice and open text, fixed response short answer format (to allow for automated marking). They may incorporate exercises, for example matching pairs of answers, ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks / grades. The question bank will cover the knowledge, skills and behaviours identified on the standard (Annex A). Some questions will require the apprentice to consider a course of action or solution to a situation / problem based on a 'real-life' workplace activity in line with the identified requirements of the standard.

Questions will be written using the language and tone expected for the level of standard. Apprentices taking the tests will be given a proportional sample of these questions which reflect general coverage of the standards to demonstrate competence within the given time constraints. Each test must be at least passed, with the grade defined by performance in the specialist function test. Tests will be graded on performance as follows:

Core test paper %	Grade of on demand test
0-59	Fail
60-100	Pass
Specialist function test paper %	Grade of on demand test
0-59	Fail
60-69	Pass
70-79	Merit
80-100	Distinction

Each on demand test will last for 60 minutes. 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 employers' premises. The definition of a 'controlled environment' will be clearly defined and explained by the independent end assessor in line with arrangements prescribed by the assessment organisation, prior to scheduling the test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator.

Assessment organisations must ensure the on demand test can be downloaded and completed offline to allow for use in non-standard situations, such as on deployment.

Results should ideally be provided instantly when the test is taken online, and immediately upon reconnection if taken offline. Any tests taken in an alternative format should have results be provided within fourteen working days.

## Annex D: Practical observation specification

Candidates will be observed completing one of the three scenarios listed below for their relevant specialist function in their workplace. Each observation will last one hour, 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 independent end 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 one.

Elements of the standard to be assessed by observation are identified in Annex A. 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 independent end assessor will plan the observation in advance with the employer and brief the apprentice fully on the day, 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 (see Annex B). 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.

**Core observation requirements and grading requirements** – Every apprentice must be observed against the following criteria:

	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating at least five of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>Safety, compliance and legislation</b>	<ul style="list-style-type: none"> <li>• Ensure area of responsibility complies with procedures and legislative requirements</li> <li>• Ensure self and team correctly report hazards as identified</li> <li>• Act within standard operating procedures at all times</li> <li>• Take action to deal with hazards in line with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure compliance of team members within area of responsibility</li> <li>• Correct non-compliance in area of responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively promote compliance with procedures and legislation – e.g. challenge suspicious persons</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ensure accurate and timely communication with the right people at the right time using the correct method</li> <li>• Ensure communication is received and understood</li> <li>• Adapt language and tone to match audience and situation</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all communications are effective and understood, anticipating additional appropriate information requirements and liaising with key people to facilitate ongoing information flow</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure excellent communication with all internal and external stakeholders</li> </ul>
<b>Inter-personal skills</b>	<ul style="list-style-type: none"> <li>• Work as a part of a team to ensure adequate performance in the role</li> <li>• Provide appropriate guidance for team members</li> </ul>	<ul style="list-style-type: none"> <li>• Take initiative as part of a senior team member or supervisor to improve performance in the role within limits of operation</li> </ul>	
<b>Aviation systems</b>	<ul style="list-style-type: none"> <li>• Ensure prescribed systems are used correctly</li> <li>• Report faults or errors as they occur</li> <li>• Take action to maintain systems to prevent faults or errors</li> </ul>		
<b>Aviation timescales</b>	<ul style="list-style-type: none"> <li>• Ensure minimum performance expectations are met in own area of responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure team within area of responsibility work efficiently to meet and exceed timescales to complete tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Organise and prioritise work to make the most efficient use of time and complete core and relevant additional tasks within timescales</li> </ul>

**Specialist Function 1: Aircraft handling:**

Scenario	Requirements:
1	Aircraft Load (outsized / specialized) – As the leader of an aircraft loading team, you are to lead a team conducting the loading of an outsized or specialized load on to an aircraft. You are to plan, supervise and direct team member to ensure the loading of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures
2	Aircraft Load (ULDs - pallets and containers, loose or bulk loaded) – As the team leader of a loading team you are to lead a team conducting the loading on to an aircraft. You are to plan, supervise and direct team member to ensure the loading of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures
3	Aircraft Unload (ULDs - pallets and containers, loose or bulk loaded, outsized or specialized) – As the team leader of an unloading team you are to lead a team conducting the unloading of a load from an aircraft. You are to plan, supervise and direct team members to ensure the unloading of the aircraft is conducted in a safe and timely manner in accordance with organisational procedures

	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating ALL of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>Marshalling</b>	<ul style="list-style-type: none"> <li>Ensure area and equipment are ready for aircraft / vehicle marshalling</li> <li>Ensure all marshalling conforms to organisational and legal requirements</li> </ul>	<ul style="list-style-type: none"> <li>Effectively plan the handling of aircrafts / vehicles to maximise the resources and airside facilities</li> </ul>	
<b>Load Instruction Report (LIR)</b>	<ul style="list-style-type: none"> <li>Complete basic information on LIR for load (bulk, ULD, oversized or specialist loads)</li> <li>Brief team on LIR</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensively complete LIR maximising load space and available weight</li> <li>Ensure team are fully briefed and understand the LIR and load requirements</li> </ul>	
<b>Assets / processes</b>	<ul style="list-style-type: none"> <li>Plan the loading / unloading of an aircraft</li> <li>Lead the team to load / unload an aircraft</li> <li>Supervise the process of loading / unloading of an aircraft in line with organisational procedures</li> </ul>		<ul style="list-style-type: none"> <li>Take responsibility and accountability for planning and managing the load / unload of an aircraft efficiently</li> </ul>
<b>Time management</b>	<ul style="list-style-type: none"> <li>Ensure load / unload is completed within required timescales</li> <li>Ensure correct personal protective equipment (PPE) is worn when operating</li> </ul>	<ul style="list-style-type: none"> <li>Lead the team efficiently to load / unload and maximise use of time available</li> </ul>	<ul style="list-style-type: none"> <li>Prioritise and organise work of team to ensure maximum performance when loading / unloading</li> </ul>
<b>Specialist equipment / vehicles</b>	<ul style="list-style-type: none"> <li>Ensure correct specialist equipment / vehicles are checked prior to use to ensure serviceability</li> <li>Select correct specialist equipment / vehicle for the task</li> <li>Ensure specialist equipment is used correctly to complete task</li> </ul>		
<b>Aircraft holds / floors</b>	<ul style="list-style-type: none"> <li>Ensure aircraft holds / floors are prepared in accordance with loading requirements</li> </ul>	<ul style="list-style-type: none"> <li>Lead and advise the team in the correct and safe preparation of the aircraft hold and floors</li> </ul>	

**Specialist Function 2: Aircraft movement:**

Scenario	Requirements:
1	<p>The operation of an airside vehicle:</p> <p>Observations of a learner ensuring all staff are following correct procedures before during and after the operation of any aviation vehicle. Make sure that personal driving authorisation is appropriate and current for the vehicle and that the vehicle has been inspected and remedial action is taken for any faults, monitoring that all aviation driving regulations are adhered to.</p>
2	<p>Operate aviation specialist equipment when moving an aircraft:</p> <p>Observation of a learner ensuring all staff have selected the correct piece of specialist equipment and a pre-use inspection is completed. Certify that function checks of the specialist equipment have been completed. Monitor how safety equipment is worn/used and the behaviour of staff operating airside to ensure compliance with local requirements. Utilising the equipment and its use is in accordance with the operating procedures to move the aircraft safely and storing equipment correctly after use.</p>
3	<p>Airside marshalling:</p> <p>Observation of a learner marshalling an aircraft, to include Interpreting signals from the flight deck crew/ brake personnel of an aircraft correctly wear the correct personal protective equipment (PPE) for marshalling. Ensuring a wing walker is provided when required and identifying the safest route for the aircraft provide the movement's crew with guidance to safely position aircraft.</p>



	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating at least five of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>The operation of an airside vehicle</b>	<ul style="list-style-type: none"> <li>• Ensure correct personal protective equipment (PPE) is worn when driving</li> <li>• Ensure team members hold in-date driving authorisation for the vehicle</li> <li>• Ensure the vehicle has been inspected before use and take remedial action in response to any vehicle faults</li> <li>• Operate the vehicle in a controlled manner in all conditions</li> <li>• Follow airside road signs, markings, and traffic lights at all times</li> <li>• Make sure that all doors and shutters (where relevant) are closed when driving the vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Park the vehicle safely in correct areas in line with organisational procedures</li> <li>• Demonstrate the knowledge of how to give priority to moving aircraft reverse the vehicle in line with aviation and organisational procedures</li> <li>• Secure vehicle loads in line with organisational procedures</li> <li>• Take the most direct route between places on the airfield whenever possible</li> </ul>	<ul style="list-style-type: none"> <li>• Drive in a way that recognises other vehicle movements on the airfield</li> <li>• Take remedial action when foreign objects or spillages are seen on the airfield</li> <li>• Report dangerous or unsafe practices to the correct person</li> </ul>
<b>Operate aviation specialist equipment when moving an aircraft</b>	<ul style="list-style-type: none"> <li>• Arrived punctually</li> <li>• Dressed in the correct PPE</li> <li>• Suitably trained with good awareness of specialisation</li> <li>• Ensure the correct equipment for the task is being used</li> <li>• Ensure pre-use checks are carried out effectively</li> <li>• Ensure standard operating procedures are adhered to</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a thorough knowledge of the task to the team by way of a brief</li> <li>• Identify a number of hazards which may be associated with the equipment and explain the measures in place to safeguard these</li> </ul>	<ul style="list-style-type: none"> <li>• Correctly identify, report &amp; follow through rectification procedures</li> <li>• Plan and conduct the safe and expeditious movement of aircraft within the area of responsibility</li> </ul>
<b>Airside marshalling</b>	<ul style="list-style-type: none"> <li>• Ensure the correct marshalling equipment is available</li> <li>• Wear the correct personal protective equipment (PPE) for marshalling</li> <li>• Prepare the aircraft stand/ramp area for activity</li> <li>• Interpret and use correct, clear signals</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the aviation area is clear of foreign object debris (FOD)</li> <li>• Demonstrate an awareness of adjacent aviation activity</li> <li>• Ensure correct number of personnel are available to safely move the aircraft</li> </ul>	<ul style="list-style-type: none"> <li>• Take action to reduce adjacent conflicting activity</li> <li>• Demonstrate a sound awareness of all emergency signals</li> </ul>

	<p>to and from the flight deck of an aircraft correctly</p> <ul style="list-style-type: none"> <li>• Identify which route the aircraft is to be marshalled</li> <li>• Provide the flight deck crew with guidance to safely position aircraft</li> </ul>	<ul style="list-style-type: none"> <li>• Co-ordinate the actions of marshallers and other functions</li> </ul>	
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### Specialist Function 3: Fire fighter

Scenario	Requirements:
1	Structural Incident With Simulated Fire – As a team leader of a fire fighting watch, attend a simulated structural incident. Wear breathing apparatus (BA) as BA team leader to save and preserve life by carrying out correct fire fighting and search procedures
2	Aviation incident – As a team leader of a fire fighting watch, attend a simulated aviation incident with fire or other problem. Carry out your role in taking the lead resolving fire and rescue operations or special service operations
3	Hazardous material incident – As a team leader of a fire fighting watch, take part in a simulated hazardous material incident. Take the lead in setting up decontamination or take part as a team leader in wearing BA using the correct chemical protection and carry out the correct procedures for decontamination

	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating ALL of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>Punctual</b>	<ul style="list-style-type: none"> <li>• Arrive on time</li> <li>• Arrive prepared</li> </ul>		
<b>Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• Select correct PPE</li> <li>• Correctly wear PPE</li> <li>• Ensure PPE is serviceable</li> </ul>		
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Select appropriate form of communication</li> <li>• Communicate according to the needs of the audience</li> </ul>	<ul style="list-style-type: none"> <li>• Request information from suitable sources</li> <li>• Communicate with a variety of sources</li> <li>• Communicate information which may aid the resolution of the incident</li> </ul>	
<b>Lead task</b>	<ul style="list-style-type: none"> <li>• Confirm brief given</li> <li>• Carry out task given adequately</li> <li>• Ensure safety of your team</li> </ul>	<ul style="list-style-type: none"> <li>• Take appropriate actions within risk area</li> <li>• Ensure task is carried out effectively</li> <li>• Provide information to aid resolution of the incident</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure a timely and successful completion of team's task</li> <li>• Ensure your actions aid the reputation of your organisation</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li>• Ensure equipment is serviceable prior to use</li> <li>• Ensure team use equipment safely and adequately</li> <li>• Ensure team use equipment appropriate to the task</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure team use equipment effectively</li> <li>• Ensure team change equipment if current equipment is not effective</li> </ul>	<ul style="list-style-type: none"> <li>• Implement solutions for ineffective equipment</li> <li>• Ensure team use equipment to optimum use ensuring timely completion of task</li> </ul>

**Specialist Function 4: Flight operations**

Scenario	Requirements:
1	<p>Support flight operations:</p> <p>Undertake the booking process of diversion airfields for inbound aircraft or en-route diversions. The learner should show how to decide which airfields should be used and why? The booking process and any amendments to the commitment that may be required throughout the day to maintain flight operations. This could include weather diversions and crash diversions. The observation can also include any other Flight Operations duties that may take place.</p>
2	<p>Monitor the weather in an aviation environment:</p> <p>Observe the learner obtaining all available weather in an aviation environment. The information needs to be authenticated and distributed accordingly to all relevant parties. The learner should also show that they can respond to any extra weather reports such as pilot reports and weather specials. The learner should show that they can decode weather reports where necessary and show how weather reports are passed between parties involved.</p>
3	<p>Resolve multi-faceted aviation issues:</p> <p>Observe the learner taking a leading role in a major aviation issue / emergency in an aviation environment. For example aircraft crash, aircraft fire, fuel emergency. (These may be simulated) The learner should play an active part in all facets of the issue / emergency within own area of responsibility from its inception to its completion, ensuring that all elements are completed in accordance with the laid down procedure. The learner should also be able to give a debrief, if requested, on completion of the incident on how it proceeded and any possible improvements for the future.</p>

	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating ALL of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>Support aviation operations</b>	<ul style="list-style-type: none"> <li>• Maintain the collection of operational information on aircraft movements and operating conditions from all available sources</li> <li>• Disseminate operational information in a timely manner to all relevant parties in line with organisational procedures</li> <li>• Ensure visual displays of aircraft movements are accurate in line with organisational procedures</li> <li>• Process aircraft progress and operational information in line with organisational procedures.</li> <li>• Record contingency plans in line with organisational requirements</li> <li>• Tell all relevant parties about new and revised contingency plans in line with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Record aircraft progress and operational information accurately and clearly</li> <li>• Use all available information sources and contingency plans in case of flight irregularities</li> <li>• Review and revise contingency plans in response to changing circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain approval for contingency plans</li> <li>• Implement contingency plans according to own level of responsibility</li> </ul>
<b>Monitor the weather in an aviation environment</b>	<ul style="list-style-type: none"> <li>• Collate all incoming information relating to current and forecast weather using all available information sources</li> <li>• Seek clarification from designated forecast unit of weather reports</li> <li>• Acknowledge receipt of information in line with organisational procedures</li> <li>• Observe weather conditions in immediate vicinity</li> <li>• Record information about current and forecast weather in line with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate pilot and agency reports about weather conditions to ascertain changes</li> <li>• Collect contingency plans on weather diversions</li> <li>• Ensure routine meteorological information is shared with others and record the information provided</li> <li>• Identify significant changes in current and forecast weather and their implications</li> </ul>	<ul style="list-style-type: none"> <li>• Take appropriate actions in response to changes in current and forecast weather</li> <li>• Implement contingency plans due to weather</li> </ul>
<b>Reducing aviation hazards</b>	<ul style="list-style-type: none"> <li>• Arrived punctually</li> <li>• Dressed in the correct PPE for the environment</li> <li>• Identify types of hazard</li> <li>• Conduct FOD Plod, safely and effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate hazards / potential hazards to the appropriate level</li> </ul>	<ul style="list-style-type: none"> <li>• Rectify hazards, such as clearing FOD, reporting actions taken to the appropriate authority</li> </ul>

	<ul style="list-style-type: none"> <li>• React to potential hazardous situations, such as FOD intake</li> </ul>		
<b>Resolve multifaceted aviation issues</b>	<ul style="list-style-type: none"> <li>• Collect and interpret information from others about problems they have raised</li> <li>• Ask others appropriate questions to check own understanding of problems</li> <li>• Share feedback with others to help identify and prevent possible problems</li> <li>• Identify any connected problems and the range of factors affecting them.</li> <li>• Identify a number of available methods for resolving complex aviation problems</li> <li>• Discuss and agree the proposed option for solving the problem with others</li> <li>• Take action to put the agreed option into practice</li> </ul>	<ul style="list-style-type: none"> <li>• Consult with others to identify and confirm the options available</li> <li>• Work out the main features, advantages, disadvantages and risks of each option</li> <li>• Suggest other ways that problems may be resolved if personal help cannot be provided</li> <li>• Keep others fully informed about what is happening to resolve the problem(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Choose the best overall option to solve the problem</li> <li>• Communicate with others to make sure that any commitments related to solving the problem are kept</li> </ul>

**Specialist Function 5: Passenger services**

Scenario	Requirements:
1	<p>Monitor check in and resolve customer issues:</p> <p>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</p>
2	<p>Monitor the board through and embarkation of passengers:</p> <p>Ensure the passenger handling team effectively manage the board-through of passengers into the departure lounge and onto 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</p>
3	<p>Passenger disruption:</p> <p>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 teams 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</p>



	In order to pass all apprentices will demonstrate ALL of the following:	In addition to pass criteria apprentices can achieve a merit by demonstrating ALL of the following:	In addition to pass and merit criteria apprentices can achieve a distinction by demonstrating ALL of the following:
<b>Departure Control System (DCS)</b>	<ul style="list-style-type: none"> <li>Use DCS adequately</li> </ul>	<ul style="list-style-type: none"> <li>Displays good knowledge of DCS</li> </ul>	<ul style="list-style-type: none"> <li>Displays excellent knowledge of DCS</li> </ul>
<b>Promotion of corporate image/ branding</b>	<ul style="list-style-type: none"> <li>Presents a positive corporate image</li> <li>Wears uniform to corporate standard</li> <li>Acts in a manner that protects corporate values</li> </ul>	<ul style="list-style-type: none"> <li>Fully understands the importance of brand awareness and the necessity corporate image to display effective communication of corporation</li> </ul>	<ul style="list-style-type: none"> <li>Always presents a positive corporate image</li> <li>Acts in a manner that promotes corporate values</li> <li>Personality reflects positive corporate image</li> </ul>
<b>Communication with passengers and employees</b>	<ul style="list-style-type: none"> <li>Adequately practises the required skills for interacting with passenger and employees; e.g.</li> <li>Gives adequate information/direction to assist employees with passenger interactions</li> <li>Communicate directly with passengers as required</li> </ul>	<ul style="list-style-type: none"> <li>Utilises the required skills for interacting with passengers and employees; e.g.</li> <li>Communicating appropriately with employees to promote confidence</li> <li>Assess/evaluate passenger and employee needs based on information gained throughout the interaction</li> <li>Give clear and concise information/ direction</li> </ul>	<ul style="list-style-type: none"> <li>Fully engages with employees to develop customer experience;</li> <li>Communicate with the employee to improve awareness and delivery of customer service, adapting to meet individual needs</li> <li>Fully assess/evaluate employee's ongoing needs and offer appropriate advice/assistance</li> </ul>
<b>Maintaining pace of work</b>	<ul style="list-style-type: none"> <li>Meets standard in given timeframe</li> </ul>	<ul style="list-style-type: none"> <li>Delivers standard within reduce timeframe or exceeds standards within time frame</li> </ul>	<ul style="list-style-type: none"> <li>Exceeds standards within reduced timeframe</li> </ul>
<b>Correct handling of travel documentation</b>	<ul style="list-style-type: none"> <li>Displays a good knowledge of travel documentation (e.g. passports, diplomatic documentation, visas etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Displays excellent knowledge of travel documentation</li> <li>Can resolve documentation discrepancies</li> </ul>	
<b>Disruption</b>	<ul style="list-style-type: none"> <li>Adequately oversee disruptions e.g. fire evacuation, flight delay, security alert, DCS outage ensuring all involved follow procedure</li> </ul>		
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Ensure effective teamwork</li> <li>e.g. cooperation , involvement, assistance</li> </ul>	<ul style="list-style-type: none"> <li>Invest in team, promotion of empowerment, offering development opportunities</li> </ul>	

## Annex E: Professional discussion specification

The professional discussion is a structured discussion between the apprentice and their independent end 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 independent end assessor should be the same person who conducted the observations. It allows the independent end assessor to ask the apprentice questions in relation to:

- ✓ The period of learning, development and continuous assessment
- ✓ Coverage of the standard
- ✓ Personal development and reflection

The apprentice will be informed of the requirements prior to the discussion, and will refer to any relevant work place evidence which they can provide in advance at the request of the independent end assessor. The discussion must be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The professional discussion will be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. Where the discussion is not face-to-face independent end assessors must ensure adequate controls are in place to maintain fair and accurate assessment. A standard template supplied by the assessment organisation which can be contextualised by the independent end assessor for each assessment will be used, to ensure that standards are secure but interviewers are able to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored. The professional discussion will be planned in advance to allow for quality assurance and the apprentice will be given the template in advance so they are able to prepare responses and additional evidence.

In order to achieve the professional discussion the apprentice will demonstrate their competence against each area of the standard identified in Annex A. The apprentice may explain how they have achieved these knowledge, skills and behaviours in their workplace, using supporting documentation as appropriate. Once the assessor is satisfied the apprentice knows, shows and lives these sections on a consistent basis they will conclude the discussion.

The professional discussion will typically last sixty minutes and will be scored by the independent assessor using the standard template. The template will record full details of all marks applied (and evidence referenced) by the assessor. The professional discussion may be conducted using technology such as video link, as long as fair assessment conditions can be maintained.



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