End-point assessment plan for First Officer Pilot apprenticeship standard

Apprenticeship standard number	Level of this end point assessment (EPA)	Integrated
ST0523	6	No

Contents

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the First Officer Pilot apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to First Officer Pilot apprentices, their employers and training providers.

Full time apprentices will typically spend 24 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices will spend a minimum of 12 months on-programme.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPAO.

All pre-requisites for EPA assessment methods must also be complete and available for the assessor as necessary.

For level 3 apprenticeships and above apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within an EPA period lasting a maximum of 6 months, beginning when the apprentice has passed the EPA gateway.

The EPA consists of 2 discrete assessment methods.

The individual assessment methods will have the following grades:

Assessment method 1: Practical demonstration

· Pass
· Fail

Assessment method 2: Professional discussion

· Pass
·Distinction
· Fail

Performance in the EPA will determine the overall apprenticeship standard and grade of:

· Pass
· Fail
· Distinction

EPA summary table

On-programme (typically 24 months)	Training to develop the occupation standard's knowledge, skills and behaviours.
End-point Assessment Gateway	• Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard. Apprentices must complete: • English/mathematics Level 2 And • Either a frozen Air Transport Pilot Licence (Aeroplane) or a Multi-Crew Pilot Licence And • Aircraft Type Conversion Training • Supervised Line Training as per CAA regulations And • Completed portfolio
End Point Assessment (which would typically take 6 months)	Assessment Method 1: Practical demonstration Overview of Assessment Method 1: 4-hour simulated assessment of flying ability With the following grades: · Pass · Fail Assessment Method 2: Professional discussion Overview of Assessment Method 2: 60-minute discussion with 6 key questions With the following grades: · Pass · Distinction · Fail

Length of end-point assessment period:

The EPA must be completed within an EPA period lasting a maximum of 6 months, beginning when the apprentice has passed the EPA gateway.

The supporting material required for the EPA (a Portfolio) should be submitted no later than 1 week after the start of the EPA period.

If an EPA assessment method is failed, it should be retaken within the EPA period and in-line with the requirements set out in this assessment plan.

Order of assessment methods

The assessment methods can be delivered in any order.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:

- English and mathematics at level 2
- Either a frozen Air Transport Pilot Licence (Aeroplane) or a Multi-Crew Pilot Licence
- Aircraft Type Conversion Training
- Supervised Line Training as per CAA regulations
- Completed portfolio

For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

For the practical demonstration:

- no specific requirements are required at the Gateway

For the professional discussion, underpinned by a portfolio, the apprentice will be required to submit the following evidence at the Gateway:

- The portfolio, compiled throughout the apprenticeship and completed by the gateway, must be sufficient to evidence that the apprentice can apply the knowledge, skills and behaviours required as mapped to assessment method 2 (AM2). There must be at least one piece of evidence relating to each knowledge, skill and behaviour mapped to AM2. One piece of evidence can be referenced against more than one knowledge, skill or behavioural requirement. It is expected that there will be a typically be between 5 and 10 pieces of evidence.
- The portfolio should contain written accounts of activities that have been completed and referenced against the knowledge and skills, supported by appropriate evidence, including photographic evidence and work products, such work instructions, safety documentation, company policies and procedures as appropriate to the activities. Progress review documentation should also be included.
- The apprentice's Manager/Mentor will typically support the development of the portfolio in accordance with company policy and procedures, although the EPAO may provide further guidance on the content.
- The portfolio produced must be the apprentice's work only; employer support should not extend to any direct contributions to the collation or production of the portfolio. Reflective accounts and self-evaluations should not be included as evidence.

Assessment methods

Assessment Method 1: Practical demonstration (This Method has 1 component.)

Method 1 Component 1: Practical demonstration

Overview

Apprentices must be observed by an independent assessor completing one practical demonstration in which they will demonstrate the KSBs assigned to this assessment method. The end-point assessment organisation will arrange for the observation to take place, in consultation with the employer. The observation should normally take place alongside the first recurrent competency check, evaluation and training event after the apprentice's line operation check. This is one activity that meets the requirements for end-point assessment and recurrent competency check.

This Practical Demonstration must only be completed via simulation.

Delivery

The airline industry routinely uses full flight simulators (FFS) to affirm and re-affirm pilot competency in the aircraft type that will be flown once the pilot is passed as competent.

The FFS shall:

- Be a full size replica
- Be of a specific type or make, model and series aircraft flight deck/cockpit that the apprentice has trained on and will be cleared to fly once licensed.
- Include the assemblage of all equipment and computer programmes necessary to represent the aeroplane in ground and flight operations
- Include a visual system providing a 180 degree field of view out of the flight deck/cockpit view
- Include a force cueing motion system with six freedoms of movement to simulate the forces experienced in flight
- Be such that the United Kingdom Civil Aviation Authority has certified its use for the issue of ratings for multi-pilot aircraft without the requirement of training in a real aircraft (at least Level D simulator)
- Simulate the aircraft type that the candidate has flown during their apprenticeship training

Practical demonstrations must be carried out over a maximum total assessment time of 4 hours. The assessor has the discretion (in consultation with the airline) to increase the time of the practical demonstration by up to 10% to allow the apprentice to complete the task that is part of this element of the EPA.

The independent assessor may conduct and observe only one apprentice at a time during this assessment method.

The rationale for this assessment method is:

It would not be cost effective, or practical for security reasons, to observe the Apprentice in a real flight. However, in such a safety-led occupation employers still need the full assurance that the Apprentice can practically demonstrate their skills. The simulation will provide the best opportunity to assess the most knowledge, skills and behaviour criteria included in this standard. It provides the most reliable opportunity to assess responses to abnormal activities and situations that would be unlikely to be

otherwise observed. A practical demonstration without the tasks below would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the KSBs assigned to this assessment method.

- The apprentice will perform a take-off and a landing.
- The apprentice will perform an additional critical flight manoeuvre (take-off, landing, and baulked landing) where the aircraft control is affected by flight control system or one engine being inoperative.
- There will be at least one simple malfunction introduced that the apprentice responds to and manages such as a single failure of one redundant system not resulting in a permanent state of emergency.
- There will be at least one incident of poor weather which will require additional threat management (e.g. low cloud, poor visibility or wind near company operating limits)
- The apprentice will demonstrate elements of normal line operation including use of checklists, aircraft performance calculation, use of radios and navigation equipment.
- The apprentice First Officer Pilot is given sufficient opportunity to demonstrate management of the operation and appropriate decision-making (such as any event where there is more than one possible outcome. The apprentice must demonstrate the use of decision-making skills to implement the appropriate choice of action).
- The apprentice is observed in the function of both pilot flying (Aircraft Commander) and pilot monitoring. The apprentice must demonstrate clear, calm and effective communication with crew, ground staff and Air Traffic Control in normal and abnormal situations.

Flights involving a First Officer Pilot must also have an additional crew member present, acting as the Aircraft Commander. Therefore, in order to demonstrate competency in the occupation, and to make the simulation as realistic as possible, the practical demonstration will include a second pilot, qualified on the aircraft type, performing normal duties alongside the apprentice. The choice of second pilot will be agreed between the employer and EPAO and the EPAO has the final say. The second pilot must not have conducted any of the candidate's training but may have flown with the candidate during the course of normal day-to-day operations.

The EPAO will ensure that:

- During the simulation, the nominated Aircraft Commander and First Officer Pilot will interact naturally as described in the company operations manual but no coaching will take place
- The apprentice has sufficient opportunity to demonstrate all of the knowledge, skills and behaviours mapped to this assessment method
- The employer creates a simulator specification in accordance to this EPA plan and agreed with the EPAO
- That the route chosen by the employer is one that the apprentice might expect to fly and meet EPAO requirements.

The practical demonstration should be conducted in the following way:

- Apprentices must be provided with a verbal briefing, which will include an overview of the planned flight, including timescales, the conditions prevailing at the start of the flight and the use of appropriate procedures to manage the flight and deliver a safe outcome.
- The practical demonstration must take account of the occupational context in which the apprentice operates

The Independent Assessor and simulator operator will confer prior to the practical demonstration to agree how the assessment will be conducted. During the practical demonstration, the Independent Assessor will normally not intervene, nor ask questions of the apprentice. If a serious error occurs during the practical demonstration, the assessment will not be stopped, however the apprentice will be considered to have failed the assessment.

All KSBs observed shall be recorded by the Independent Assessor.

All grading decisions shall be made solely by the Independent Assessor. The practical demonstration will be graded pass/fail due to the inherent safety requirement of the occupation.

Venue

Practical demonstrations must be conducted in one of the following locations:

· the employer's premises
· a suitable venue selected by the EPAO (e.g. a training provider's premises or another employer's premises)

Support material

EPAOs will produce the following material to support this assessment method:

• Outline of the practical demonstration's requirements
• Marking materials and checklist

Assessment Method 2: Professional discussion (This Method has 1 component.)

Method 2 Component 1: Professional discussion

Overview

This assessment will take the form of a professional discussion, which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. It will involve 6 questions that will focus on analysis of given scenarios, coverage of prior learning or activity and problem solving.

The professional discussion can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO (e.g. a training provider's premises)
- remotely (Video conferencing can be used to conduct the professional discussion, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way).

The rationale for this assessment method is:

This method has been chosen to complement the practical demonstration. The professional discussion allows the apprentice to demonstrate distinction-grade knowledge, skills and behaviours which may not be possible / likely to be observed during the practical demonstration. This assessment method will enable distinction-grade apprentices to demonstrate their deeper understanding and application of knowledge skills and behaviours.

Delivery

The independent assessors will conduct and assess the professional discussion.

The professional discussion must last for 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. Further time may be granted for apprentices with appropriate needs, for example where signing services are required.

During this method, the independent assessor must combine questions from the EPAO's question bank and those generated by themselves. Apprentices will be asked 6 questions relating to their performance in specific circumstances, which they then need to back up with specific examples from the portfolio provided.

The independent assessor will then probe further into the examples by asking for additional details about the candidate's knowledge, behaviours and skills based on their answers and the 5-10 pieces of evidence provided in the portfolio. There should be six pre-prepared questions, covering the knowledge, skills and behaviours being assessed. Pre-prepared questions will relate to given scenarios, two will relate to prior learning as demonstrated within the portfolio and the remaining two be problem-solving questions.

The professional discussion will be conducted as set out here:

1:1 apprentice and independent assessor

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion.

The independent assessor will make all grading decisions.

Venue

The professional discussion should take place in a quiet room, free from distractions and influence.

Other relevant information

A structured specification and question bank must be developed by EPAOs. The ‘question bank’ must be of sufficient size to prevent predictability and review it regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. The specifications, including questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Independent assessors must be developed and trained by the EPAO in the conduct of professional discussion and reaching consistent judgement.

EPAOs will produce the following material to support this assessment method:

- Marking Sheet
- Guidance document for employers and apprentices on the process / timescales for the discussion as well as a description of the purpose of the discussion
- Guidance document for independent assessors on how to carry out the assessment

Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Grading

Assessment method 1: Practical demonstration

KSBs	Fail	Pass
K1 K2 K3 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K23 K24 K25 K26 K27 K29 K30 **S1 S2 S3 S4 S5 S6 S7 S9 S10 S11 S13 S14 S15 S16 S17 S18 S19 S20 S21 S23 S25 S26 S27 S28 S29** **B1 B2 B3 B4 B5 B6 B7 B8**	Apprentice fails to demonstrate the pass criteria	A **pass** apprentice demonstrates the following competencies and behaviours while performing a complete line operation. Application of procedures - The apprentice applies procedures in accordance with published operating instructions and applicable regulations resulting in a safe operation. Aircraft flight path management (automation and manual control) – The apprentice controls the aircraft flight path through automation and manual flight using appropriate flight management systems and guidance resulting in a safe operation. Communication, leadership and teamwork – The apprentice demonstrates clear, calm, effective communications with crew, ground staff and Air Traffic Control in normal and abnormal situations. Problem solving and decision-making – The apprentice accurately identifies abnormal situations and risks and resolves problems acting decisively to ensure a safe operation. Situation awareness – The apprentice recognised and comprehends information anticipating situations and ensuring a safe operation. Workload management – The apprentice manages available resources, prioritises and performs tasks resulting in a safe operation following the company's standard operating procedures. Professional knowledge and standards – The apprentice demonstrates the ability to recall and apply knowledge of the KSBs assigned to the practical demonstration and professional standards in the operational environment. The apprentice demonstrates commitment to professional standards and values by willingness to perform duties with integrity and a positive promotion of the organisation.

Assessment method 2: Professional discussion

KSBs	Fail	Pass	Distinction
K15 K16 K17 K18 K19 K20 K21 K22 K23 K24 K25 K26 K27 K28 K29 K30 K31 K32 K33 **S8 S12 S20 S21 S22 S24 S30 S31** **B2 B4 B5**	Apprentice fails to meet the pass criteria	A **pass** apprentice: Correctly describes the organisation's procedures to establish pre-flight airworthiness and readiness, to secure, seal and release the aircraft and to supervise refueling. The apprentice explains their role in the safety management system of the organisation, states aircraft limitations and performance according to relevant operations manual and can describe procedures for accurate completion of aircraft documentation and the reporting of incidents and faults. The apprentice can accurately interpret legislation, procedures and regulations to deliver compliance with safety and security requirements. The apprentice describes appropriate communication during abnormal situations detailing information to be shared with crew, commander and passengers to secure a safe and commercially efficient operation. The apprentice identifies potential risks to brand/organisation reputation and summarises solutions that would secure a safe operation. The apprentice displays a depth of updated technical knowledge and situational awareness to deliver a confident, professional and safe aviation operation. The apprentice leads by example to support positive working relationships with all stakeholders, promote the vision and values of the organisation and achieve customer satisfaction. The apprentice can summarise the procedures to be carried out after the last flight of the day.	A **distinction** apprentice is: Confident and proactive in their approach to the First Officer Pilot role demonstrating the capacity to rapidly evaluate and analyse complex situations and demonstrate in-depth understanding of the actions required. Can summarise application of procedures clearly, interpreting behaviours and displaying situational judgement and creative thinking to formulate solutions which trap or mitigate problems. Through these actions they can illustrate that they have established significantly enhanced safety, effectiveness and efficiency of the operation leading to optimal commercial performance. Able to relate examples of persuasive communications with teams to optimise the conveyance of messages clearly, accurately and concisely. Seeks opportunities to proactively enhance service excellence maximising commercial success.

Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall.

If any method is failed, the overall grade is fail. Both methods must be passed to achieve a pass grade
Practical demonstration pass PD pass = pass
Practical demonstration pass PD distinction = distinction

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method 1	Assessment method 2	Overall grading
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Distinction

Roles and responsibilities

Role	Responsibility
Apprentice	• complete the on-programme element of the apprenticeship • prepare for and complete the EPA
Employer	• identify when the apprentice is ready to pass the gateway and undertake their EPA • notify the EPAO that the apprentice has passed the gateway
EPAO	As a minimum EPAOs should: • appoint assessors to assess the EPA • provide training and CPD to the independent assessors they employ to undertake the EPA (Current, annual check for type rating, within 3 years as Simulated Flight Instructor (SFI)/Simulated Flight Examiner (SFE) or Type Rating Instructor (TRI) / Type Rating Examiner (TRE) • have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest • have processes in place to conduct internal quality assurance and do this on a regular basis • organise standardisation events and activities in accordance with this plan's IQA section • organise and conduct moderation of independent assessors' marking in accordance with this plan • have, and operate, an appeals process
Independent assessor	As a minimum an Independent assessor should: • be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest • hold or be working towards an independent assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading • have the capability to assess the apprentice at this level (ATPL licence holder) • attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)
Training provider	As a minimum the training provider should: • work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the standard and monitor their progress during the on-programme period • advise the employer, upon request, on the apprentice's readiness for EPA prior to the gateway • plays no part in the EPA itself

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPA organisations for this EPA must:

- appoint independent assessors who have knowledge of the following occupational areas: An Airline Transport Pilot Licence holder with experience of flying, line checking and training pilots, demonstrating the range of systems and work activities included within the First Officer Pilot Apprenticeship Specification.
- appoint independent assessors who are competent to deliver the end-point assessment and experienced in assessing against IATA competencies
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- operate induction training and annual standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time. Standardization should also take place at least annually once the EPAO is involved in assessment.

Re-sits and re-takes

Apprentices who fails one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit any failed assessment methods only.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be taken again, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Affordability

Affordability of the EPA will be aided by using at least some of the following practice:

· using an employer's premises

Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for Reasonable Adjustment and what Reasonable Adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Practical demonstration

Knowledge
K1 The European Aviation Safety Agency (EASA) license and instrument rating requirements for the aircraft and role
K2 The standards required for personal presentation and fitness for duty within their organisation (including uniform standard)
K3 How to implement pre-flight planning and respond to en-route and terminal conditions
K5 Know and understand the checks necessary to establish pre-flight airworthiness and air-readiness
K6 How to liaise effectively with Air Traffic Control (ATC) and airport ground staff
K7 The procedure for checking flight instruments and operating automatic flight control systems
K8 The procedure for checking and operating aircraft propulsion units, systems and controls
K9 The procedure for checking and operating navigation equipment, radio aids, surveillance equipment and radar appropriate to the flight
K10 How to carry out start procedures and comply with Standard Operating Procedures (SOPs) during site manoeuvring
K11 The organisations service routines for the specific flight/route/sector
K12 The airline SOPs and how to maintain control, smoothly and safely during all stages of flight
K13 Automated systems affecting flight control and navigation
K14 How weather conditions and their effect, impact on the implementation of the flight plan, including wind, clouds, precipitation, visibility, ice accretion, air masses and fronts
K15 How to evaluate, respond to and manage abnormal situations
K23 The UK ANO (Air Navigation Order) and the UK AIP (Aeronautical Information Publication)
K24 The EASA (European Aviation Safety Agency) Ops regulations
K25 Know and understand the ICAO (International Civil Aviation Organisation) standards and recommended practices
K26 Know and understand the importance of Regulatory line checks and License Proficiency Checks
K27 How to maintain the security of aircraft, crew and payload
K29 The health and safety legislation in aviation both in relation to own role and organisation, including how to monitor on-board aircrew
K30 The requirements and importance of personal fitness and actions which must be taken if unfit for duty

Skills
S1 Ensure personal preparation and presentation standards are upheld in accordance with professional and organisational regulations and standards
S2 Prepare and check/validate a flight plan
S3 Establish the airworthiness and air readiness of the aircraft
S4 Check and operate flight instruments and systems
S5 Check and operate radar and radio aids
S6 Check and operate aircraft propulsion systems
S7 Check and operate navigation and communication equipment
S9 Collect information to aid decision making
S10 Communicate clearly and professionally with ATC and airport ground staff
S11 Handle the aircraft on the ground in accordance with relevant SOPs
S13 Close down aircraft engines, systems and equipment in accordance with regulations and procedures
S14 Communicate effectively with colleagues, cabin crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security
S15 Implement agreed flight plan, making appropriate judgements to respond to en-route and terminal conditions
S16 Maintain control, stability and safety during all stages of the flight, following airline SOPs
S17 Manage and monitor automated systems
S18 Monitor weather conditions during the flight and control the aircraft in response
S19 Respond appropriately to all abnormal situations e.g. engine failure, disruptive passenger, forced landing, fire, decompression at altitude
S20 Handle and control the aircraft in a smooth and safe manner when responding to abnormal situations
S21 Release the aircraft in accordance with SOPs
S23 Complete pre and post flight documentation
S25 Consult with the Commander and inform crew members clearly what action is required in response to emergency situations
S26 Ensure self and team monitor and apply the compliance, legislation, procedures and regulations commensurate to your role
S27 Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures
S28 Monitor aviation security in own area of responsibility
S29 Identify and address / report actual or potential hazards pre-flight, in-flight or post-flight as required

Behaviours
B1 Be vigilant, alert and proactive in promoting a safe, reliable, secure and compliant working culture within the first officer role
B2 Promote a customer focused culture within the aircraft and when representing the aircraft operator
B3 Lead by example and command the operation of the aircraft and the team by communicating in a calm, decisive manner
B4 Be visible and approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times
B5 Work confidently using initiative and resilience to problem solve and escalate when required as per your aircraft operator's procedures
B6 Display loyalty, integrity and accountability to the aircraft operator
B7 Be commercially aware to deliver an agile, efficient and professional aviation service
B8 Appreciate situational awareness in complex, three dimensional and fast moving aviation situations

Assessment method 2: Professional discussion

Knowledge
K5 Know and understand the checks necessary to establish pre-flight airworthiness and air-readiness
K15 How to evaluate, respond to and manage abnormal situations
K16 The organisations procedures for releasing the aircraft
K17 The organisations procedures to be carried out after the last flight of the day
K18 The procedures for recording and reporting malfunctions and faults
K19 Aviation procedures and practices required for the completion of aircraft and safety documentation
K20 The refueling procedures for the aircraft type
K21 Know the limitations and performance of the aircraft as laid down in the relevant Flight Manual and/or Operations Manual
K22 The importance of legislation, procedures and regulations relating to an aviation environment in order to apply and deliver organisational compliance requirements within own area of responsibility
K23 The UK ANO (Air Navigation Order) and the UK AIP (Aeronautical Information Publication)
K24 The EASA (European Aviation Safety Agency) Ops regulations

K25 Know and understand the ICAO (International Civil Aviation Organisation) standards and recommended practices
K26 Know and understand the importance of Regulatory line checks and License Proficiency Checks
K27 How to maintain the security of aircraft, crew and payload
K28 Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security
K29 The health and safety legislation in aviation both in relation to own role and organisation, including how to monitor on-board aircrew
K30 The requirements and importance of personal fitness and actions which must be taken if unfit for duty
K31 The organisation's safety management systems and safety culture
K32 The purpose of the organisation including its vision, objectives and brand / organisational standards, how they compare to its competitors and how own role, and the team, help to achieve them
K33 How to achieve customer satisfaction within their organisation and sphere of influence

Skills
S8 Accurately report defective equipment
S12 Secure and seal the aircraft in accordance with company regulations and procedures
S20 Handle and control the aircraft in a smooth and safe manner when responding to abnormal situations
S21 Release the aircraft in accordance with SOPs
S22 Accurately record malfunctions, faults and maintenance requirements
S24 Supervise the refueling of the aircraft
S30 Record and report safety and security incidents, including self-reporting when required
S31 Drive the team to maintain brand / organisational standards at all times, and identify and address any potential risks according to organisational procedures

Behaviours
B2 Promote a customer focused culture within the aircraft and when representing the aircraft operator
B4 Be visible and approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times
B5 Work confidently using initiative and resilience to problem solve and escalate when required as per your aircraft operator's procedures

Competencies mapped to KSBs

Competency	KSB
Application of Procedures	Identifies and applies procedures in accordance with published operating instructions and applicable regulations, using the appropriate knowledge. Knowledge • The European Aviation Safety Agency (EASA) license and instrument rating requirements for the aircraft and role • How to prepare a new flight plan or retrieving an existing flight plan • How to establish pre-flight airworthiness and air-readiness • The procedure for checking and operating aircraft propulsion units, systems and controls • The procedure for checking and operating navigation equipment, radio aids, surveillance equipment and radar appropriate to the flight • How to carry out start procedures and complying with Standard Operating Procedures (SOPs) during site manoeuvring • Organisations procedures for releasing the aircraft • Organisations procedures to be carried out after the last flight of the day • Procedures for recording and reporting malfunctions and faults • Aviation procedures and practices required for the completion of aircraft and safety documentation • The refueling procedures for the aircraft type • Limitations and performance of the aircraft as laid down in the relevant Flight Manual and/or Operations Manual • The importance of legislation, procedures and regulations relating to an aviation environment in order to apply and deliver organisational compliance requirements within own area of responsibility • The UK ANO (Air Navigation Order) and the UK AIP (Aeronautical Information Publication) • The EASA (European Aviation Safety Agency) Ops regulations • The ICAO (International Civil Aviation Organisation) standards and recommended practices • Regulatory line checks and Licence Proficiency Checks • Security of aircraft, crew and payload • Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security • The health and safety legislation in aviation both in relation to own role and organisation, including how to monitor on-board aircrew • The organisation’s safety management systems and safety culture Skills • Complete pre and post flight documentation • Supervise the refueling of the aircraft • Secure and seal the aircraft in accordance with company regulations and procedures • Close down aircraft engines, systems and equipment in accordance with regulations and procedures

	• Release the aircraft in accordance with SOPs • Record malfunctions, faults and maintenance requirements • Establish the airworthiness and air readiness of the aircraft • Check and operate aircraft propulsion systems • Prepare and check/validate a flight plan • Report defective equipment
Communication	Demonstrates effective oral, non-verbal and written communications, in normal and non-normal situations. Knowledge • How to liaise effectively with Air Traffic Control (ATC) and airport ground staff Skills • Communicate clearly and professionally with ATC and airport ground staff • Communicate effectively with colleagues, cabin crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security
Aircraft Flight Path Management, automation	Controls the aircraft flight path through automation, including appropriate use of flight management system(s) and guidance. Knowledge • The procedure for checking flight instruments and operating automatic flight control systems • The airline SOPs and how to maintain control, smoothly and safely during all stages of flight • Automated systems affecting flight control and navigation • Manage and monitor automated systems
Aircraft Flight Path Management, manual control	Controls the aircraft flight path through manual flight, including appropriate use of flight management system(s) and flight guidance systems. Skills • Handle and control the aircraft in a smooth and safe manner when responding to abnormal situations • Handle the aircraft on the ground in accordance with relevant SOPs
Leadership and Teamwork	Demonstrates effective leadership and team working. Knowledge • The organisations service routines for specific flight/route/sector

	• The purpose of the organisation including its vision, objectives and brand / organisational standards, how they compare to its competitors and how own role, and the team, help to achieve them • How to achieve customer satisfaction within their organisation and sphere of influence Skills • Work with the team to maintain brand / organisational standards at all times and identify and address any potential risks according to organisational procedures • Make decisions that satisfy the needs of the customers and stakeholders while delivering for the organisation • Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures • Ensure self and team monitor and apply the compliance, legislation, procedures and regulations commensurate to your role, flight plan, departure and destination country • Consult with the Commander, inform crew members clearly what action is required in response to emergency situations • Follow airline SOPs for maintaining control, stability and safety during all stages of flight Behaviours • Lead by example and command the operation of the aircraft and the team by communicating in a calm, decisive manner • Be visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times
Problem Solving and Decision Making	Accurately identifies risks and resolves problems. Uses the appropriate decision-making processes. Knowledge • How to evaluate and respond to abnormal situations and how they should be managed • Identify and address / report actual or potential hazards pre-flight, in-flight or post-flight as required Skills • Respond appropriately to all abnormal situations e.g. engine failure, disruptive passenger, forced landing, fire, decompression at altitude • Behaviours • Work confidently using initiative and resilience to problem solve and escalate when required as per your aircraft operator's procedures
Situation Awareness	Perceives and comprehends all of the relevant information available and anticipates what could happen that may affect the operation.

	Knowledge • En-route and air terminal conditions • How weather conditions and their effect, including wind, clouds, precipitation, visibility, ice accretion, air masses and fronts impact on the implementation of the flight plan Skills • Monitor aviation security in own area of responsibility • Check and operate radar and radio aids • Collect information to aid decision making • Monitor weather conditions during the flight and control the aircraft in response • Check and operate flight instruments and systems • Implement agreed flight plan and respond to en-route and terminal conditions • Check and operate navigation and communication equipment Behaviours • Appreciate situational awareness in complex, three-dimensional and fast moving aviation situations • Be vigilant, alert and proactive in promoting a safe, reliable, secure and compliant working culture within the first officer role • Be commercially aware to deliver an agile, efficient and professional aviation service
Workload Management	Manages available resources efficiently to prioritise and perform tasks in a timely manner under all circumstances. Knowledge • Pre-flight planning and how to respond to en-route and terminal conditions
Professional Standards	Demonstrates commitment to a level of standards and values by willingness to perform their duties to their best ability and put aside personal issues in order to achieve the best result for their organisation. Knowledge • The standards required for personal presentation and fitness for duty within their organisation (including uniform standard) • The Requirements and importance of personal fitness and actions which must be taken if unfit for duty Skills • Prepare and present themselves for duty as a pilot in accordance with professional and organisational regulations and standards • Record and report safety and security incidents including self-reporting when required Behaviours • Display loyalty, integrity and accountability to the aircraft operator

	• Promote a customer focused culture within the aircraft and when representing the aircraft operator