

Working with ELS End-Point Assessment

Independent End Point Assessor - Supporting Evidence of Competency

Each apprenticeship standard sets out very clear requirements for occupational competency that we (ELS) must ensure our assessment team meet.

Please provide [detailed information](#) for how you meet the requirements of the **Aviation Operations Manager Level 4** Standard (and pathways, where appropriate) you are applying to assess.

Name:	
Date:	
Do you hold an Assessors qualification? (D32, D33, A1, CAVA) Please list dates achieved (or dates expected if working towards):	
Do you hold an Internal Quality Assurance (IQA) Qualification (D34, V1)	
Do you hold any current and valid DBS checks?	
Date the DBS Check was completed:	

STANDARD:	Occupational competency requirements, as set out in the assessment plan:	How do you meet these occupational competency requirements? <i>Consider including information such as: details of environments you have worked in, currency of your practical competence, dates and timeframes of experience, how you remain current, details of any professional registrations or qualifications you hold, <u>specific to standard and/or pathway</u>.</i> NB. For standards which have multiple pathways, please enter N/A for the pathways you have no experience in. https://www.instituteforapprenticeships.org/media/1167/aviation_operations_manager.pdf Please click on the link to look up latest Apprenticeship Standard.	<u>Internal use only:</u> Score
Aviation Operations Manager L4	Have excellent knowledge and understanding of the apprenticeship standard.		
	Do you hold qualifications, or have undertaken training, that has legislative and technical relevance to the Aviation Operations Manager apprenticeship standard?		
	Do you have 'hands on' experience in a role within Aviation Operations Management industry for the last 12 months?		
	How do you keep your CPD for this standard up to date?		

	Key knowledge, Skills and Behaviours as set out in the assessment plan:	How do you meet the standard criteria for the KSBs listed below? <i>An understanding of the apprenticeship standards and the assessment models used, with specific knowledge about the relevant industry area for the role. Explain your “hands on” experience within the following areas. Please include dates and as much detail as possible. As you type into the boxes they will expand.</i>	<u>Internal use only:</u> Score
	Safety Knowledge of Health and safety legislation in aviation relevant to the organisation and own role.		
	Security Manage aviation security and what action to take in the event of a breach of security.		
	Compliance & Legislation Manage and comply with aviation procedures and regulations to meet legislative and organisational requirements.		
	Communication Manage communications with users, staff and external agencies, selecting appropriate methods and language.		
	Resource management Manage resources effectively to ensure the efficient running of department in line with organisational procedures.		
	Airport operations Understand fully the importance of cohesive airside operations and how each specialist function links with each other.		

	<p>SLA / SOPs Knowledge of the agreed levels of performance and standard operational procedures within own area of responsibility.</p>		
	<p>Disruption, incidents & Emergencies How to manage staff and resources to ensure compliance with procedures to mitigate disruption, incidents and emergencies.</p>		
	<p>Staff performance The rights and responsibilities of staff and the organisation's systems and procedures for ensuring effective management of staff e.g. recruitment, performance reviews, learning and development, discipline, grievance, industrial relations.</p>		
	Specialist functions 1:	Aircraft Handling Manager	
	<p>Payload and zero fuel weight (ZFW), weight & balance Aircraft documentation Manage, within own remit, maximum payload utilisation in line with organisation's commercial targets.</p>		
	<p>Airside Ramp Operations Manage effective ramp operation, including arrival, turnaround and departure, for the organisation, ensuring relevant communication with all other airport stakeholders and government agencies to ensure effectiveness of the whole aviation operation.</p>		

	<p>Aircraft Movements Ensure safe movement of aircraft, including effective scheduling and aircraft flow management, in line with stakeholders' operational targets.</p>		
	<p>Manage and coordinate airside handling team members, assets and vehicles – air cargo handling equipment (ACHE) Manage resources effectively to ensure the efficient running of department in line with organisational procedures.</p>		
	<p>Specialist functions 2:</p>	<p>Aircraft Movement Manager</p>	
	<p>Manage the airside movement of aircraft and or vehicles Manage the day-to-day operation of movement teams at airports/ heliports and other landing platforms and movements' specialists, ensuring the execution of activities is in accordance to aviation.</p>		
	<p>Manage an airside movements team 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 and within required timescales.</p>		
	<p>Facilities Management Ability to analyse and interpret codes and regulations and use information to maximise operational performance when planning, organising and supervising the work of others and setting priorities.</p>		

	<p>Interpersonal Skills Management Ability to establish and maintain positive relationships, promoting strong interrelationships with other airport users, including hanger owners, leasing tenants, fixed base operators, business and the general public. Maintains records required under regulations and the need for compliance with all regulations including Health and safety.</p>		
	Specialist functions 3:	Fire Service Watch Manager	
	<p>Manage an on duty fire service watch Maintain Fire service workplace activities to meet requirements while maintaining healthy, safe and productive working conditions, including takeover / handover of a duty watch, ensuring sufficient resources are available to manage the watch and recommendations for improvement to work activities are made when necessary.</p>		
	<p>Manage a multi appliance aviation fire & rescue incident Plan and implement actions to meet the needs of the incident, lead and resolve a multi appliance aviation fire and rescue operational incident. Close down, hand over and debrief a multi appliance aviation fire & rescue operational incident.</p>		

	<p>Design and develop a multi appliance training scenario Plan a multi appliance training scenario, applying control measures to ensure a safe training environment and develop team/individual skills and knowledge.</p>		
	<p>Deliver and monitor a multi appliance training scenario Safely conduct a multi appliance training scenario in accordance with organisational requirements to develop individuals against objectives. Review a multi appliance training scenario and implement any necessary actions in accordance with organisational policy.</p>		
	Specialist functions 4:	Flight Operations Manager – Air Traffic Control (ATC)	
	<p>Manage Flight Operations – ATC Manage the safe movement aircraft whilst airborne within designated airspace and on the airfield.</p>		
	<p>Manage a flight operations team – ATC Manage the planning of the required amount of resources, including the allocation of work to meet the departmental aims.</p>		
	<p>Driving Impart knowledge of rules and regulations for driving on an airfield to staff, monitor their performance and ensure compliance with organisation and regulatory requirements.</p>		

	<p>Airfield administration Manage processes and procedures to ensure completion in a timely manner enabling safe and efficient flow of air traffic.</p>		
	<p>Specialist functions 5:</p>	<p>Flight Operations Manager - Operations</p>	
	<p>Operations room administration Supply flight crew with aviation safety information.</p>		
	<p>Manage Flight Operations Manage the safe movement aircraft within own area of responsibility.</p>		
	<p>Planning Prepare and submit an IFPs approved flight plan. In the event of accident, incident or emergency, select an appropriate diversion air field.</p>		
	<p>Manage a flight operations team Manage the planning and allocation of resources to ensure safe and effective operation of the department in line with objectives and service standards.</p>		
	<p>Specialist functions 6:</p>	<p>Passengers Operations Manager</p>	
	<p>Travel documentation Manage travel documentation to ensure compliance with organisational and legal regulations, investigate service failures and errors recommending and taking appropriate action, liaising with stakeholders, including monitoring of systems and procedures, reports on failures and rejected travellers.</p>		

	<p>Check in Work with check in team, senior management and other stakeholders as required, making effective decisions to maintain operational standards and commercial performance, customer satisfaction and address check in issues.</p>		
	<p>Operational performance Manage terminal facilities in line with organisational procedures; anticipate the impact of external influences on aviation operation, to meet customer expectations within operational restrictions. Communicate with all relevant stakeholders when decisions which may affect the aviation operation need to be made.</p>		
	<p>Service performance Monitor performance against standards, investigating and addressing poor performance, anticipating future trends and adapting products and procedures to ensure consistent performance, maintain brand standards and anticipate and manage changes to aviation operations as a consequence of external factors and ensure effective communication with customers.</p>		

Thank you for your time completing this form

Please return your completed form to ELS by uploading your form at:

<https://www.elsbusinesstraining.co.uk/end-point-assessment/independent-end-point-assessors-and-internal-quality-assurers/>

or email it to epaenquiries@explosivelearningsolutions.com

