

Apprenticeship End-Point Assessment Plan



Cabin Crew Level 3 Apprenticeship

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Introduction

This document sets out the requirements and process for independent end-point assessment of the Cabin Crew apprenticeship standard. 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 end-point 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 end-point assessment period for the Cabin Crew standard can commence at any point the employer decides that the apprentice is competent after the twelve month minimum period of learning and development.

Gateway

i. Readiness for end-point assessment

The independent end-point assessment is synoptic, which means it takes an overview of the apprentice's competence across the standard. The end-point assessment should only commence once the employer is satisfied 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. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment (for those with an education, health and care plan or a legacy statement, the English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to the English qualifications for whom this is their primary language).

A formal process will be undertaken by the employer to evidence the apprentice's competence against the standard and ensure key stakeholders are satisfied the apprentice is ready for end-point assessment. It is recommended that the on-programme records, if utilised, be incorporated in this process. It is essential that all stakeholders in the process are clear that all aspects of the apprenticeship have been completed prior to the end-point assessor being engaged. This record provides a structure and checklist to guide stakeholders through the process of determining readiness and is a useful tool for independent end-point assessors to review prior to the planning meeting.

Once the employer (in consultation with the on-programme assessor) is satisfied that the apprentice is deemed to be competent, the apprentice moves through the Gateway and enters the end-point assessment period. A (post-gateway) planning meeting must take place that includes the apprentice, employer and an independent end-point assessor appointed by the EPAO. This meeting may be conducted remotely – e.g. a virtual meeting using technology such as Skype, as its aim is to secure the plan for the assessment activities, but does not contribute to any assessment decisions. The employer must supply a copy of the employer report (Appendix 2) to the EPAO and the apprentice at this time. The employer report is utilised by the independent end-point assessor to underpin the professional discussion but it is not assessed. It allows the independent end-point assessor to prepare a minimum of 10 questions to ask the apprentice.

The independent end-point assessor will agree a plan and schedule for each assessment activity with the apprentice and employer to ensure all components can be completed within a three-month end-point assessment window.

End-point assessment organisations must comply with the requirements of the External Quality Assurance provider, which will include informing them of end-point assessment activities, prior to commencement to ensure external quality assurance activity can be planned and implemented. It should be noted that the training provider 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.

ii. Order and timings of the end-point assessment

There are three end-point assessment activities for the cabin crew apprenticeship. The on-demand test and practical observations can be taken any time prior to the professional discussion. The professional discussion must be the last activity completed. All assessment activities must be successfully completed within a three-month end-point assessment window. The end-point assessment window begins when the EPAO confirms that the apprentice has successfully passed through the gateway.

Summary of end-point assessment process

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The end-point assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job.

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 * on the standard) will be given dispensation.

The three assessments, on-demand test, simulated practical observations and professional discussion, can be taken on the same day or separate days. Each is individually assessed and are not dependent upon the result from the other before going ahead, however, the professional discussion must be the last activity completed. All assessment activities are equally weighted and must be carried out within the three-month window.

On demand test:

- 60-minute on demand test
- 30 multiple choice based questions
- Focusing on the areas of the standard identified in Annex A
- Externally set and marked automatically by the end-point assessment organisation
- Undertaken either on the employer's premises or off site
- Full details located in Annex B

Simulated practical observations:

- Two 15-minute observations
- Covers the core and relevant practical function (see Annex A)
- Observations of naturally occurring procedure (see Appendix 1)
- Externally observed and graded by the end-point assessment organisation
- Full details located in Annex C

Professional discussion:

- 60-minute (+/- 10%) structured meeting
- Employer report informs the questioning (see Appendix 2)
- Covers the core (see Annex A)
- Structured discussion between the apprentice and their independent end-point assessor
- Led by the independent end-point assessor
- Full details located in Annex D

Completion:

Independent end-point assessor confirms that each end-point assessment element has been completed.

The **achievement** is determined by the independent end-point assessor based on the combination of performance in all end-point assessment activities. Full details on page 11.

Pass / Fail / Distinction

Reliability, Validity and Consistency

Independent end-point 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-point assessor approved and appointed by an end-point assessment organisation, which is quality assured to ensure consistent, reliable and valid judgements.

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.
- ✓ A common approach to assessment tools and procedures to ensure that they 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-point assessors to ensure that they have the right tools, qualifications, training and experience to make reliable judgements.
- ✓ An end-point assessor from an independent end-point 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-point assessments and of independent end-point assessment outcomes and results, by an end-point assessment organisation registered on the Register of End-point Assessment Organisations for the Cabin Crew standard.
- ✓ Requirements for standardisation of independent end-point assessments across an end-point assessment organisation.
- ✓ The use of on demand tests with electronic 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.

Roles and responsibilities

Independent end-point assessor

An independent end-point 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 end-point assessment organisation to undertake the independent end-point assessment of the apprentice.

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

a) Occupational Expertise of Cabin Crew Independent End-point Assessors

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

- ✓ Have current, relevant knowledge and understanding of the apprenticeship standard as set out in the industry set Grading Criteria (Annex D).
- ✓ Hold a recognised current workplace assessment qualification or suitable alternative (for example, Level 3 award in assessing competence in the work environment / Level 3 certificate in assessing vocational achievement).
- ✓ 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.¹
- ✓ Practice standardised assessment principles set out by the end-point assessment organisation.
- ✓ Have sufficient resources to carry out the role of independent end-point assessor i.e. time and budget.

b) Continuous Professional Development for Cabin Crew Independent End-point Assessors

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

¹ Attestation -CAA approved training, usually lasting about 5 days. It is required before anyone in a UK (or EU) crew role can commence full training. Lasts for 5 years for anyone not flying, or a rolling 5 years from the last flight if you are keeping minimum flying requirements.

currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Independent assessors should select CPD methods that are appropriate to meeting their development needs. Within a twelve month period an Independent End-point 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
- ✓ Engagement with comparison of assessment and verification in other sectors facilitated by the EQA organisation

End-point assessment organisations

End-point assessment organisations are registered on the Register of End-point Assessment Organisations (RoEPAO). End-point assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are

valid, reliable and consistent. It is essential that end-point assessment organisations:

- ✓ Ensure independent end-point assessors are competent in meeting both occupational and assessment criteria requirements
- ✓ Produce assessment tools and supporting materials
- ✓ Provide training for assessors
- ✓ Operate quarterly moderation events
- ✓ Approve and appoint independent end-point assessors
- ✓ Ensure assessments are planned, communicated and executed fairly
- ✓ Quality assure independent end-point 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 assessors or assessors considered to need further development must have every element of every assessment quality assured, but established, competent 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 at least every 6 months
- ✓ Ensure on-demand tests are correctly invigilated (Annex B)
- ✓ Ensure standardisation of all assessors occurs on a regular basis, including but not limited to:
 - Review of annual adherence to CPD requirements
 - Quarterly standardisation meetings
 - Assessment and verification training sessions
 - Shadowing and cross checking of other assessors
- ✓ Address poor performance from assessors to ensure high standards of end-point 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 End-point Assessment organisation's complaints and appeals policies and procedures.

End-point assessment organisations will be subject to external quality assurance in order to deliver national consistency across the aviation sector which is overseen by the employer-led EQA body.

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

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

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 a distinction in the professional discussion and in the on-demand test as well as a pass in the observation.

	Maximum grade available for each assessment method	Grade achieved	Overall grade awarded
Any activity		Fail	Fail
On-demand test	Distinction	Pass	Pass
Observation	Pass	Pass	
Professional discussion	Distinction	Pass	
On-demand test	Distinction	Distinction	Pass
Observation	Pass	Pass	
Professional discussion	Distinction	Pass	
On-demand test	Distinction	Pass	Pass
Observation	Pass	Pass	
Professional discussion	Distinction	Distinction	
On-demand test	Distinction	Distinction	Distinction
Observation	Pass	Pass	
Professional discussion	Distinction	Distinction	

In order to pass:

In the **on demand test** the apprentice must achieve a minimum of 21 correct answers to pass the assessment activity. In the on demand test the apprentice must demonstrate competence against a representative of the grading criteria for a pass in Annex E (i).

In the **simulated practical observation** the apprentice must demonstrate competence against the assessment criteria appropriate to their chosen scenarios in Annex E (ii).

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

In order to achieve a distinction:

In the **on demand test** the apprentice must achieve a minimum 26 correct answers to gain a distinction in the assessment activity. In the on demand test the apprentice must demonstrate competence against a representative all of the grading criteria for a pass in Annex E (i).

In the **professional discussion** the apprentice must demonstrate competence against all of the assessment criteria in Annex E (iii) and 4 out of the 6 criteria in Annex E(iv).

The independent end-point assessor will use the assessment tools and processes of their end-point 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.

Apprentices who fail to demonstrate competence against the standard identified in Annex A for the observations or the professional discussion will be considered to have failed that assessment. Apprentices who achieve 0-20 correct answers in the on-demand test will be considered to have failed that assessment.

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

Re-takes/Re-sits

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit/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/re-take. The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action.

Any assessment method re-sit must be taken at a time agreed with the EPA and the employer (typically within 6 months), otherwise the entire EPA must be retaken

(typically within a 6-month period), unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits/re-takes are not offered to apprentices wishing to move from pass to distinction. Where any assessment method has to be re-sat/re-taken, the apprentice may not be awarded a distinction, unless the EPAO determines there are exceptional circumstances requiring a re-sit/re-take. Under normal circumstances only a pass is available to apprentices who have re-taken or re-sat part of their EPA.

There is no limit to the number of re-sits or re-takes. This would be agreed by the employer.

Affordability

It is anticipated that there will be up to 1500 apprentices completing each year. The end-point assessment cost includes the cost of External Quality Assurance. This industry faces particular challenges. Regulations prevent the EPAO from observing a real work environment (it is simply not affordable, safe or practicable). Airlines' access to simulators varies very considerably. For this reason, they have consulted employers across the industry, considered alternative methods of EPA and agreed with a simulated practical observation, but chosen three assessment methods overall rather than two for greater robustness.

Manageability and feasibility

This apprenticeship has been designed to be viable for both large and small organisations including the military. This means that there will be large numbers and a wide geographical take up. Existing Cabin Crew apprenticeship training providers are used to dealing with this and the assessment model is a simple one to administer.

The employer and training provider work together to deliver and administer the on-programme training stage, thereby providing a flexible and manageable model.

The training provider will have a key role to play, working with the employer, administering readiness for end-point assessment checks and monitoring apprenticeship requirements. The employer makes the ultimate decision on the apprentice's readiness for end-point assessment.

Annex A: Assessment method by element of the cabin crew standard

The role of an air cabin crew member is to primarily ensure customers' safety at all times whilst on board 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 E	
T	Assessment will be through the on-demand test
O	Assessment will be through simulated practical observation
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 D

Part A - Flight operations

	Knowledge and Understanding (Know it)		Skills (Show it)	
<p>Pre-flight (all duties up until the doors are closed prior to take off)</p>	<ul style="list-style-type: none"> • The standards required for personal presentation and that of the cabin (including organisation uniform standard) 	T	<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. 	PD
	<ul style="list-style-type: none"> • Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items 	T	<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 	PD
	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Monitor cabin environment, appearance and on board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it 	PD
	<ul style="list-style-type: none"> • The typical customer profile for the organisation and how the services provided are matched to it 	PD	<ul style="list-style-type: none"> • Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results 	PD
	<ul style="list-style-type: none"> • The destination profile and how the flight may be adapted according to this 	PD	<ul style="list-style-type: none"> • Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance 	PD
	<ul style="list-style-type: none"> • Organisational procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required 	PD		
	<ul style="list-style-type: none"> • The protocols required for specific areas, locations, press, security, carrying of items that may require specific care 	T		
	<ul style="list-style-type: none"> • The protocols when Royalty, Ministers and Dignitaries are on board 	T		

	Knowledge and Understanding (Know it)		Skills (Show it)	
In-flight (from closure of doors before take off to opening of doors after landing)	<ul style="list-style-type: none"> • 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 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	<ul style="list-style-type: none"> • 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 	PD
		T		PD
		PD		O/PD
		PD		PD
		PD		PD
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. 	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 	PD
		T		PD
		T		PD

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 Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures 	O
		T		O/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/PD	<ul style="list-style-type: none"> 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 	O
		T		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 	PD	<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 	PD
Commerciality* (for commercial airline)	<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 	PD	<ul style="list-style-type: none"> 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 	PD
		PD		PD

	Knowledge and Understanding (Know it)		Skills (Show it)	
apprentices only)	contribute to achieving the overall organisational objectives			
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 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 (Show 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 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 			O PD O O PD O PD PD PD PD PD

Annex B: On-demand test specification

Key facts:

- ✓ 60-minute on-demand multiple-choice test
- ✓ 30 questions with 4 response options per question
- ✓ One mark is available per question, giving a maximum of 30 possible marks.
- ✓ Externally set and marked by an end-point 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-point assessor. If on-demand tests are paper based, they must be sent back to the end-point assessment organisation for electronic automated marking and the independent end-point assessor will be notified of the results.

End-point assessment organisations need to maintain question banks of sufficient size to ensure the questions are selected randomly so that the test questions remain valid and prevent the assessments from being predictable, including re-sits and re-takes. These questions banks should be reviewed regularly (at least once a year). End-point assessment organisations need to have in place processes and procedures to review the question banks regularly to ensure the questions they contain are fit-for-purpose.

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. Any alternative arrangements must be agreed with the end-point assessment organisation via their Arrangements for Fair Access to Assessment policy and procedures. The definition of a 'controlled environment' will be clearly defined and explained by the end-point 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. The end-point assessment organisation will identify a suitable person to invigilate the on-demand test. As this test is externally set and marked it may be, but does not have to be, the end-point assessor conducting the professional discussion. Tests will be invigilated in line with the requirements set out by the end-point 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 30 questions which reflect general coverage of the standards (as outlined in Annex A), to demonstrate competence.

Annex C: Simulated practical observations specification

As a key element of the assessment process, apprentices are required to demonstrate their skills, competence and behaviour in an element job role. The assessment method for these criteria will be via two practical observations in a simulated environment. This can, but does not have to be, a cabin mock-up.

Key facts:

- ✓ Two practical activities (15-minutes +/- 10% each) observed by the independent end-point assessor with verbal questioning permitted (on completion of the activity, within the allocated time) to clarify observed practices
- ✓ One of the two practical activities must be a manual safety demonstration
- ✓ Will include areas of the standard identified in Annex A
- ✓ Independent end-point assessor will notify the apprentice of the two chosen practical activities during the initial planning meeting

The simulated observations will focus on two activities, a mandatory manual safety demonstration plus one from a suggested bank (organisational facilities permitted) available to the end-point assessor (see appendix 1) and will test behavioural, analytical and decision-making skills in a realistic setting. Where a specific simulated practical observation example is not part of the organisation's normal operation it should not be chosen.

Simulated environments must succeed in recreating the atmosphere, conditions and pressures of the real situation. Any resources or equipment that would normally be in the work environment should be available and in working order for the observation.

Apprentices will complete the required tasks in the allocated 15 minutes (+/- 10%) for each observed practise, taking account of any organisational restrictions, legislation and regulations that would apply. Only one apprentice will be observed at any time.

Potential example simulated practical observations could include (but are not exclusive):

- Medical emergency on board
- Boarding procedures
- Pilot incapacitation
- Procedures during turbulence
- Flight deck access code
- Manual handling
- Service recovery

Annex D: Professional discussion specification

Key facts:

- ✓ 60-minute +/- 10% discussion between the apprentice and the independent end-point assessor
- ✓ Will include areas of the standard identified in Annex A and those supported by the employer report (Appendix 2)
- ✓ Planned in advance during EPA period to allow the apprentice to prepare fully for the discussion

The professional discussion is a structured discussion between the apprentice and their independent end-point assessor.

The independent end-point assessor conducting and marking the professional discussion would normally be the same person who marked the simulated practical observations. The employer report (see Appendix 2) is utilised by the independent end-point assessor to underpin the discussion but it is not assessed. It allows the independent end-point assessor to prepare a minimum of 10 open questions (follow up questions are allowed to seek clarification) across the standard criteria (as defined in Annex A) to ask the apprentice.

The employer report is completed after the apprentice has passed through the Gateway but may report on activities taken place at any time during the apprenticeship (pre-gateway). The discussion must be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence to demonstrate distinction grade behaviours.

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, the end-point 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 end-point 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 discussion. 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 last 60-minutes +/- 10%, and will be marked by the independent end-point assessor using the standard template. The template will record full details of all marks applied (and evidence referenced) by the end-point assessor.

Annex E: Grading criteria

- On-demand test will have grade boundaries (0-20 fail, 21-25 pass, 26-30 distinction) and are set out in Annex E (i).
- The simulated practical observation grade descriptors (pass) are set out in Annex E (ii).
- The professional discussion grade descriptors (pass / distinction) are set out in Annex E (iii and iv).

Apprentices who fail to demonstrate competence against the standard identified in Annex A for the simulated practical observation or the professional discussion will be considered to have failed that assessment. (See page 12 for resit / retake requirements).

Each apprentice must complete the all of assessment activities and cover the assessment criteria below.

Annex E (i)	In order to pass or achieve a distinction (as outlined in the grading rules) for the on demand test, the apprentice will show knowledge and understanding of the following criteria:
	<ul style="list-style-type: none"> • The standards required for personal presentation and that of the cabin (including organisation uniform standard) • 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 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 <hr/> <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 • 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 principles of Cockpit/Crew Resource Management (CRM) and how to apply them • The principles of human factors

Annex E(ii)	In order to pass the simulated practical observation, the apprentice will demonstrate all of the following as appropriate to their chosen scenario:
In-flight	<ul style="list-style-type: none"> • Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security is maintained
Compliance and legislation	<ul style="list-style-type: none"> • 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
Health & safety and wellbeing	<ul style="list-style-type: none"> • Identify and address / report actual or potential hazards • Actively engage in a safe, open and honest working environment to ensure customer and crew safety and wellbeing.
CRM / human factors	<ul style="list-style-type: none"> • Apply principles of cockpit crew / crew resource management
Behaviours	<ul style="list-style-type: none"> • Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture • Conveys a genuine warm welcome, with a desire to help and a positive attitude to ensure customer satisfaction is delivered • Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times to ensure professional standard • Takes ownership and personal responsibility of your role and working environment to ensure compliance to operational standards

Annex E (iii)	In order to pass the professional discussion, the apprentice will demonstrate all of the following using the evidence provided in the employer report to give examples and clarify responses as appropriate:
Pre-flight	<ul style="list-style-type: none"> • Outline the typical customer profile for the organisation and how the services provided are matched to it • Outline the destination profile and how the flight may be adapted according to this • Explain the organisational procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required • 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
In-flight	<ul style="list-style-type: none"> • Address complex customer needs to ensure service standards and individual requirements are maintained • Outline the organisations service routines for specific flight/route/sector • Explain the procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms • Complete the on board food, beverage and retail service provided by the organisation in line with standards and quality measures * • Meet the required on board targets for service and sales, in line with organisation's procedures* • Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure a service efficiency, safety and security and timely reporting of defective equipment is maintained • Outline the process to report defective equipment • Conduct in flight checks and monitor customers and onboard facilities to ensure the required quality of service has been delivered

	<ul style="list-style-type: none"> • Ensure post service requirements are completed, including reconciliations of stock/money or cash equivalents as required
Post Flight	<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 to ensure organisational procedures have been completed
Compliance, Health, Safety and well-being	<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 • Record and report safety and security incidents including self-reporting as outlined in organisational policies/procedures • Apply the use of safety management systems and safety culture
Organisation	<ul style="list-style-type: none"> • Work as part of a team to maintain brand/organisational standards at all times and identify and address any potential risks according to organisational procedures • Explain the purpose of the organisation including its vision, values, objectives and brand/organisational standards, how they compare to its competitors and how own role, and the team, help achieve this
Commerciality *	<ul style="list-style-type: none"> • 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 • Outline the organisation's vision, objectives and values • Explain how to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives, vision and values
CRM/Human factors	<ul style="list-style-type: none"> • Apply principles of Cockpit/Crew Resource Management (CRM) and human factors

Behaviours	<ul style="list-style-type: none"> • Embrace and promote the brand behaviours of your organisation • Demonstrates team working, supporting colleagues and embracing diversity • 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 (iv)	In order to achieve a distinction in the professional discussion, the apprentice will demonstrate 4 out of 6 of the following using the evidence provided in the employer report to give examples and clarify responses as appropriate:
Pre-flight/ Inflight/ Post flight	<ul style="list-style-type: none"> • Proactively address topics (safety, security, customer service), making effective decisions to ensure all standards and procedures are met or exceeded
Compliance, Health, Safety and well-being	<ul style="list-style-type: none"> • Promote a culture of safety and security by acting as role model for the organisation. Identify risks and non-compliances advising others how to make their practice safer and more secure.
Organisation	<ul style="list-style-type: none"> • Provide evidence of an improvement suggested and implemented to either a process or procedure to improve either the quality of customer service or efficiency.
Commerciality	<ul style="list-style-type: none"> • Actively promote the organisation's vision, objectives and values
CRM/Human factors	<ul style="list-style-type: none"> • No distinction criteria
Behaviours	<ul style="list-style-type: none"> • Acts as good role model to their team, empowering and supporting others to increase engagement of the team with the organisation's business plan • Continuously takes opportunities to develop self, investing in own development, reflecting and continually improving own practice

Appendix 1: Practical observations

Mandatory scenario;

Manual Safety Demonstration

Carry out a manual safety demonstration

- Ensure the cabin crew are at their demonstration positions with correct equipment before the safety demonstration begins
- Ensure the demonstration is performed correctly in line with own airlines manual safety demonstration and equipment is demonstrated correctly
- Ensure all passengers can see the manual safety demonstration.

EPAO will choose 1 further scenario from the following:

Boarding

Prepare to board and board customers

- Ensure personal standards ready to greet passengers
- Ensure aircraft prepared for passengers
- Board customers following airline's security/safety procedures and customer service considerations

Pilot Incapacitation

Demonstrate procedures on hearing the alert signal for a Pilot Incapacitation

- Ensure correct procedure is followed (Airline specific) for passenger announcement, accessing flight deck, getting support for incapacitated pilot and providing support on the flight deck

Flight Deck Access

Demonstrate procedure to access the flight deck

- Routine access - granted / denied
- Emergency access - granted / denied

Turbulence

Demonstrate procedure during turbulence

- Ensure communication to passengers and all crew to keep everyone informed of conditions in the cabin
- Ensure entire cabin and all passengers are secure
- Ensure safety of passengers at crew throughout all levels of turbulence

Service recovery

Demonstrate company procedures in response to service failure

- Ensure that a solution is offered
- Maximise the use of soft skills (polite, concerned)
- Ensure that you listen to the customer, acknowledge the issue, show empathy, apologise using a positive body language and offer a solution.

Manual handling

Demonstrate manual handling procedures - includes (but not exclusive to) pushing / pulling a trolley, serving food from a trolley, lifting luggage, stowing a bag in the overhead locker, removing a canister from stowage.

- Ensure item is within weight limitation, route is clear of obstructions
- Ensure there is somewhere to put the load down
- Stand as close to the load as possible, spread your feet to shoulder width, bend knees and try to keep back natural, upright posture
- Ensure load is as close to the body as possible
- Use legs to lift in a smooth motion. avoid twisting the body by turning feet to position

AVMED/First Aid Basic Life Support (BLS)

Demonstrate the use of emergency equipment (could include but is not limited to) Portable oxygen, Automated External Defibrillator (AED), Pocket Mask, Suction Device, Medical Kits (If applicable)

Appendix 2 Employer Report Form

You have a maximum of 500 words per section to complete this report form. All sections should be completed by the employer (e.g. mentor / line manager). It should relate to the apprentice's performance throughout their apprenticeship (pre-gateway) and must only be completed by the employer once the apprentice has entered the EPA period.

You should write about 3 different occasions where the employer has formally observed the apprentice's performance during the apprenticeship and demonstrated a broad range of skills. There are three sections: self, customer and team. Please record an occasion for each section when the apprentice has clearly demonstrated the criteria laid out in the standard.

This report will be used to support the independent end-point assessor and apprentice during the Professional Discussion.

Employer formal observation of apprentice experience 1 – Team

- Describe a time when the apprentice has effectively demonstrated team working, including details of the event and the apprentice's contribution in as much detail as possible
- Explain how the apprentice's actions and behaviours enhanced the team working situation

Employer formal observation of apprentice experience 2 - Customer

- Describe a time when the apprentice has taken particular reference to customer needs / requirements and implemented effective service processes which meet customer expectations and uphold the values and behaviours expected in the customer facing role, including details of the customer(s) requirements and the apprentice's contribution in as much detail as possible
- Explain how the apprentice's actions and behaviours addressed the customer'(s) requirements and resultant impact on customer's perception of the brand, including any recommendations apprentices would make for future consideration by the organisation

Employer formal observation of apprentice experience 3 - Self

- Describe how you have observed the apprentice identify and implement self-development. This may include reflection of the apprentice over time to reflect the required time to develop themselves. This should include:

- **Continuous development of self includes specific development of knowledge, skills and behaviours as well as in operational and regulatory updates.**

Employer:

Name	Title
<i>(Electronic signatures may be used on this form.)</i>	
Signature	Date

End-Point Assessor:

Name	Signature
Date of End-Point Assessment	