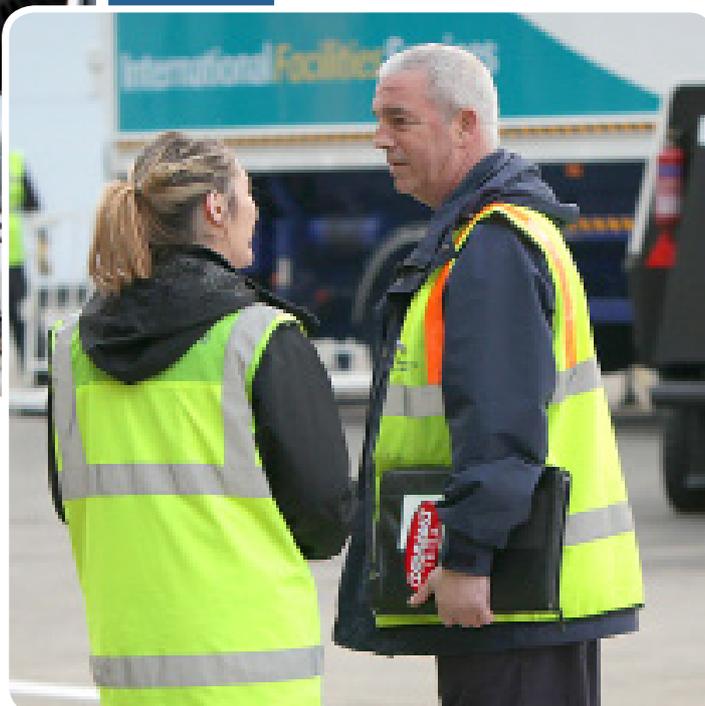
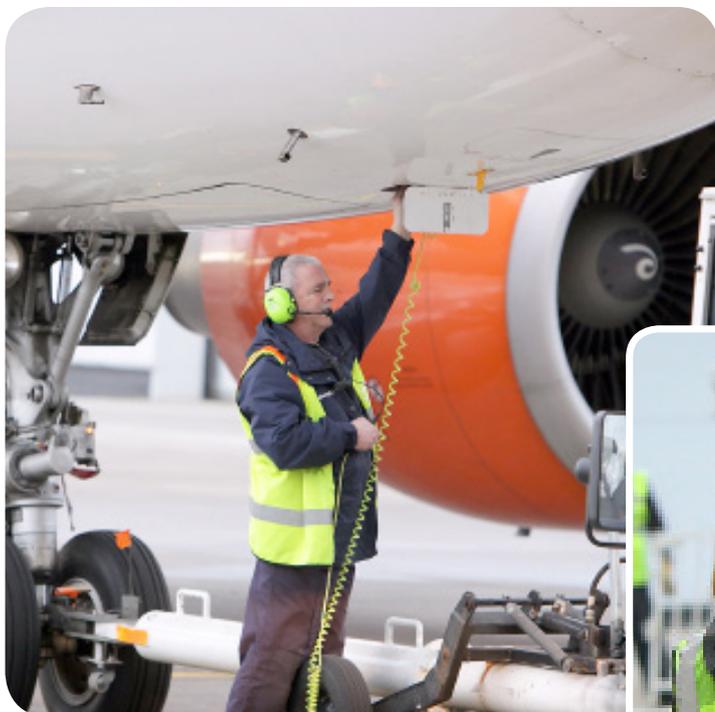


Developed by the Aviation Trailblazers, supported by



Airside operator standard: Assessment plan

July 2016

Assessment plan for the airside operator apprenticeship

This document sets out the requirements and process for end point assessment of the airside operator 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 airside operator apprenticeship standard.

Index

1. Apprentice's readiness for independent end assessment	2
2. Summary of assessment process	3
3. Graded assessments	4
4. Consistency, reliability and validity	4
5. Implementation – Airside operator	6
Annex A – Assessment methods against the standard	7
Annex B – Requirements for independent end assessors	11
Annex C – Assessment specification – on demand test	14
Annex D – Assessment specification – observation	15
Annex E – Assessment specification – professional discussion	17
Annex F – Observation scenario templates	18

Supporting documents

Airside operator apprenticeship standard

Airside operator assessment professional standard

Airside operator assessment content spreadsheet

(All supporting documents are freely available at People1st.co.uk)

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. The gateway to independent end assessment is to complete this period of learning and development and complete the internal sign off for the National Certificate for Airside Operators (NCAO) accessed via www.careersthatchange.co.uk/Licence-to-Practise. The NCAO is externally verified and used across the industry as a measure of competence in the job role and this external approach has been incorporated in the independent end assessment for this apprenticeship standard.

Developed alongside the airside operator apprenticeship standard, the certificate is being introduced as a voluntary licence to practice for the industry's workforce to meet the requirements of new European legislation. The development process has been supported by the Civil Aviation Authority, the inspection agent for the legislation. An apprentice meeting the standard and achieving the certificate will therefore meet the professional benchmark, whilst retaining the compliance audit requirements of an employer. Successful completion of the NCAO includes the completion of an online portfolio, which will be referenced in the professional discussion.

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. 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 successful completion of the independent end assessment demonstrates that the apprentice has achieved the industry set professional standard for an airside operator.

Once the apprentice has completed their training, development and on-programme assessment over a minimum twelve-month period, demonstrated competence across the entire standard and completed the online portfolio for the NCAO, 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 taking the independent end assessment the apprentice must achieve level 1 English and maths and take the test for level 2, if not already achieved on entry.

Once the employer is satisfied the independent end assessment can be arranged with an independent end assessor, meeting the requirements set out in Annex B. The independent end assessor will agree a plan and schedule for 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: an on-demand test; an observation and a professional discussion, details of which are given below. The on demand test must be the first assessment component, followed by the observation and finally the professional discussion. All assessment activities must be completed within a two-month assessment window.

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:

On demand test:

One hour on demand multiple choice and open question test, with scenario based questions to demonstrate application of knowledge, skills and behaviours, covering key elements of the standard. Externally set and marked, and undertaken either on the employer's premises or off site

A detailed specification for the on demand test is set out in Annex C

Observation:

Two 1.5 hour observations, selected from the list of eight possible scenarios, of the apprentice in their workplace. The observation will assess two key areas of the standard and allow the apprentice to demonstrate the maximum possible range of skills, knowledge and behaviours within the scenarios used.

A detailed specification for the observation is set out in Annex D

Professional discussion:

Structured discussion between the apprentice, employer (e.g. line manager) and independent end assessor to establish the apprentice's understanding and application of knowledge, skills and behaviours focusing on how they have performed during the apprenticeship and their overall achievement of the standard. The discussion will be based on the performance evidence generated in the NCAO portfolio

A detailed specification for the professional discussion is set out in Annex E

Completion:

The apprentice must pass all elements of the independent end assessment to complete the apprenticeship. As this role is safety critical and the requirements for competence are laid down in legislation there is a pass / fail only grading system for the standard.

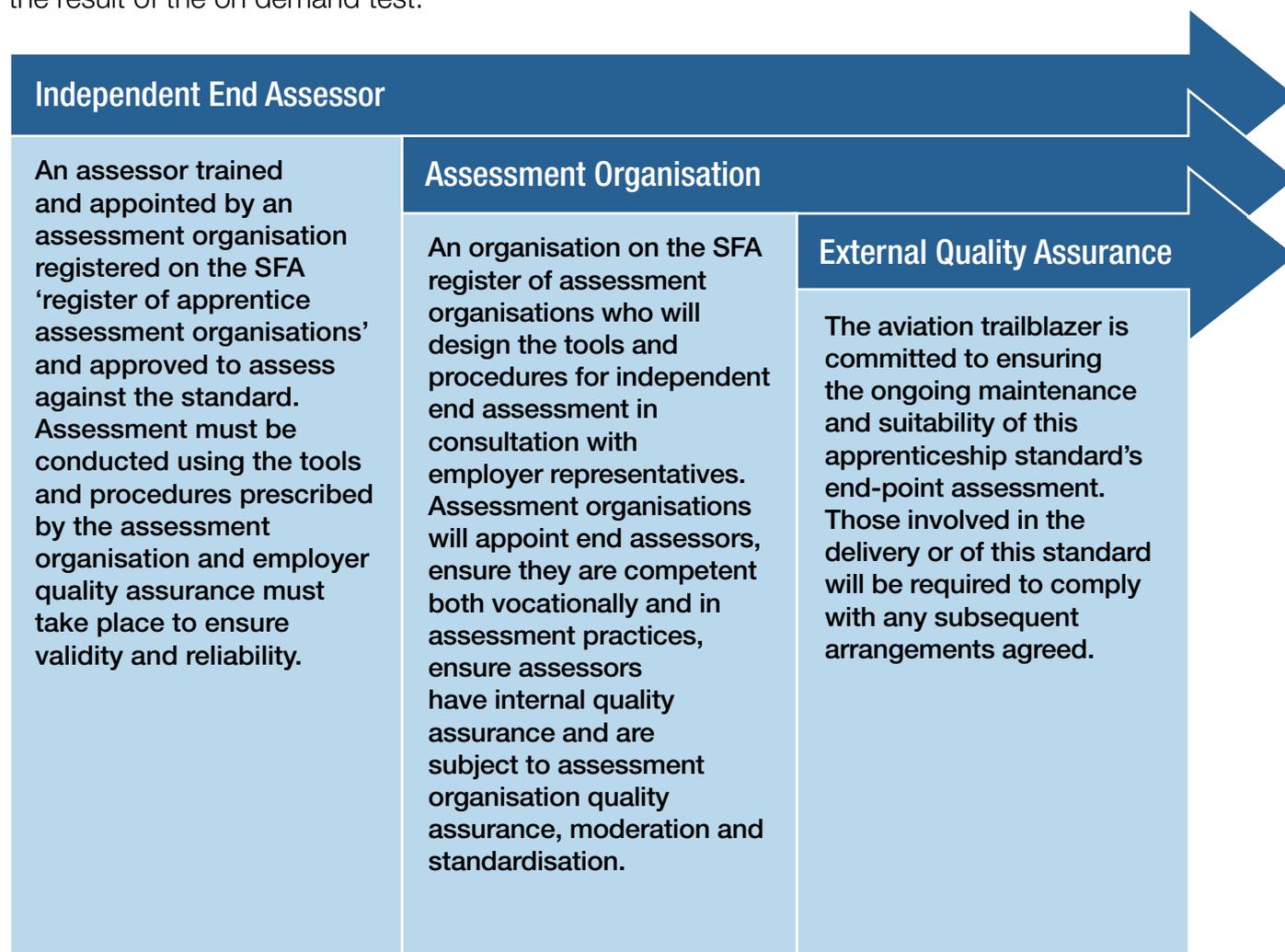
3. Graded assessments

The assessment for this apprenticeship matches international safety requirements for performance therefore it is not appropriate or practical to provide a range of grades. Safety and security are absolute; they are either achieved or not.

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.

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 assessment organisation based on the moderation of the results of the independent end assessor combined with the result of the on demand test.



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 employer and assessment organisation 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 airside operator 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 (see Annex B)
- ✓ The quality assurance of individuals conducting independent end assessments and of independent end assessment outcomes and results, by an SFA registered assessment organisation, including checks on occupational competence, assessment competence and continuing professional development, standardisation with other assessors and live and desk based quality assurance of assessment
- ✓ Requirements for standardisation of independent end assessments across assessment organisations
- ✓ 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 – Airside operator

It is anticipated that the cost of the airside operator end-point assessment will be approximately **20%** 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 of this plan, including the development of assessment tools by assessment organisations and briefings to on-programme delivery providers, which the trailblazer employer group will actively support.

Annex A – Assessment method by element of standard

Airside operators are the ‘eyes and ears’ of the airfield team, and spend much of their working day or night out on the airfield patrolling, inspecting and then addressing situations to ensure that the flow of arriving and departing aircraft are on schedule. Although every airport is slightly different, the role covers a multitude of tasks including area inspections; patrolling the perimeter fence around the airport; monitoring bird activity and clearing wildlife using specialist vehicles and equipment; monitoring aircraft turnarounds and marshalling. The airside operator works in a high risk, safety critical environment requiring excellent communication, prioritising, effective decision making, problem solving and technical skills. The role requires a keen sense of situational awareness and the need to work safely to minimise incidents and accidents.

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, which will reference evidence from the online certification platform for the NCAO

	Knowledge and Understanding (Know it)	IEA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Technical Operations	Understand aircraft characteristics and their performance, the features of aircraft and the basic principles of flight, and how to identify the type of aircraft arriving and departing from the airport	T	Apply the correct procedures and guidelines to enable the aircraft to operate safely around the airfield	O	Be adept at handling multiple tasks in a calm and organised manner	O
	Know how to recognise hazards and deal with spillages, foreign objects and other risks to safety and security airside	O	Inspect and patrol the manoeuvring area, runway, apron area and roads, to ensure they are fit for purpose, raising and following through faults and issues*	O	Use initiative and make sound judgements on available information	PD
	Know the characteristics of airfield surfaces, systems, lighting and equipment; the procedures for measuring and testing airfield serviceability and standards and how to action required maintenance	T	Maintain a record of airfield serviceability and direct and control airfield maintenance	PD	Be constantly vigilant and demonstrate a keen sense of situational awareness	O

	Knowledge and Understanding (Know it)	IEA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Technical Operations	Know the characteristics of airfield surfaces, systems, lighting and equipment; the procedures for measuring and testing airfield serviceability and standards and how to action required maintenance	O	Operate a vehicle airside and provide leader service to aircraft, emergencies, and contractors / airfield users*	O	Make effective and timely decisions when problems arise to keep people safe and operations flowing smoothly	PD
	Know how to recognise birds most commonly found in aerodromes and their behaviour, migration and roosting patterns and what actions to take to move birds and other wildlife away from the airfield	T	Monitor and control bird activity and wildlife to prevent disruption on the airfield	O	Use equipment and technology responsibly and effectively	O
	Know how to recognise significant changes in the weather and understand how to interpret and record meteorological, pilot, routine and special reports	PD	Monitor the weather and carry out specialist duties airside to ensure operational safety is maintained in low visibility and adverse weather conditions	PD		
	Know the business and civil licensing and inspection procedures and understand standard safety and working practices in relation to airfield operations	T	Monitor airfield condition and operations	O		
Safety	Know and understand the local and organisational procedures and safety rules and how they impact on operational duties	T	Carry out general safety patrols and enforcement action across the airfield*	T	Be committed to using safe working practices and promoting a safe, open and honest working environment	PD
Business	Understand how to achieve the business vision and objectives by taking ownership of own area of work	PD	Actively use techniques that support business performance and meet objectives	PD	Demonstrate personal drive to achieve the business vision and objectives	PD
Financial	Understand how operating safely, securely and efficiently with a drive to minimise disruptions to the operation impacts on the financial health of the business*	T	Actively use techniques to operate safely, securely and efficiently, minimising accidents, incidents and near misses	T	Be financially astute in work activities and act credibly on all matters that affect business finance	O

	Knowledge and Understanding (Know it)	IEA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Team	Know how to support and influence the team positively and recognise how all staff and teams are dependent on each other to meet business objectives	PD	Support team members to ensure the operation is delivered safely, on time and as agreed	PD	Encourage team to take a pride in their role through a consistently positive and professional approach	PD
Performance	Understand how personal performance impacts on safe, secure and effective operations	T	Work consistently to accomplish the best result, challenging personal methods of working and seeking methods for improvements	PD	Use a flexible and adaptable approach in a highly-paced, changing environment	PD
Legal and governance	Know how to work according to aviation and environmental regulations and local bye-laws and understand how to protect peoples' health, safety and security	T	Comply with legal requirements to minimise risk and inspire customer confidence; minimising disruption to the operation and maintaining the safety and security of people at all times	O	Advocate the importance of working safely and legally in the best interest of all people	T
Environment	Understand how work activities impact on the environment	T	Take action to minimise the effect of work activities on the environment	PD	Make responsible decisions to minimise the effect of work activities on the environment	T
Contingency	Know how to identify, plan for and minimise risks to the operation	T	Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the operation and risk to people	PD	Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome	PD
People and Diversity	Know how to identify and respond to individuals' needs in different situations and communicate with customers and colleagues from a diverse range of backgrounds and cultures	PD	Use effective methods of communication and operate in a fair and empathic manner that achieves the desired result	O	Actively listen and empathise with other people's point of view, respond politely and promote a fair, non-discriminatory and equal working environment	PD

	Knowledge and Understanding (Know it)	IEA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Staff development	Know how to communicate knowledge and experience of procedures to the team	PD	Pass on knowledge and experience of operations and procedures to new recruits and colleagues	PD	Support and encourage team members to develop and enhance skills to achieve the best result for customers and the business	PD
Leadership	Know how to take responsibility for own role within operation, and understand how own role contributes to the team and how the team output impacts on the wider organisation	PD	Motivate and inspire others to perform their role to the best of their ability in line with the business	PD	Visibly and authentically live the brand, culture and values of the business	O
Customer	Identify the customer profile of the business, understand the business growth strategy and its competitors*	PD	Respond to customers according to their needs in line with business standards, enhancing their experience where appropriate	PD	Actively seek feedback to improve own interaction with customers, and encourage others to do the same	PD
Armed Forces	Within the armed forces the requirements of the role differ due to allocation of roles and responsibilities according to rank and designation, for example, the Royal Air Force role of a Flight Operations Assistant is similar but differs in the following ways: A Flight Operations Assistant will be employed in one of two locations; an Operations Room or an Air Traffic Control (ATC) Tower. Within an ATC tower they will be employed as an Approach, Local, movements Logger, Radar assistant or Switchboard Assistant and as a Driver if able. An Operations Room Assistant will not generally spend time on the airfield. Non-drivers can also be employed in either location. Employers and representatives from both the RAF and commercial airports have come together to identify the main knowledge; skills and behaviour that they agree are essential for airside operators to achieve a professional standard. However due to limitations within the armed forces those marked with * will be assessed as either progression or transfer into airside operations in a commercial airport.					

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 professional standard for an airside operator
- ✓ 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

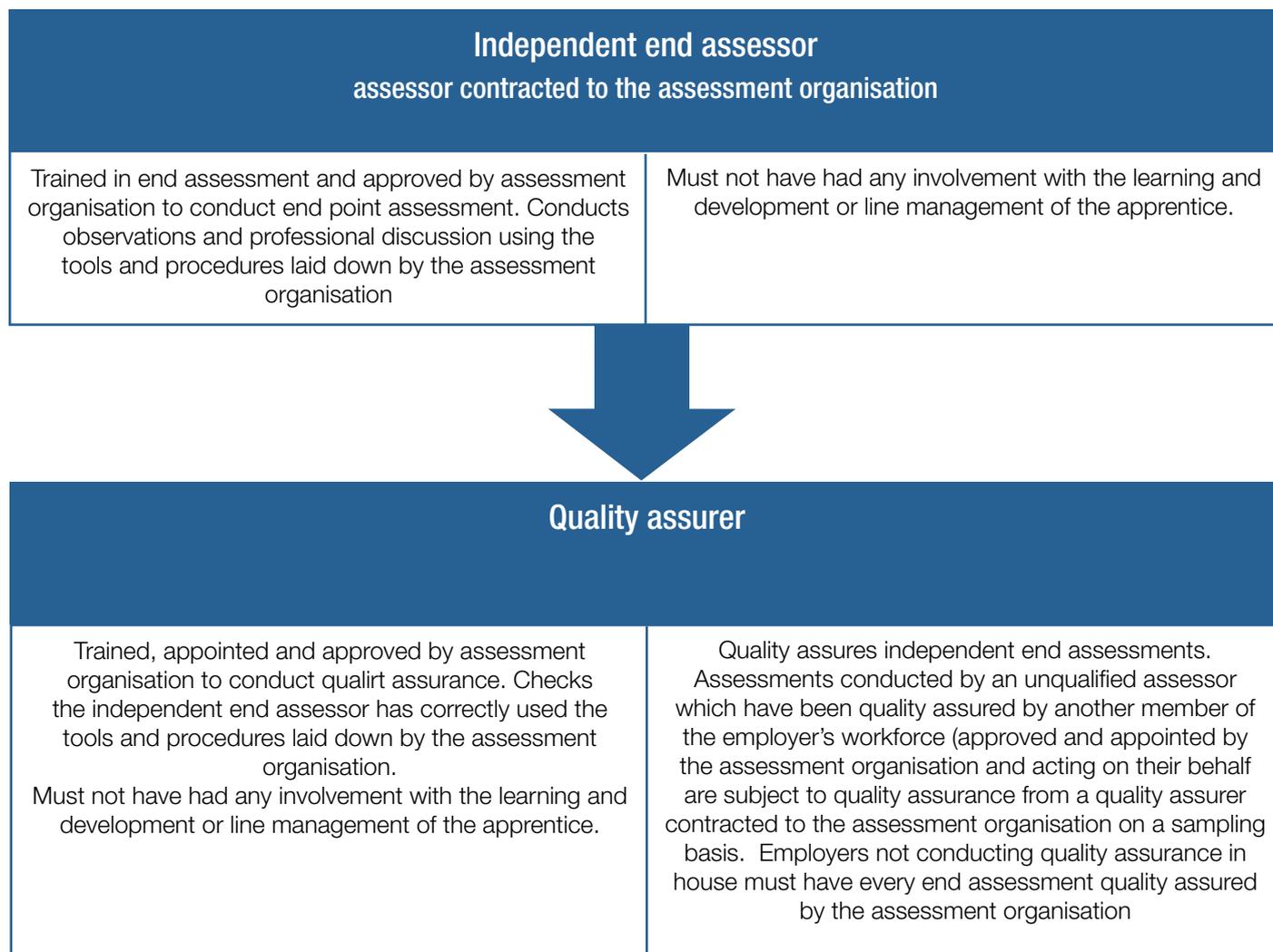
Keeping up to date with sector developments and new legislation

- ✓ 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 recommended this is 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 and further expanded in the assessment content spreadsheet found at www.people1st.co.uk.

The assessment will be an objective on demand test, will be in multiple-choice and open question short answer format and 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. Test specifications will include a clear rationale for pass level, which include a requirement for the pass mark to be set at a high percentage of correct answers. This should be 80% although tolerance of 5% is given to assessment organisations to ensure effective test design. Questions are subject to external audit.

The 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, 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 prior to scheduling the test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator.

Annex D: Practical observation specification

Candidates will be observed completing two of the scenarios listed below in their workplace. Each observation will last no less than 45 minutes and no more than 1.5 hours, 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.

Scenarios:

Runway / taxiway /ramp / apron inspection

Turn around audit

Wildlife strike hazard reduction

Adverse weather (simulation)

Marshalling

Emergency response (table top exercise)

Control of 'Works In Progress'

Lighting and signage inspection

During each assessment apprentices must demonstrate full competence in driving airside and using a radio in an aviation environment. The two scenarios selected can be in any combination except Adverse Weather and Emergency response as these are both simulated and the apprentice must demonstrate real work activities in at least one observation. 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. Tools must be based around the scenario templates located in Annex F.

The NCAO portfolio will demonstrate competence across the entire standard and will be assessed in the professional discussion, but in the same way that a driving test checks only a proportion of the manoeuvres learned so the selection of two scenarios will allow an independent assessor to spot check an appropriate proportion of the standard. Multiple apprentices in the same workplace must be tested over a range of the eight scenarios and not all complete the same two scenarios.

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 a runway inspection, or table top activities such as an emergency response drill. At least one of the two observations must be a real work activity, 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.

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 winter operations in the summer, unless there is unseasonable weather, or it is a table top exercise)
- ✓ 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 internal and external quality assurance. Each observation must be carried out in one session, except in exceptional circumstances such as an airside emergency, requirements for which will form part of the assessment criteria. Both observations may be conducted on the same day as long as the apprentice is given sufficient opportunity (at least one hour) to rest in between.

Each observation will be considered to be passed when the observation scenario template (Annex F) has been completed fully evidencing where criteria have been met by either observation of the apprentice or through supplementary oral questions, also recorded on the form. All areas on the template must be completed.

Completion of the independent end assessment will also include final external assessment of the NCAO.

Annex E: Professional discussion specification

The professional discussion is a structured discussion between the apprentice, employer and their independent end assessor. 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 their online certification platform for the NCAO to assist them to demonstrate their competence. 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 which can be contextualised 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 activity in line with sampling requirements and will cover the elements of the standard identified in Annex A.

The professional discussion will typically last one hour 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.

In order to achieve the professional discussion, the apprentice will demonstrate their competence against each of the following areas, EXCLUDING the two covered during the observations:

Runway / taxiway /ramp / apron inspection

Turn around audit

Wildlife strike hazard reduction

Adverse weather (simulation)

Marshalling

Emergency response (table top exercise)

Control of 'Works In Progress'

Lighting and signage inspection

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.

Annex F: Scenario observation templates

The following pages contain the eight scenario templates to be utilised as part of the independent end assessment and to complete the external assessment of the National Certificate for Airside Operators. There are eight scenarios:

Runway / taxiway /ramp / apron inspection

Turn around audit

Wildlife strike hazard reduction

Adverse weather (simulation)

Marshalling

Emergency response (table top exercise)

Control of 'Works In Progress'

Lighting and signage inspection

The current versions on date of publication of this plan are given below; however assessment organisations must ensure they keep up to date with any amendments, which will be uploaded to the NCAO platform at **www.careerthatmove.co.uk/National-Certificate-in-Airside-Operations**

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
--------------------------------------	--

<p>NAME:</p> <p>TITLE:</p>	<p>NAME:</p> <p>TITLE:</p>
<p>AERODROME:</p> <p>LOCATION OF TRAINING:</p>	<p>CONTENT START DATE:</p> <p>DURATION OF TRAINING:</p>
<p>TRAINING/ASSESSMENT METHOD:</p> <p>OBSERVATIONAL</p>	<p>INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE:</p> <p>SIGN OFF DATE:</p>

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:

**AERODROME COMPETENCE
TRAINING INSTRUCTOR/ASSESSORS
COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE**

Candidate must carry out a routine and/or detailed airside surface inspection

Please see below activities for candidates completion during assessment:

PART 1 – GENERAL

- a) Understanding of the your aerodrome inspection system, including full definition
- b) Understanding of fault reporting process
- c) Any faults identified, marked (if required), recorded and reported correctly
- d) Vehicle speed appropriate for type of inspection
- e) Aware of current Airfield state? , e.g. LVP, Weather, Runway in use etc.
- f) Aware of any contractors working airside and their location – permit checked

PART 2 – PREPARATION

- a) Vehicle daily inspection completed satisfactorily
- b) Radios serviceable – all relevant channels
- c) Check serviceability of PDA or laptop (if relevant)
- d) Equipment carried for marking of faulted areas (spray cans, chalk, etc.)
- e) Correct PPE worn (Hi Vis, gloves, safety footwear)
- f) Correct equipment carried, e.g. Broom, Shovel, Camera etc. (all if relevant)
- g) Route planned beforehand

PART 3 – APRONS/STANDS

- a) Overall layout and cleanliness checked? FOD/Spillages appropriate actions understood
- b) Surface conditions checked – cracking, spalling, mud-pumping etc.
- c) Paint markings checked – conspicuous, colour, compliance
- d) Floodlighting serviceable not damaged or obscured
- e) Drain condition checked? Any evidence of pooling or ponding
- f) Joint Sealing condition checked
- g) Check equipment and vehicles parked correctly
- h) Check Emergency Stop and Emergency Telephone working?

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 - GENERAL

a	
b	
c	
d	
e	
f	

PART 2 - PREPARATION

a	
b	
c	
d	
e	
f	
g	

PART 3 - APRONS/STANDS

a	
b	
c	
d	
e	
f	
g	
h	

- i) Check Stand identification and guidance- provided and serviceable?
- j) FOD/Petrol Oil & lubricants, spill kit, cones – checked
- k) Condition of Fuel hydrants and any pits checked

PART 4 – TAXIWAYS

- a) Taxiway cleanliness checked? FOD identified and actions to remove
- b) Surface conditions checked – cracking, spalling, mud-pumping etc.
- c) Paint markings checked – conspicuous, colour, compliance
- d) Signage checked – positioned correctly, compliant, lit, not obscured
- e) AGL not damaged or obscured? Able to identify different types
- f) Drains condition checked? Any evidence of pooling or ponding
- g) Joint Sealing condition checked
- h) Check pavement edge for erosion

PART 5 – GRASS AREAS

- a) Check condition of grass – ponding, bare patches, blast erosion, wheel ruts, depressions etc.
- b) Check general condition of grass, optimum height, weeds, FOD

PART 6 – RUNWAYS

- a) Demonstration of correct RT procedures for runway inspection, appropriate vehicle speed
- b) Runway cleanliness checked? Any FOD identified and actions to remove
- c) Surface condition checked
- d) Paint markings checked – conspicuous, colour, compliance
- e) Signage checked – positioned correctly, compliant, lit, not obscured
- f) AGL not damaged or obscured? Runway Guard Lights checked
- g) Rubber deposits – aware of issues/processes
- h) Drainage – presence of water reported
- i) Demonstrates knowledge of compliant clearances, e.g. CGA, ILS areas, Runway Strip, LSA

PART 7 – OTHER

- a) Fault rectification processes understood and correctly applied
- b) Aware of need to check for wildlife activity
- c) Check for cranes and any relevant permits in the vicinity
- d) Check windsleeves for condition

i	
j	
k	

PART 4 - TAXIWAYS

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b	
c	
d	
e	
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PART 5 - GRASS AREAS

a	
b	

PART 6 - RUNWAYS

a	
b	
c	
d	
e	
f	
g	
h	
i	

PART 7 - OTHER

a	
b	
c	
d	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	
Part 5	
Part 6	
Part 7	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 1

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
1. Work within Aviation Regulations	PS1: K1.2 /3 /4
2. Work within aviation environmental regulations	PS2: D2.1/2/3 - K2.1/2/3/4/5/6/7/8
3. Operate with aircraft	PS4: D4.1 through to 4.18 - K4.1 through K4.22
4. Work on an Aerodrome Runway	PS5: D5.2 & D5.5 - K5.4 & K5.8
5. Work in adverse weather at an aerodrome	PS6: All D & K in Parts 1/2/4/5 only
6. Contribute to the maintenance of health, safety and security when working airside	PS7: All D & K in Parts 1/2
7. Operate a vehicle airside	PS9: All D & K in Parts 1/2
8. Contribute to wildlife control	PS11: All D & K referenced
9. Maintain airfield serviceability and direct and control airfield maintenance	PS13: All D& K referenced
10. Monitor the weather	PS14: All D referenced - K14.1/3/5
11. Monitor airfield condition and operations	PS15: All D & K referenced
12. Operate an IT System	PS16: All D & K referenced
13. Carry out effective communications and information transfer	
14. Giving customers a positive impression of yourself and your organisation	
15. Working with others	
16. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE		PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR	
NAME:		NAME:	
TITLE:		TITLE:	
AERODROME:		CONTENT START DATE:	
LOCATION OF TRAINING:		DURATION OF TRAINING:	
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL		INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:	
Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:			

NCAO SUBMISSION DATE:

<h2 style="margin: 0;">SCENARIO 2: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN</h2>	<h2 style="margin: 0;">AERODROME COMPETENCE</h2> <h3 style="margin: 0;">TRAINING INSTRUCTOR/ASSESSORS</h3> <h3 style="margin: 0;">COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE</h3>
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Candidate to carry out a safety audit which must include the arrival and departure of aircraft flight on a stand.

N.B. the arrival and departure audits may be carried out on different aircraft if operational restrictions dictate, but the whole process must be observed across the two aircraft.

Candidate must carry out a routine and/or detailed airside surface inspection
Please see below activities for candidates completion during assessment:

PART 1 – GENERAL

- a) Describe the aircraft turnaround audit process
- b) Explain how often aircraft turnaround audits should be completed
- c) Explain, if applicable, the grading standards to be applied during the audit (e.g. Pass, Fail, N/A)
- d) Does the candidate have the necessary Personal Protective Equipment
- e) Does the candidate have the necessary equipment e.g. Turnaround Audit Form or iPad

PART 2 – PRIOR TO AIRCRAFT ARRIVAL / & AIRCRAFT ARRIVAL

- a) On arrival at the stand does the candidate position themselves and/or their vehicle in a safe manner in which to observe the aircraft turnaround
- b) Describe and explain the differences in airline Standard Operating Procedures (SOPs) that may be observed during the arrival of the aircraft e.g. aircraft chocking.
- c) Describe the key items to be observed during the arrival of the aircraft
- d) If applicable, does the candidate intervene appropriately to prevent a serious breach of safety

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 - GENERAL

a	
b	
c	
d	
e	

PART 2 - PRIOR TO AIRCRAFT ARRIVAL / & AIRCRAFT ARRIVAL

a	
b	
c	
d	

PART 3 – AIRCRAFT TURNAROUND AUDIT

- a) Does the candidate move around the stand to best observe the aircraft turnaround and the element under audit.
- b) Describe and explain the differences in airline Standard Operating Procedures (SOPs) that may be observed during the turnaround of the aircraft e.g. approaching aircraft with engines running
- c) Describe the key items to be observed during the turnaround of the aircraft
- d) If applicable, does the candidate intervene appropriately to prevent a serious breach of safety

PART 4 – PRIOR TO AIRCRAFT DEPARTURE / & AIRCRAFT DEPARTURE

- a) Does the candidate withdraw to a safe distance and position themselves and/or their vehicle in a safe manner in which to observe the departure of the aircraft.
- b) Describe and explain the differences in airline Standard Operating Procedures (SOPs) that may be observed during the departure of the aircraft e.g. use of wingman and marshaling wands
- c) Describe the key items to be observed during the departure of the aircraft
- d) If applicable, does the candidate intervene appropriately to prevent a serious breach of safety
- e) Demonstrate how aircraft turnaround information is filed for further interrogation

PART 3 - AIRCRAFT TURNAROUND AUDIT

a	
b	
c	
d	

PART 4 - PRIOR TO AIRCRAFT DEPARTURE / & AIRCRAFT DEPARTURE

a	
b	
c	
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e	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 2

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
17. Work within Aviation Regulations	PS1: All D & K referenced
18. Work within aviation environmental regulations	PS2: All D & K referenced
19. Operate with aircraft	PS3: All D referenced - K3.1/2/4/5/6/7/8/9
20. Work on an Aerodrome Runway	PS5: D5.2/4/5 - K5.1/2/3/5/6/7
21. Work in adverse weather at an aerodrome	PS6: All D & K Parts 1/2/3/4/5
22. Contribute to the maintenance of health, safety and security when working airside	PS7: All D & K in Parts 1 & 2
23. Operate a vehicle airside	PS8: K8.7
24. Contribute to wildlife control	PS9: D9.2/5/6/7/8/9/10/11 - K9.7/8/9/10/12
25. Maintain airfield serviceability and direct and control airfield maintenance	PS10: D10.8 - K 10.11/12
26. Monitor the weather	PS11: D11.1/2/4/7/8/9/10/11 - K
27. Monitor airfield condition and operations	11.1/2/7/8/9/10/11/13/14/15/16/17//18/19
28. Operate an IT System	PS13: All D & K referenced
29. Carry out effective communications and information transfer	PS14: All D & K referenced
30. Giving customers a positive impression of yourself and your organisation	PS15: All D & K referenced
31. Working with others	PS16: All D & K referenced
32. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
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NAME: TITLE:	NAME: TITLE:	
AERODROME: LOCATION OF TRAINING:	CONTENT START DATE: DURATION OF TRAINING:	
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL	INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:	

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NCAO SUBMISSION DATE:

SCENARIO 3: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN

Candidate to demonstrate an understanding of reasoning behind Wildlife Control and the ways and means of conducting these duties.

Please see below activities for candidates completion during assessment:

PART 1 – GENERAL

- Purpose of duty understood
- Staff member in date with required Wildlife hazard Management training
- Aware of regulatory and local documentation
- Aware of current status of wildlife control/recent activity and sightings
- Aware of any particular bird species issues
- Awareness of handover procedure. 'Handover' information applied.
- Priority route identified

PART 2 – PREPARATION

- Correct PPE available/worn – gloves, ear defenders, hi-vis, goggles/safety glasses
- Binoculars available and serviceable Bird identification available
- Bird Log serviceable
- If required firearms available and serviceable - See Part 4 below
- Vehicle serviceable? – Vehicle DI Checklist used
- Wildlife dispersal equipment available and serviceable
- Radios serviceable – all relevant channels

AERODROME COMPETENCE

TRAINING INSTRUCTOR/ASSESSORS COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 – GENERAL

a	
b	
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d	
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f	
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PART 2 – PREPARATION

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PART 3 – BIRD CONTROL OPERATIONS

- a) Dissemination of information to ground handlers and other stakeholders
- b) Storage of loose equipment
- c) Local procedures for positioning and movement of aircraft (e.g. marshal into the wind)
- d) Stand by procedures for cross winds

PART 4 – USE OF FIREARMS

Ensure each of the following are completed in accordance with local procedures:

- a) Staff member holds correct, in date certificates and/or licence
- b) Staff member is in date with relevant firearms training
- c) Relevant parties notified of use of firearms, e.g. Police, ATC, Security, Op's Desk.
- d) Firearms and ammunition signed out correctly
- e) Operational Use of Firearms
- f) Firearms and ammunition stored correctly in vehicle
- g) Firearms handled correctly in vehicle
- h) Safe loading, firing and unloading of firearms. All relevant risks considered -Shells (shotgun/pyro) fired safely & appropriately
- i) Handling and disposal of Misfires safe and correct
- j) Disposal of carcasses safe and correct
- k) Use of firearm correctly recorded in bird log
- l) Firearms and ammunition correctly signed in - Paperwork completed correctly
- m) Firearms cleaned correctly
- n) Firearms correctly stored

PART 5 – BIRD HAZARD MANAGEMENT AWARENESS

- a) Awareness of grass management policy.
- b) Awareness of local habitat management issues, e.g. crane fly larvae, weed control
- c) Knowledge of local, nearby off-airport bird attractants
- d) Awareness of Airport's Safeguarding Bird Map
- e) Aware of correct actions in the event of discovering 'new' bird attractant
- f) Awareness of the airports responsible person for wildlife control

PART 3 – BIRD CONTROL OPERATIONS

a	
b	
c	
d	

PART 4 – USE OF FIREARMS

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b	
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m	
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PART 5 – BIRD HAZARD MANAGEMENT AWARENESS

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b	
c	
d	
e	
f	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	
Part 5	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 3

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
33. Work within Aviation Regulations	PS2: D2.1/2/3 - K2.2 & K2.6
34. Work within aviation environmental regulations	PS3: D3.1
35. Operate with aircraft	PS4: D4.11 - K4.16/17
36. Work on an Aerodrome Runway	PS6: ALL D & K referenced in Parts 1/2/4 only
37. Work in adverse weather at an aerodrome	PS7: All D & K Parts 1 & 2
38. Contribute to the maintenance of health, safety and security when working airside	PS8: All D & K Parts 1 & 2
39. Operate a vehicle airside	PS9: K9.4 & K9.11
40. Contribute to wildlife control	PS11: D11.1/2/3/4 - K 11.1 & K11.5
41. Maintain airfield serviceability and direct and control airfield maintenance	PS13: All D & K referenced
42. Monitor the weather	PS14: All D & K referenced
43. Monitor airfield condition and operations	PS15: All D & K referenced
44. Operate an IT System	PS16: All D & K referenced
45. Carry out effective communications and information transfer	
46. Giving customers a positive impression of yourself and your organisation	
47. Working with others	
48. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
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<p>NAME:</p> <p>TITLE:</p>	<p>NAME:</p> <p>TITLE:</p>								
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DURATION OF TRAINING:									
<p>TRAINING/ASSESSMENT METHOD:</p> <p>OBSERVATIONAL</p>	<p>INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE:</p> <p>SIGN OFF DATE:</p>								

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:

SCENARIO 4: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN	AERODROME COMPETENCE TRAINING INSTRUCTOR/ASSESSORS COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE
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Candidate to demonstrate and apply local procedures when dealing with one of the following to ensure a continued effective operation:

- a) Winter Operations
- b) High winds
- c) Low visibility (LP) procedure
- d) Heavy Rain / Thunderstorm

Please see below activities for candidates completion during assessment:

PART 1 – GENERAL OPERATIONS

- a) Be aware of the current local regulation document and standard operating procedures
- b) Correct PPE available and worn
- c) Aware of current meteorological forecast
- d) Aware of how meteorological conditions are disseminated through the organisation
- e) Aware of aerodrome adverse weather and contingency plans
- f) Completed training in equipment and procedures for adverse weather
- g) Complete vehicle inspections
- h) Driving licences required for specialised vehicles used in adverse weather conditions
- i) Accurately report all adverse weather activities and media type and location

PART 2 – WINTER OPERATIONS

- a) Fully aware of local procedures for snow, ice and freezing conditions checks
- b) Call out procedures and reporting mechanisms for de-icing agencies
- c) Call out procedures for motor transport
- d) Additional runway, pavement and apron inspections
- e) Suspension of aircraft washing
- f) Different types of contamination
- g) How to report runway contamination to ATC
- h) How and when to close the runway

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 – GENERAL OPERATIONS

a	
b	
c	
d	
e	
f	
g	
h	
i	

PART 2 – WINTER OPERATIONS

a	
b	
c	
d	
e	
f	
g	
h	

PART 3 – HIGH WINDS

- a) Dissemination of information to ground handlers and other stakeholders
- b) Storage of loose equipment
- c) Local procedures for positioning and movement of aircraft (e.g. marshal into the wind)
- d) Stand by procedures for cross winds

PART 4 – LOW VISIBILITY

- a) Dissemination of information to ground handlers and other stakeholders
- b) Know the procedures for LVPs in aerodrome
- c) Know the difference between low visibility safeguarding and low visibility procedures
- d) Follow the low visibility procedures appropriate to conditions

PART 5 – HEAVY RAIN / THUNDERSTORM

- a) Dissemination of information to ground handlers and other stakeholders
- b) Suspend refuelling
- c) Suspend use of headsets or other equipment
- d) Suspension of working at height
- e) Additional runway inspections
- f) Different types of contamination
- g) How to report runway contamination to ATC
- h) How and when to close the runway

PART 3 – HIGH WINDS

a	
b	
c	
d	

PART 4 – LOW VISIBILITY

a	
b	
c	
d	

PART 5 – HEAVY RAIN / THUNDERSTORM

a	
b	
c	
d	
e	
f	
g	
h	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	
Part 5	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 4

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
49. Work within Aviation Regulations	PS1: D2.1/2/3 - K2.2 & K2.6
50. Work within aviation environmental regulations	PS2: D3.1
51. Operate with aircraft	PS4: D4.1/2/4/5/6/7/8/9/10/12/13//14/16/17/18
52. Work on an Aerodrome Runway	K4.1/2/3/4/5/6/7/8/11/12/13/14/15/18/20/22
53. Work in adverse weather at an aerodrome	PS5: ALL D & K referenced
54. Contribute to the maintenance of health, safety and security when working airside	PS6: D6.3/5/6/7/9/14/15/16/17/18/19/20/21/22/32/33
55. Operate a vehicle airside	K6.1/2/3/4/5/6//8/10/11/12/13//14/17/18/25/26/28/29/30/31/37/41/42/44/65/67
56. Contribute to wildlife control	PS7: All D & K in Parts 1 & 2
57. Maintain airfield serviceability and direct and control airfield maintenance	PS9: D9.1/2/3/4/5/9/10/11 - K9.1/4/5/7/8/9/11/12
58. Monitor the weather	PS10: All D & K referenced
59. Monitor airfield condition and operations	PS11: All D & K referenced
60. Operate an IT System	PS13: All D & K referenced
61. Carry out effective communications and information transfer	PS14: All D & K referenced
62. Giving customers a positive impression of yourself and your organisation	PS15: All D & K referenced
63. Working with others	PS16: All D & K referenced
64. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ ASSESSOR
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NAME:	NAME:
TITLE:	TITLE:
AERODROME:	CONTENT START DATE:
LOCATION OF TRAINING:	DURATION OF TRAINING:
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL	INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:

SCENARIO 5: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN **AERODROME COMPETENCE**
TRAINING INSTRUCTOR/ASSESSORS
COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE

Candidate to demonstrate knowledge of marshalling industry standard strategy & practically demonstrate marshalling skills in line with EASA regulations.

Please assess with following terminology as appropriate:

Please see below activities for candidates completion during assessment:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 – GENERAL

- a) Knowledge of marshaling signals as per ICAO regulations.
- b) Aware of different types of Stand Entry Guidance (SEG) and when marshaling maybe required.
- c) Awareness of how and when aircraft stands may need to be restricted?
- d) Marshaller aware of emergency signals

PART 1 – GENERAL

a	
b	
c	
d	

PART 2 – PREPARATION

- a) Radios serviceable – all relevant channels?
- b) Correct equipment carried, e.g. marshalling bats/wands/gloves?
- c) Correct PPE worn (Hi Vis, safety footwear)?
- d) Correct aircraft identification and awareness of aircraft proximity to parking area?
- e) Airline liaison (if required), e.g. steps needed if airbridge not accessible?
- f) Awareness of stand size limitation and requirement for wing walkers?
- g) Consideration of current weather conditions?
- h) Assistance of tug required to complete manoeuvre? (e.g. Jet Blast issues, a/c positioning)
- i) Awareness of activity on adjacent stands
- j) Timely arrival of marshaller?

PART 2 – PREPARATION

a	
b	
c	
d	
e	
f	
g	
h	
i	
j	

PART 3 – PRIOR TO ARRIVAL OF AIRCRAFT

- a) Stand check, including FOD check, parking of vehicles/equipment, position, surface condition?
- b) Stand facilities check, including FEGP, emergency telephone, serviceability of airbridge, fuel cut-off point, emergency stop button access, bins etc.
- c) Awareness of adjacent aircraft?
- d) Awareness of jet blast/suction and rotor downwash safety issues?

PART 3 – PRIOR TO ARRIVAL OF AIRCRAFT

a	
b	
c	
d	

- e) Awareness of 'into wind' parking requirements?
- f) Position of ramp staff confirmed as safe and appropriate?
- g) Marshalling manoeuvre planned, lead on lines and stop position identified in advance?
- h) Assistance from 2nd marshaller required?
- i) Personal safety zone created, e.g. roads blocked, trip hazards etc.?

PART 4 – MARSHALLING OF AIRCRAFT (FIXED WING)

- a) Stand identified, positive contact made with aircraft?
- b) Marshaller visible to pilot at all times?
- c) Correct ICAO signals used?
- d) Marshaller's intention clearly communicated to pilot?
- e) Signals clear and delivered at an appropriate speed?
- f) Wingtip clearances maintained?
- g) Correct stopping position achieved?
- h) Acknowledgement of completion of exercise?

PART 5 – MARSHALLING OF AIRCRAFT (HELICOPTER) – IF APPLICABLE

- a) Aircraft identified and positive contact made?
- b) Marshaller visible to pilot at all times?
- c) Correct ICAO signals used?
- d) Marshaller's intention clearly communicated to pilot?
- e) Signals clear and delivered at an appropriate speed?
- f) Rotor clearances maintained?
- g) Correct stopping position achieved?
- h) Acknowledgement of completion of exercise?

PART 6 – 'FOLLOW ME' PROCEDURE/LEADER VEHICLE DUTIES – A/C taxi/tow

- a) Check serviceability of 'STOP'/'FOLLOW ME' sign in addition to vehicle D.I.?
- b) Confirm call sign of aircraft or tug crew?
- c) Confirm destination of aircraft with ATC or tug crew?
- d) Ensure positive contact is made with flight deck or tug crew?
- e) Correct and appropriate RTF procedures used?
- f) Correct vehicle signage used?
- g) Appropriate vehicle speed used?
- h) Acknowledgement of completion of exercise?

e	
f	
g	
h	
i	

PART 4 – MARSHALLING OF AIRCRAFT (FIXED WING)

a	
b	
c	
d	
e	
f	
g	
h	

PART 5 – MARSHALLING OF AIRCRAFT(HELICOPTER) If applicable

a	
b	
c	
d	
e	
f	
g	
h	

PART 6 – 'FOLLOW ME' PROCEDURE/LEADER VEHICLE DUTIES – A/C taxi/tow

a	
b	
c	
d	
e	
f	
g	
h	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	
Part 5	
Part 6	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 5

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
49. Work within Aviation Regulations	PS1: D1.1 - K1.1/3/4
50. Work within aviation environmental regulations	PS3: D3.1//2/4/5 - K3.1/2/5/6
51. Operate with aircraft	PS5: D5.1 - K5.1
52. Work on an Aerodrome Runway	PS6: D - All referenced in Parts 1/2/4 only - K -All referenced in Parts 1/2/4 only
53. Work in adverse weather at an aerodrome	PS7: All D & K in Parts 1 & 2
54. Contribute to the maintenance of health, safety and security when working airside	PS9: D9.1 & D9.2 - K9.1/2/3/6/9/10/11
55. Operate a vehicle airside	PS11: D11.1/2/3/4/8/9 - K 11.1/2/3/8/9/10/11
56. Contribute to wildlife control	PS13: All D & K referenced
57. Maintain airfield serviceability and direct and control airfield maintenance	PS14: All D & K referenced
58. Monitor the weather	PS15: All D & K referenced
59. Monitor airfield condition and operations	PS16: All D & K referenced
60. Operate an IT System	
61. Carry out effective communications and information transfer	
62. Giving customers a positive impression of yourself and your organisation	
63. Working with others	
64. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
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NAME: TITLE:	NAME: TITLE:		
AERODROME: LOCATION OF TRAINING:		CONTENT START DATE:	
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL	INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:		

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:**SCENARIO 6: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN**

Candidate to demonstrate knowledge and understanding to apply local procedure when dealing with the emergency response of the following:

- Terminal Evacuation
- Airside accident/incident
- Response to one of the recognised category of your aerodrome emergency order or contingency plan

Please see below activities for candidates completion during assessment:

PART 1 –

- Describe the various forms of communication within AOSU
- Describe the potential difficulties of miscommunication or lack of communication
- Define all the different types of emergency as stated in the Emergency Order

PART 2 –

- Explain your aerodromes and the CAA requirements relating to airfield emergency procedures
- Describe the role of “Silver” responsibilities in an emergency
- Describe the role of “Bronze” responsibilities in an emergency
- Describe the role of AOSU Control responsibilities in an emergency
- Describe the role of BCU responsibilities in an emergency
- Describe the role of Ramp Assistant responsibilities in an emergency
- Recall the roles of other airport department in an emergency

AERODROME COMPETENCE**TRAINING INSTRUCTOR/ASSESSORS
COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE**

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 –

a	
b	
c	
d	

PART 2 –

a	
b	
c	
d	
e	
f	
g	

PART 3 –

- a) Describe how to maintain communications during an emergency
- b) Recall the importance of accurate note taking during an emergency
- c) Know how to promulgate information to all relevant parties
- d) Consider impact on airfield operation and take measures to ensure return to normal operations at the earliest opportunity

PART 4 –

- a) Ability to define what is meant by jacking up tech aircraft
- b) What restrictions are imposed on jacking up tech aircraft
- c) Ability to define what aircraft are allowed to be jacked up

PART 3 –

a	
b	
c	
d	

PART 4 –

a	
b	
c	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 6

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
65. Work within Aviation Regulations	PS1: All D & K referenced
66. Work within aviation environmental regulations	PS2: All D & K referenced
67. Operate with aircraft	PS3: All D referenced - K3.1/2/4/5/6/7/8/9
68. Work on an Aerodrome Runway	PS5: D5.2/4/5 - K5.1/2/3/5/6/7
69. Work in adverse weather at an aerodrome	PS6: All D & K Parts 1/2/3/4/5
70. Contribute to the maintenance of health, safety and security when working airside	PS7: All D & K in Parts 1 & 2
71. Operate a vehicle airside	PS8: K8.7
72. Contribute to wildlife control	PS9: D9.2/5/6/7/8/9/10/11 - K9.7/8/9/10/12
73. Maintain airfield serviceability and direct and control airfield maintenance	PS10: D10.8 - K 10.11/12
74. Monitor the weather	PS11: D11.1/2/4/7/8/9/10/11 - K
75. Monitor airfield condition and operations	11.1/2/7/8/9/10/11/13/14/15/16/17//18/19
76. Operate an IT System	PS13: All D & K referenced
77. Carry out effective communications and information transfer	PS14: All D & K referenced
78. Giving customers a positive impression of yourself and your organisation	PS15: All D & K referenced
79. Working with others	PS16: All D & K referenced
80. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
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NAME:	NAME:
TITLE:	TITLE:
AERODROME:	CONTENT START DATE:
LOCATION OF TRAINING:	DURATION OF TRAINING:
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL	INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:**SCENARIO 7: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN**

Candidate to demonstrate knowledge of AGL, inspections & maintenance.

Please see below activities for candidates completion during assessment:

PART 1 – GENERAL

- a) Describe the Permit to Work System in use;
- b) Explain some of the permits issued under the Permit to Work System e.g. Hot Works, Airside etc.;
- c) Explain when a Airside Works Permit would not be required e.g. Emergency Works, Recovery;
- d) Explain the role of Airside Operations in the Permit to Work System, and;
- e) Describe the notification processes for third parties e.g. NOTAMs, AIP Supplements, Airport Notices.

PART 2 – PRIOR TO WORKS STARTING

- a) Explain who is responsible for the control of the works in progress;
- b) Describe the contents of a safety briefing and differences when working on the movement area;
- c) Describe the types of equipment available to safeguard the work site;
- d) Demonstrate, using equipment available, the marking of a closed stand;
- e) Describe the additional considerations when working in close proximity to NAVAIDS e.g. LSA, and;
- f) Explain the handover procedure of the site to the contractor/works party.

AERODROME COMPETENCE**TRAINING INSTRUCTOR/ASSESSORS
COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE**

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 – GENERAL

a	
b	
c	
d	
e	

PART 2 – PRIOR TO WORKS STARTING

a	
b	
c	
d	
e	
f	

PART 3 – CONTROL OF WORKS IN PROGRESS

- a) Explain FOD management techniques available e.g. Sweeping, Fencing, Covers etc.;
- b) Explain the considerations to be taken in the event of adverse weather conditions e.g. High winds;
- c) Explain the available and appropriate courses of action in the event of AWS or LVPs;
- d) Describe the elements to be examined during the inspection of a works site, and;
- e) Explain the process for suspending works in the event of an incident or non-compliance;

PART 4 – COMPLETION OF WORKS

- a) Describe the elements to be examined during the final inspection of a works site;
- b) Explain the handover procedure of the site to Airside Operations;
- c) Demonstrate, using equipment available, the re-opening of a closed stand;
- d) Describe the notification processes for third parties e.g. NOTAM, VHF Radio, and;
- e) Explain the role of Airside Operations in closed associated works permits.

PART 3 – CONTROL OF WORKS IN PROGRESS

a	
b	
c	
d	
e	

PART 4 – COMPLETION OF WORKS

a	
b	
c	
d	
e	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 7

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
81. Work within Aviation Regulations	PS1: D1.1/K1.1/3/4
82. Work within aviation environmental regulations	PS2: D2.1/2/3 & K2.1/2/3/4/5/6/7/8
83. Operate with aircraft	PS4: D4.1/2/4/5/6/7/8/9/10/12/13/14/17/18 – K4.1/2/3/5/6/13/14/15
84. Work on an Aerodrome Runway	PS5: All D & K
85. Work in adverse weather at an aerodrome	PS6: All Parts D1.1/2/3/4/5 & K6.64
86. Contribute to the maintenance of health, safety and security when working airside	PS7: All D & K in Parts 1 & 2
87. Operate a vehicle airside	PS9: All D & K
88. Contribute to wildlife control	PS10: D10.1/2/3/4/5/6/7/8 - K 10.1/3/6/7/8/10/11/12
89. Maintain airfield serviceability and direct and control airfield maintenance	PS11: D11.1/2/4/8/9/10/11 - K 11.1/2/3/6/8/10/16
90. Monitor the weather	PS12: All D & K
91. Monitor airfield condition and operations	PS13: All D & K referenced except K10
92. Operate an IT System	PS14: All D & K referenced
93. Carry out effective communications and information transfer	PS15: All D & K referenced
94. Giving customers a positive impression of yourself and your organisation	PS16: All D & K referenced
95. Working with others	
96. Personal effectiveness and industry knowledge	

PART A: TO BE COMPLETED BY CANDIDATE	PART B: TO BE COMPLETED BY INTERNAL TRAINING INSTRUCTOR/ASSESSOR
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NAME:	NAME:
TITLE:	TITLE:
AERODROME:	CONTENT START DATE:
LOCATION OF TRAINING:	DURATION OF TRAINING:
TRAINING/ASSESSMENT METHOD: OBSERVATIONAL	INTERNAL TRAINING INSTRUCTOR/ASSESSOR PERFORMANCE EVALUATION DATE: SIGN OFF DATE:

Please list the additional documentation uploaded for this scenario to underpin/substantiate the evidence required for competence:

NCAO SUBMISSION DATE:

SCENARIO 8: INDICATOR OF ACTIVITIES TO BE UNDERTAKEN **AERODROME COMPETENCE**
TRAINING INSTRUCTOR/ASSESSORS
COMMENTS ON CANDIDATES COMPETENCE AND PERFORMANCE

Candidate to demonstrate a set up ‘Work in Progress’ inspection of current site and hand-back, including application of permit to work process:

Please see below activities for candidates completion during assessment:

PART 1 – GENERAL

- a) Understanding of your local inspection process including full definition
- b) Understanding of fault reporting process
- c) Any faults identified, marked (if required), recorded and reported correctly
- d) If driving vehicle speed appropriate for type of inspection
- e) Aware of current Airfield state, e.g. LVP, Weather, Runway in use etc
- f) Aware of any works in progress and their location
- g) Aware of the procedure for dealing with dangerous or confusing lights (floodlights, lasers etc.)

PART 2 – PREPARATION

- a) Vehicle daily inspection completed satisfactorily
- b) Radios serviceable – all relevant channels
- c) Check serviceability of PDA or laptop (if relevant)
- d) Equipment carried for marking of faulted areas (spray cans, chalk, etc.)
- e) Correct PPE worn (Hi Vis, gloves, safety footwear)
- f) Correct equipment carried, e.g. Broom, Shovel, Camera etc. (if relevant)
- g) Route planned beforehand? ATC notified and clearance obtained
- h) Aware of runway, taxiway and approach lighting circuit patterns
- i) Aware of relevant compliance requirements runway operations e.g. Cat I/II/III operations

PART 3 – RUNWAY LIGHTING TO BE INSPECTED

- a) Aware of runway lighting to be inspected, i.e. centreline, edge, stop end, threshold, touch down zone, colour-coded centreline lights and green/yellow lead-off lights etc.

Please assess with following terminology as appropriate:

Satisfactory (**S**) - Unsatisfactory (**U**) - Not Applicable (**N/A**)

PART 1 – GENERAL

a	
b	
c	
d	
e	
f	
g	

PART 2 – PREPARATION

a	
b	
c	
d	
e	
f	
g	
h	
i	

PART 3 – RUNWAY LIGHTING TO BE INSPECTED

a	
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- b) Serviceability elements to be confirmed, e.g. outages, dimming, colour, cleanliness, fitting surrounds stable and lighting not obscured
- c) PAPI units inspected for serviceability, not obscured, compliance requirements, e.g. outages
- d) Aware of when there is a requirement to issue a NOTAM or other method of promulgation

PART 4 – TAXIWAY LIGHTING TO BE INSPECTED

- a) Aware of taxiway lighting to be inspected, i.e. centreline, edge and stop bars
- b) Runway Guard Lights, serviceability and condition
- c) Mandatory Signage, serviceability and condition
- d) Information Signage, serviceability and condition
- e) Serviceability elements to be confirmed, e.g. outages, dimming, colour, cleanliness, fitting surrounds stable, correct spacing, not flooded and lighting not obscured
- f) Able to identify ‘confusing and dangerous lighting faults.
- g) Aware of when there is a requirement to issue a NOTAM or other method of promulgation

PART 5 – APPROACH LIGHTING TO BE INSPECTED

- a) Aware of approach lighting to be inspected, i.e. raised and inset centreline and cross bar (single or 5 bar) lighting and any supplementary approach light systems
- b) Serviceability elements to be confirmed, e.g. outages, dimming, colour, cleanliness, alignment and not obscured
- c) Aware of when there is a requirement to issue a NOTAM or other method of promulgation

PART 6 – OTHER LIGHTING TO BE INSPECTED

- a) Windsleeve, illumination, serviceability and condition
- b) Red Obstruction Lights (on-airport), e.g. nav-aids, cranes, terminal buildings
- c) Red Obstruction Lights (off-airport), e.g. cranes, buildings, chimneys
- d) Apron floodlighting
- e) If installed Stand Number Indicator Boards (SNIB)
- f) Works in progress areas lighting

b	
c	
d	

PART 4 – TAXIWAY LIGHTING TO BE INSPECTED

a	
b	
c	
d	
e	
f	
g	

PART 5 – APPROACH LIGHTING TO BE INSPECTED

a	
b	
c	

PART 6 – OTHER LIGHTING TO BE INSPECTED

a	
b	
c	
d	
e	
f	
g	

TRAINING INSTRUCTOR/ASSESSORS ADDITIONAL COMMENTS:

Part 1	
Part 2	
Part 3	
Part 4	
Part 5	
Part 6	

FOR INFORMATION: PROFESSIONAL STANDARD MAPPING REFERENCE ASSESSED BY SCENARIO 8

PROFESSIONAL STANDARD MODULES	PROFESSIONAL STANDARD (PS) MAPPING REFERENCE
97. Work within Aviation Regulations	PS1: D1.1 - K1.1/2/3/4
98. Work within aviation environmental regulations	PS4: D4.1/2/6/7/8/9/10/13/17 - K4.1/2/3/4/5/6/7/8
99. Operate with aircraft	PS5: D5.1 & K5.1
100. Work on an Aerodrome Runway	PS6: D & K - All referenced in Parts 1/2/5 only
101. Work in adverse weather at an aerodrome	PS7: D & K - All referenced in Parts 1 & 2
102. Contribute to the maintenance of health, safety and security when working airside	PS9: D9.1/2/3/7/8/9/10/11 - K9.1/3/6/7/9/11/12
103. Operate a vehicle airside	PS11: D11.1/2/3/4/5/6/7/8/9/10/11 - K11.2/3/5/8/10/11/19/20/21
104. Contribute to wildlife control	PS13: All D & K referenced
105. Maintain airfield serviceability and direct and control airfield maintenance	PS14: All D & K referenced
106. Monitor the weather	PS15: All D & K referenced
107. Monitor airfield condition and operations	PS16: All D & K referenced
108. Operate an IT System	
109. Carry out effective communications and information transfer	
110. Giving customers a positive impression of yourself and your organisation	
111. Working with others	
112. Personal effectiveness and industry knowledge	



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