

DRAFT V4 – August 2017

Cabin Crew Apprenticeship Assessment Plan



August 2017

DRAFT V3 – August 2017

Index SECTION	TITLE	PAGE
1.	Introduction	2
2.	Readiness for Independent End Assessment (IEA)	3
3.	Summary of assessment process	5
4.	Reliability, validity and consistency	6
5.	Roles and responsibilities	7
6.	External quality assurance of end point assessment for the Cabin Crew apprenticeship standard	10
7.	Grading	13
8.	Annex A – Assessment method by element of the Cabin Crew standard	15
10.	Annex B – On demand test specification	23
11.	Annex C –	24
12.	Annex D –	26
13.	Annex E - Grading Criteria	27

DRAFT V3 – August 2017

Introduction

This document sets out the requirements and process for independent end-point assessment of the Cabin Crew apprenticeship standard approved by the Government. All apprenticeship standards must include independent end-point assessment to check the apprentice's overall performance against the standard. It is designed for employers, apprentices, education and training providers and assessment organisations.

Independent end-point assessment occurs when the employer is satisfied that the apprentice is working consistently at or above the level set out in the Cabin Crew apprenticeship standard. The assessment period for the Cabin Crew standard can commence at any point once the apprentice is competent after the twelve to eighteen-month minimum period of learning and development.

DRAFT V3 – August 2017

Apprentice's readiness for independent end assessment

i. Achieving full competence

The period of learning, development and on-programme assessment is managed by the employer, in most cases with the service of an education or training provider. Although learning, development and on-programme assessment is flexible and the process is not prescribed, it is anticipated that employers will provide apprentices with regular reviews during the learning phase and structured feedback as to their progress.

On-programme reviews and records are important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for independent end-point assessment.

It is suggested that a minimum of four meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a twelve month period prior to starting the independent end assessment process.

Further guidance and support on planning and managing a Cabin Crew apprentice's training and development journey is available at People1st.co.uk.

ii. Readiness for end assessment

The independent end-point assessment is synoptic, which means it takes an overview of the apprentices' competence across the standard. The end-point 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 which, as a best practice recommendation, could be clearly evidenced by the on-programme progression review meetings and records. The independent end-point assessment ensures that all apprentices consistently achieve the industry set professional standard for a member of Cabin Crew. Prior to independent end assessment the English and maths components of the apprenticeship must be successfully completed.

A structured meeting will be held and must include the relevant people that have responsibility and accountability for the completion of the apprenticeship, such as: the line manager, on-programme assessor and /or a senior manager as appropriate to the business. It is recommended that the on-programme records, if utilised, are brought to this meeting. Although there is no mandatory documentation to be completed at this stage it is essential that all stakeholders in the meeting are clear that all aspects of the apprenticeship have been completed prior to the end point assessor being engaged. To support employers and on programme assessors a 'readiness for independent end assessment record' has been produced and is freely available at people1st.co.uk for those who wish to utilise it. This record provides a structure and checklist to guide stakeholders through the process of determining readiness and is a useful tool for independent end assessors to review prior to the planning meeting.

Once the employer (supported by the on-programme assessor) is satisfied that the apprentice has achieved full competence a further validation and planning activity must take place that includes an independent end assessor, who must be provided with the completed readiness for independent end assessment record at least one week in advance. This may be a meeting which may be conducted remotely – e.g. a virtual meeting using technology such as Skype, or could be a series of electronic communications, as its aim is to secure the plan for the assessment activities, but does not contribute to any assessment decisions.

The independent end-point assessor will agree a plan and schedule for each assessment activity with the apprentice and employer representative to ensure all components can be completed within a two-month end assessment window. Assessment organisations must inform the relevant External Quality Assurance (EQA) body of the independent end assessments prior to commencement to ensure external quality assurance

DRAFT V3 – August 2017

activity can be planned and implemented. It should be noted that the on programme assessor is not involved in this planning activity as this forms the next step of the apprenticeship journey, moving from the on-programme phase to the end point assessment.

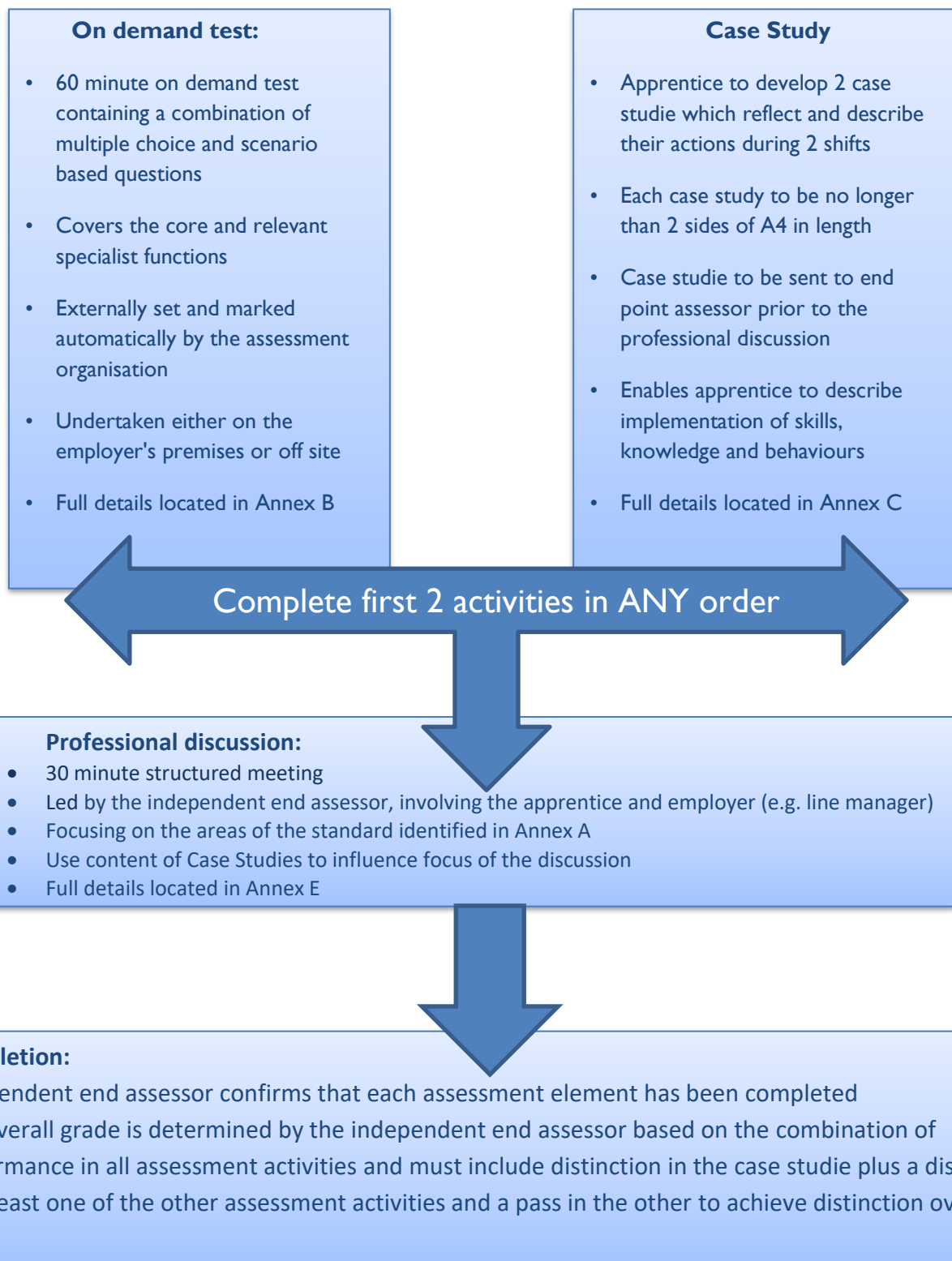
iii. Order and timings of the end assessment

There are three assessment activities for the Cabin Crew independent end assessment. The on-demand test, and case studies may be undertaken in any order and the professional discussion must be the last activity completed. All assessment activities must be completed within two months.

DRAFT V3 – August 2017

Summary of assessment process

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor as follows:



DRAFT V3 – August 2017

Reliability, Validity and Consistency

Independent end assessment is a culmination of a learning and development journey resulting in external confirmation of an apprentice meeting the industry defined standard. The assessments are conducted by an independent end assessor approved and appointed by an assessment organisation, which is quality assured to ensure consistent, reliable and valid judgements. It is recommended, and depending on the integration to an airline's procedures, may be required that the assessment organisation is regulated by the Civil Aviation Authority (CAA).

In summary, the following controls must be adhered to:

- ✓ A formal structure to plan the end point assessment, allowing planning of internal and external quality assurance, including the use of the **readiness for independent end assessment record** (freely available from People1st.co.uk).
- ✓ A common approach to assessment tools and procedures for independent end assessment, which will be freely available. The common approach will help ensure that end assessment tools and procedures are consistent in meeting the requirements for fair, accurate and reliable assessment decisions, against the Cabin Crew apprenticeship standard.
- ✓ The mandating of both technical and assessment competence and continuing professional development (CPD) for independent end assessors to ensure that they have the right tools, qualifications, training and experience to make reliable judgements.
- ✓ An end point assessor from an independent assessment organisation, who has had no prior involvement with the apprentice, providing an objective independent view
- ✓ The internal quality assurance of individuals conducting independent end assessments and of independent end assessment outcomes and results, by an assessment organisation registered on the Register of Apprenticeship Assessment Organisations for the Cabin Crew standard.
- ✓ Requirements for standardisation of independent end-point assessments across assessment organisations.
- ✓ The use of on demand tests with automated marking ensuring a consistent approach regardless of the apprentice's workplace.
- ✓ Three complementary assessment methods that provide a clear structure for synoptic assessment across the standard.

DRAFT V3 – August 2017

Roles and responsibilities

Independent end assessor

An independent end assessor must be someone who has nothing to gain from the outcome of the assessment and must not have been involved in training or line management of the apprentice. They must be approved and appointed by the assessment organisation to undertake the independent end assessment of the apprentice.

Due to the strictly governed nature of the aviation industry, an employer led approach is required for this standard. The employer led approach to end assessment allows assessors to originate from the employer's workforce to assess apprentices in their own organisation as long as independence from the apprentice can be demonstrated (i.e. they must not have been involved in either the learning and development or line management of the apprentice). During independent end assessment they are acting on behalf of, and responsible to, the assessment organisation. This ensures adherence to the CAA regulations whilst still ensuring independence of assessment through the external assessment organisation

To ensure consistent and reliable judgements are made, independent end assessors will be subject to rigorous quality assurance and must take part in regular standardisation activities. The mandatory criteria for independent end assessors is set out below:

a) Occupational Expertise of Cabin Crew Independent End Assessors

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

- ✓ Have excellent knowledge and understanding of the apprenticeship standard as set out in the industry set Grading Criteria (Annex G)
- ✓ Hold a recognised current workplace assessment qualification or suitable alternative. The list of approved qualifications will be published at www.people1st.co.uk and updated as new, appropriate qualifications are released.
- ✓ Have current, 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. This should include a current, valid attestation
- ✓ Practice standardised assessment principles set out by the assessment organisation.
- ✓ Have sufficient resources to carry out the role of independent end assessor i.e. time and budget.

b) Continuous Professional Development for Cabin Crew Independent End Assessors

It is necessary for independent end assessors to maintain a record of evidence of their continuous professional development (CPD). This is necessary to ensure 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.

DRAFT V3 – August 2017

Independent assessors should select CPD methods that are appropriate to meeting their development needs. Within a twelve month period an Independent End Assessor will be required to demonstrate they have gained practical experience in the aviation industry which develops/up-dates their knowledge/skills. The following provides an example of a variety of methods that can be utilised for CPD purposes, a multiple of which need to be experienced/adopted on an annual basis.

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 / shows

Keeping up to date with sector developments and new legislation

- ✓ Relevant sector websites and twitter feeds / social media platforms
- ✓ Membership of professional bodies and trade associations
- ✓ Papers and documents on legislative change
- ✓ Seminars, conferences, workshops, membership of committees/working parties
- ✓ 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

Assessment organisations

Assessment organisations are registered on the ESFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. It is essential that assessment organisations:

- ✓ Ensure independent end assessors are competent in meeting both occupational and assessment criteria requirements
- ✓ Approve and appoint independent end assessors*
- ✓ Ensure assessments are planned, communicated and executed fairly
- ✓ Quality assure independent end assessments
 - With planned internal quality assurance activity
 - Including both desk based and 'live' quality assurance activity
 - This must be performed on a risk basis, i.e. new or poorly performing assessors must have every element of every assessment quality assured, but established, high performing assessors can be quality assured on a sampling basis, with at least one assessment activity being subject to either desk based or live internal quality assurance activity

DRAFT V3 – August 2017

- ✓ Ensure on-demand tests are correctly invigilated (Annex C)
- ✓ Ensure standardisation of all assessors occurs on a regular basis, including but not limited to:
 - Review of annual adherence to CPD requirements
 - Regular standardisation meetings – usually quarterly but required frequency to depend on internal and external quality assurance outcomes of each assessment organisation
 - Assessment and verification training sessions
 - Shadowing and cross checking of other assessors
- ✓ Address poor performance from assessors to ensure high standards of end assessment
- ✓ Obtain and review feedback / satisfaction results from apprentices and employers, taking appropriate actions for improvement
- ✓ Address and administer any appeals and grievances fairly and in line with the consistent approach

Assessment organisations will be subject to external quality assurance in order to deliver national consistency across the aviation sector which is overseen by a relevant EQA body.

External quality assurance (EQA) of the end point assessment for the Cabin Crew apprenticeship standard

Role of CAA in this process?

The external quality assurance will be an employer-led model carried out by People 1st on behalf of the employers.

Other Options:

Ofqual (regulated)

Employer-led (commitment from employers to oversee the process – they must identify a legal entity to conduct this function on their behalf – People 1st is the EQA body for retail, hospitality and travel apprenticeships)

Professional body

IfA (last resort, where the employers cannot make a decision. The IfA will contract this service out)

DRAFT V3 – August 2017

Grading

The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice's combined performance in each assessment activity. In order to pass the apprentice is required to pass each of the three assessments. In order to achieve a distinction the apprentice needs to gain the required number of points as set out in the table below – gaining a distinction in the case studies and in at least one of the other assessment activities, with at least a pass in the last.

In order to pass:

In the **on demand test** the apprentice must achieve the correct percentage (e.g. 70%) of correct answers to pass the assessment activity. The on demand test will feature a sample of questions, based on a representative sample of the assessment criteria in Annex E(i).

In the **Case Studies**, the apprentice must record examples of how they have demonstrated competence against **all** of the assessment criteria in Annex E(ii), both for the core and their chosen specialist function.

In the **professional discussion** the apprentice must demonstrate competence against all of the assessment criteria in Annex E(iii).

In order to achieve a distinction:

In the **on demand test** the apprentice must achieve a higher (e.g. 85%) percentage of correct answers to gain a distinction in the assessment activity. The on demand test will feature a sample of questions, based on a representative sample of the assessment criteria in Annex E(i). It will contain questions on both the core and the apprentice's chosen specialist function.

In the **Case Studies**, the apprentice must demonstrate competence against **all** of the assessment criteria in Annex E(ii), both for the core and their chosen specialist function. In addition to completing tasks on time to the required standard, to obtain a distinction apprentices must demonstrate excellence in their approach, working efficiently and effectively, prioritising tasks and using appropriate communication.

Assessment organisations will design Case Study templates clearly distinguishing the pass and distinction requirements.

In the **professional discussion** the apprentice must demonstrate competence against **all** of the assessment criteria for a pass in Annex E(ii) and a distinction in Annex E(iv) and will explain, and provide requested evidence to prove, how they have met the relevant assessment criteria, including effective communication, team work, self-evaluation and the detailed behavioural elements of the standard.

The independent end assessor will use the assessment tools and processes of their assessment organisation to determine whether the pass and distinction grades have been achieved. Tools will dictate, in detail, how each grade is achieved and their use will be internally and externally quality assured to further ensure assessment of apprentices across the sector is consistent, fair and reliable.

The assessment activities are not 'weighted' in percentage terms as they are all important to demonstrating the apprentice's synoptic performance; however employers have been clear that in order to achieve a distinction overall the apprentice must perform to distinction level in the case

DRAFT V3 – August 2017

studies, with a range of performance in the other assessment methods contributing to the overall grade. To reflect this, the scores available for the observations are higher at distinction level. In order to achieve this, a simple 'Section A / Section B' approach should be taken, set out for each standard as follows:

Section A:	Grade	Score (Pass=1, Distinction=3)
Case Studies:		
Total section A:		

Section B:	Grade	Score (Pass=1, Distinction=2)
On demand test:		
Professional discussion:		
Total section B:		

If any assessment activity is failed it must be retaken. Apprentices cannot achieve the apprenticeship without gaining at least a pass in every assessment method. Once the apprentice has achieved at least a pass in each assessment activity the final grade will be calculated as follows:

Total score	Overall grade
3-5	Pass
6+	Distinction

The independent end assessor will be notified of successful completion of the on demand test (results of which will usually be computer generated and validated by the assessment organisation, or if not computer generated but paper based, must use automated marking by the assessment organisation and results notified), and then aggregate performance to determine the overall assessment outcome of refer, pass or distinction using a clearly defined, evidence-based process as prescribed by the assessment organisation.

Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit. When retaking an assessment activity the maximum grade that can be achieved for that activity is a pass.

Affordability

It is anticipated that the end point assessment will cost approximately 15-20% of the total available funding for the Cabin Crew apprenticeship standard, based on a 2015/16 cap 2 allocation.

DRAFT V3 – August 2017

The role of an air cabin crew member is to primarily ensure customers safety at all times whilst onboard the aircraft. They also provide excellent customer service to customers throughout the flight. They are trained to deal with security and emergency situations which may arise and can administer first aid to customers. Cabin crew may work for commercial organisations, working with large volumes of customers, or may work with small groups of customers on smaller aircraft. To achieve this, cabin crew are required to adapt to the needs of a wide range of individuals and customers and will need to understand how their needs can be accommodated. This may be from supporting nervous customers, individuals with young children, and those with special dietary or medical requirements. Some cabin crew may work as part of the armed forces, providing services for Royalty, Ministers and other dignitaries.

Key to assessment method identification	
This chart provides an overview of what an apprentice can expect to be covered in each assessment method and the detailed assessment criteria that must be met can be found in Annex F	
T	Assessment will be through the on-demand test
CS	Assessment will be through the Case Study
PD	Assessment will be through the professional discussion
2 Methods	Some sections of the standard are assessed by more than one method. Specific assessment criteria are set against assessment activities in Annex E

DRAFT V3 – August 2017

Part A - Flight operations

	Knowledge and Understanding (Know it)		Skills (Show it)	
Pre-flight (all duties up until the doors are closed prior to take off)	• The standards required for personal presentation and that of the cabin (including organisation uniform standard)	T	• Liaise with the customer, airport, ground staff, suppliers and colleagues to ensure the efficient loading of catering and ancillary items and boarding procedures meet service standards and aviation regulations.	CS
	• Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items	T	• Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure	CS/PD
	• How to maintain service equipment and address identified failures and processes to minimise disruption and delay, allowing for alternative arrangements to reduce chance of injury, and ensure on time performance	T	• Monitor cabin environment, appearance and on board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it	CS/PD
	• The typical customer profile for the organisation and how the services provided are matched to it	T	• Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results	CS/PD
	• The destination profile and how the flight may be adapted according to this	T	• Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance	CS/PD
	• Organisational procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required	T		
	• The protocols required for specific areas, locations, press, security, carrying of items that may require specific care	T		
In-flight (from closure of doors before take off to	• The protocols when Royalty, Ministers and Dignitaries are on board	T		
	• How to deal with complex customer needs which may affect the onboard operation, including challenging situations in individual and group situations	T	• Address complex customer needs to ensure service standards and individual requirements are maintained	CS
				CS

DRAFT V3 – August 2017

	Knowledge and Understanding (Know it)		Skills (Show it)	
opening of doors after landing)	<ul style="list-style-type: none"> • The pre-take off checks which must be conducted once doors are closed • Thorough knowledge of the organisations service routines for specific flight/route/sector • The procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms • The required on board targets for service and sales, in line with organisation's procedures* • Process to report of defective equipment 	T PD/CS T CS PD/CS	<ul style="list-style-type: none"> • Complete the on board food, beverage and retail service provided by the organisation in line with standards and quality measures* • Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security and timely reporting of defective equipment is maintained • Conduct in flight checks and monitor customers and onboard facilities • Ensure post service requirements are completed, including reconciliations of stock / money or cash equivalents as required 	CS CS CS
Post flight (from opening of doors after landing)	<ul style="list-style-type: none"> • Understanding of disembarkation procedures including monitoring of all customers including special categories of customer • The post flight checks and duties which must be conducted • Security of on-board resources and adherence to local regulations and practices. • Understanding of disembarkation procedures including monitoring of all customers including special categories of customer • The post flight checks and duties which must be conducted • Security of on-board resources and adherence to local regulations and practices 	T T T T T T	<ul style="list-style-type: none"> • Communicate and co-ordinate with Flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards • Address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome • Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required • Participate in post flight debrief and duties 	CS/PD CS/PD CS/PD CS/PD

DRAFT V3 – August 2017

Part B – Organisation and commercial

	Knowledge and Understanding (Know it)		Skills (Show it)	
Compliance and legislation	<ul style="list-style-type: none"> 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 Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security 	T	<ul style="list-style-type: none"> Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role 	PD
		T	<ul style="list-style-type: none"> Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures 	PD
Health, safety and wellbeing	<ul style="list-style-type: none"> Health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it Requirements and importance of crew members fitness and actions which must be taken if unfit for duty The organisation's safety management systems and safety culture 	T/CS	<ul style="list-style-type: none"> Identify and address / report actual or potential hazards 	PD
		T	<ul style="list-style-type: none"> Record and report safety and security incidents including self-reporting when required 	PD
		T/CS	<ul style="list-style-type: none"> Actively engage in a safe, open and honest working environment 	PD
Organisation	<ul style="list-style-type: none"> Understand 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 	CS	<ul style="list-style-type: none"> Work with the team to maintain brand / organisational standards at all times and identify and address any potential risks according to organisational procedures 	CS
Commerciality* (for commercial airline apprentices only)	<ul style="list-style-type: none"> The organisations vision, objectives and values of the organisation How to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives 	CS	<ul style="list-style-type: none"> Make decisions that satisfy the needs of the customer while delivering for the organisation 	PD
		CS	<ul style="list-style-type: none"> Achieve and aim to exceed commercial targets by applying techniques that are appropriate to all customer profiles 	PD

DRAFT V3 – August 2017

	Knowledge and Understanding (Know it)		Skills (Show it)	
CRM / Human factors	<ul style="list-style-type: none"> The principles of Cockpit/Crew Resource Management (CRM) and how to apply them The principles of human factors 	T	<ul style="list-style-type: none"> Apply principles of Cockpit/Crew Resource Management (CRM) and human factors 	PD
Armed Forces operations (for armed forces apprentices only: *Armed Forces Cabin Crew will be used on military tasking, thus no on board sales take place. Therefore, no cash transactions will be undertaken as it's a non-profit making organisation and the commerciality element of the standards (marked *) will be given dispensation				
BEHAVIOURS (LIVE IT)				
	<ul style="list-style-type: none"> Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture Embrace and promote the brand behaviours of your organisation Conveys a genuine warm welcome, with a desire to help and a positive attitude Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times Demonstrates team working, supporting colleagues and embracing diversity Takes ownership and personal responsibility of your role and working environment 	T	<ul style="list-style-type: none"> Use your initiative and resilience to problem solve and escalate when required as per your company procedures Display loyalty, integrity and accountability to the organisation Commit to continuous development of self, including awareness of organisational communications and regulatory updates Identifies the needs of customers and adapts to different needs Demonstrates commercial awareness to deliver an agile, efficient and professional service 	CS/PD
		CS		CS/PD
		CS		CS/PD
		T/CS		CS/PD
		T		CS/PD
		CS		

Annex B: On demand test specification

Key facts:

- ✓ 60 minute on demand multiple choice test
- ✓ Combination of knowledge recall and Scenario based questions
- ✓ Externally set and marked by an assessment organisation
- ✓ Undertaken either on the employer's premises or off site

The assessment will be an objective on demand test and will be in multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks / grades. It is expected that the on demand tests will be on-screen and computer marked, with validated results notified to the independent end assessor. If on demand tests are paper based, they must be sent back to the assessment organisation for automated marking and the independent end assessor will be notified of the results. The question banks will cover the knowledge and skills 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. These questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.

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 assessment organisation will identify a suitable person to invigilate the on demand test. As this test is externally set and marked it may be invigilated by the on-programme assessor, alternatively it may, but does not have to be, the assessor conducting the professional discussion. Tests will be invigilated in line with the requirements set out by the assessment organisation.

Questions will be written using the language, tone and style 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 and distinction levels.

The definition of a 'controlled environment' will be clearly defined and explained by the assessment organisations prior to scheduling the test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator to follow a best practice process.

Assessment organisations and employers must satisfy that CAA regulations are being adhered to during the assessment, which may require assessment organisations to be CAA regulated.

Annex C: Case Study specification

Key facts:

- ✓ 2 Case studies developed by the apprentice while in the workplace
- ✓ Covers core and specialist function elements of the standard
- ✓ Each case study to be no more than 2 sides of A4

Must provide the apprentice with an opportunity to describe and demonstrate how they have applied the knowledge and skills in their workplace. The case study should describe the following points:

- How they have prepared themselves for work
- The information they have gathered prior to the flight
- A description of the nature of customers boarding the plane and any specific requirements they may have
- A description of the structure of the service and any situations/special requests that arose
- A description of how the apprentice responded to situations/special requests
- How the landing and disembarkation process was organised and implemented
- The content of post flight briefings and the apprentice's contributions to it

This assessment brings together all aspects of the standard, as identified in Annex A. The Case Studies are a record of how practical skills and behaviours have been applied. The apprentice should be provided with time to develop case studies that describe their actions and activities during two different working periods/shifts.

The Case Studies provide the opportunity for substantial synoptic assessment against the relevant elements of the standard. The development of the case studies must be scheduled when the apprentice will be working in their normal place of work and will also:

- ✓ Be produced at a time which reflects typical working conditions and avoids seasonal periods of low levels of demand
- ✓ Allow the apprentice to describe and document all aspects of the standard being assessed (e.g. the apprentice must interact with customers when being assessed for customer service)
- ✓ Take a synoptic approach to recording the overall competence

Once completed, the completed case studies are to be forwarded to the End Point Assessor. This should be done at least one week before the Professional Discussion is due to take place, allowing them sufficient time to examine the content and identify subject matter and scenarios which can be probed further during the discussion.

The grading criteria for all assessment activities are contained in Annex E.

Annex D: Professional discussion specification

Key facts:

- ✓ 40 minute discussion between the apprentice and the independent end assessor (includes 10 minutes for review of the case studies with follow up questions and answers)
- ✓ Employer may be present to support (but not lead) the apprentice and confirm information. If they are not present the employer should be given the opportunity to feedback to the end point assessor either verbally or in writing
- ✓ Will include areas of the standard not seen in the case studies or covered by the on-demand test plus key additional areas identified in Annex A
- ✓ Planned in advance to allow the apprentice to prepare fully for the discussion

The professional discussion is a structured discussion between the apprentice and their independent end assessor. The employer may be present at this discussion to provide further examples and support (but not lead) the apprentice. The employer does not score the discussion. The independent end assessor conducting the professional discussion should normally be the same person who marked the case studies. 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 at least five days in advance and may bring additional materials 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. If for any reason it is not possible for all involved to meet in the same place end assessors must ensure adequate controls are in place to maintain fair and accurate assessment. The professional discussion may be conducted using technology, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include video conferencing / video calling and must include a two way visual and audio link. A standard template, provided by the assessment organisation, 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 key elements of the standard identified in Annex A.

The professional discussion will recognise areas which have already been covered in the case studies and covered by the on-demand test so as not to re-assess an area in which the apprentice has already demonstrated competence. The professional discussion will typically last 30 minutes (plus 10 minutes for reviewing the case studies) and will be marked by the independent assessor using the standard template. The template will record full details of all marks applied (and evidence referenced) by the assessor.

Assessment criteria for the professional discussion can be found in Annex E

Annex E: Grading criteria

N.B. Assessment organisations will clearly identify performance requirements above a pass for apprentices to achieve the distinction grade in each assessment activity. These criteria will be appropriate to the assessment method. For example:

- On-demand test will have grade boundaries (e.g. 0-69 fail, 70-84 pass, 85-100 distinction)
- Case Studies will recognise competence in achieving tasks on time and to standard (pass) but will recognise efficient, coordinated working to exceed timescales, standards or ways of working (distinction)
- Professional discussion and business project will have descriptors for performance, such as describe, explain (pass) and evaluate, review, recommend (distinction)

Each apprentice must complete the assessment activities and cover the assessment criteria below. The criteria should be read in conjunction with the employer occupational brief to give further detail of required coverage.

Annex E(i)	In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria following in the on demand test:
Core	<ul style="list-style-type: none">• The standards required for personal presentation and that of the cabin• Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items• How to maintain service equipment and address identified failures and processes to minimise disruption and delay, allowing for alternative arrangements to reduce chance of injury, and ensure on time performance• The typical customer profile and how the services provided are matched to it• The destination profile and how the flight may be adapted according to this• Procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required• The protocols required for specific areas, locations, press, security, carrying of items that may require specific care• The protocols when Royalty, Ministers and Dignitaries are on board• How to deal with complex customer needs which may affect the onboard operation, including challenging situations in individual and group situations• The pre-take off checks which must be conducted once doors are closed• Thorough knowledge of service routines for specific flight/route/sector• The procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms• The use of on board targets for service and sales, in line with organisation's procedures• Process to report of defective equipment

- Understanding of disembarkation procedures including monitoring of all customers including special categories of customer
- The post flight checks and duties which must be conducted
- Security of on-board resources and adherence to local regulations and practices.
- Understanding of disembarkation procedures including monitoring of all customers including special categories of customer
- The post flight checks and duties which must be conducted
- Security of on-board resources and adherence to local regulations and practices
 - 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
 - Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security
 - Health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it
 - Requirements and importance of crew members fitness and actions which must be taken if unfit for duty
 - The use of safety management systems and safety culture
 - Why it is important to understand 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
 - The organisations vision, objectives and values of the organisation
 - How to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives
 - The principles of Cockpit/Crew Resource Management (CRM) and how to apply them
 - The principles of human factors

Annex E(i)	In order to pass the case study component apprentices will demonstrate ALL of the following.
	<ul style="list-style-type: none"> • Liaise with the customer, airport, ground staff, suppliers and colleagues to ensure the efficient loading of catering and ancillary items and boarding procedures meet service standards and aviation regulations. • Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure • Monitor cabin environment, appearance and on board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it • Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results • Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance • Address complex customer needs to ensure service standards and individual requirements are maintained • Complete the on board food, beverage and retail service provided by the organisation in line with standards and quality measures* • Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security and timely reporting of defective equipment is maintained • Conduct in flight checks and monitor customers and onboard facilities • Ensure post service requirements are completed, including reconciliations of stock / money or cash equivalents as required • Thorough knowledge of the organisations service routines for specific flight/route/sector • The required on board targets for service and sales, in line with organisation's procedures* • Communicate and co-ordinate with Flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards • Address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome • Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required • Participate in post flight debrief and duties • Health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it • The organisation's safety management systems and safety culture • Understand 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 • Work with the team to maintain brand / organisational standards at all times and identify and address any potential risks according to organisational procedures • The organisations vision, objectives and values of the organisation

	<ul style="list-style-type: none"> • How to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives • Embrace and promote the brand behaviours of your organisation • Conveys a genuine warm welcome, with a desire to help and a positive attitude • Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times • Use your initiative and resilience to problem solve and escalate when required as per your company procedures • Display loyalty, integrity and accountability to the organisation • Commit to continuous development of self, including awareness of organisational communications and regulatory updates • Identifies the needs of customers and adapts to different needs • Demonstrates commercial awareness to deliver an agile, efficient and professional service
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Annex E(iii)	<p>In order to pass the professional discussion component apprentices will demonstrate ALL of the following during the professional discussion, unless naturally occurring evidence in the case studies has already demonstrated competence in which case it should not be reassessed.</p> <ul style="list-style-type: none"> • Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure • Monitor cabin environment, appearance and on board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it • Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results • Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance • Thorough knowledge of the organisations service routines for specific flight/route/sector • The required on board targets for service and sales, in line with organisation's procedures* • Communicate and co-ordinate with Flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards • Address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome • Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required • Participate in post flight debrief and duties • Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role • Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures
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- Identify and address / report actual or potential hazards
- Record and report safety and security incidents including self-reporting when required
- Actively engage in a safe, open and honest working environment
- Make decisions that satisfy the needs of the customer while delivering for the organisation
- Achieve and aim to exceed commercial targets by applying techniques that are appropriate to all customer profiles
- Apply principles of Cockpit/Crew Resource Management (CRM) and human factors
- Use your initiative and resilience to problem solve and escalate when required as per your company procedures
- Display loyalty, integrity and accountability to the organisation
- Commit to continuous development of self, including awareness of organisational communications and regulatory updates
- Identifies the needs of customers and adapts to different needs
- Demonstrates commercial awareness to deliver an agile, efficient and professional service