

# Highfield **Level 2** End-Point Assessment for **Aviation Customer Service Operative**



Government funding band – **£3,500**



On-programme duration – **minimum of 12 months**



Gateway requirements – **level 1 English and maths, attempted level 2 English and maths and Category 9 Certificate in Dangerous Goods Awareness**



End-point assessment method – **observation with questions and answers, professional discussion**

## Working as a aviation customer service operative

Aviation customer service operatives are responsible for effectively communicating across all occupational roles. Their work involves indoor and outdoor activity and commonly requires shift working and unsociable hours. The broad purpose of this particular role is to ensure the safe, efficient and effective check-in, boarding, departure and arrival of people (and any accompanying goods/luggage). Aviation customer service operatives can work in several different environments, such as commercial airports, military base/aerodromes, aircraft carriers, heliports or other airfields. Aviation customer service operatives operate in highly regulated environments and work in very organised teams, often to very tight timescales.

## The programme's structure

Your apprentices will be placed in a customer service operative role over a minimum period of 12 months during which they will be supported while on-programme by their tutor. The tutor will review the progress of the apprentice against the standard to ensure they are prepared for end-point assessment.



## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training
- On-programme training to meet the standards
- Gateway readiness self-assessment

### Set for assessment on completion of training and functional skills

#### End-point assessment methods are; Observation with questions and answers

- 90-minute observation, including a question-and-answer session of at least eight questions to clarify the learner's knowledge and skills

#### Professional discussion

- 1-hour structured discussion focusing on how the apprentice has performed during the apprenticeship and their overall achievement of the standard. The apprentice may identify supporting evidence to bring to the professional discussion to illustrate performance

### Go further

Progression from this apprenticeship would be into a management role.

## Available support

### On-programme support

- Delivery resources
- Tutor support resource

### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



## Need to know more:

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