

Airside Operators Apprenticeship

Level 2

Airside operators are the 'eyes and ears' of the airfield team, and spend much of their working day or night out on the airfield patrolling, inspecting and then addressing situations to ensure that the flow of arriving and departing aircraft are on schedule.

Although every airport is slightly different, the role covers a multitude of tasks including area inspections; patrolling the perimeter fence around the airport; monitoring bird activity and clearing wildlife using specialist vehicles and equipment; monitoring aircraft turnarounds and marshalling.

The airside operator works in a high risk, safety critical environment requiring excellent communication, prioritising, effective decision making, problem solving and technical skills. The role requires a keen sense of situational awareness and the need to work safely to minimise incidents and accidents.

This apprenticeship is supported by the Civil Aviation Authority.

Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

Duration

The minimum duration for the apprenticeship is 12 months.

Progression

Progression from this apprenticeship could be into senior duties or management positions.

Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

Details of the assessment process can be found on the back page.

Contact us for more information.

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Standard

Airside operators must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
Technical Operations	Understand aircraft characteristics and their performance, the features of aircraft and the basic principles of flight, and how to identify the type of aircraft arriving and departing from the airport	Apply the correct procedures and guidelines to enable the aircraft to operate safely around the airfield	Be adept at handling multiple tasks in a calm and organised manner Use initiative and make sound judgements on available information
	Know how to recognise hazards and deal with spillages, foreign objects and other risks to safety and security airside	Inspect and patrol the manoeuvring area, runway, apron area and roads, to ensure they are fit for purpose, raising and following through faults and issues*	Be constantly vigilant and demonstrate a keen sense of situational awareness Make effective and timely decisions when problems arise to keep people safe and operations flowing smoothly
	Know the characteristics of airfield surfaces, systems, lighting and equipment; the procedures for measuring and testing airfield serviceability and standards and how to action required maintenance	Maintain a record of airfield serviceability and direct and control airfield maintenance	Use equipment and technology responsibly and effectively
	Recognise and understand the implications of road signs, markings and traffic lights; the airside speed limits, safety instructions and the regulations governing driving a vehicle airside	Operate a vehicle airside and provide leader service to aircraft, emergencies, and contractors / airfield users*	
	Know how to recognise birds most commonly found in aerodromes and their behaviour, migration and roosting patterns and what actions to take to move birds and other wildlife away from the airfield	Monitor and control bird activity and wildlife to prevent disruption on the airfield	
	Know how to recognise significant changes in the weather and understand how to interpret and record meteorological, pilot, routine and special reports	Monitor the weather and carry out specialist duties airside to ensure operational safety is maintained in low visibility and adverse weather conditions	
	Know the business and civil licensing and inspection procedures and understand standard safety and working practices in relation to airfield operations	Monitor airfield condition and operations	
Safety	Know and understand the local and organisational procedures and safety rules and how they impact on operational duties	Carry out general safety patrols and enforcement action across the airfield*	Be committed to using safe working practices and promoting a safe, open and honest working environment
Business	Understand how to achieve the business vision and objectives by taking ownership of own area of work	Actively use techniques that support business performance and meet objectives	Demonstrate personal drive to achieve the business vision and objectives
Financial	Understand how operating safely, securely and efficiently with a drive to minimise disruptions to the operation impacts on the financial health of the business*	Actively use techniques to operate safely, securely and efficiently, minimising accidents, incidents and near misses	Be financially astute in work activities and act credibly on all matters that affect business finance
Team	Know how to support and influence the team positively and recognise how all staff and teams are dependent on each other to meet business objectives	Support team members to ensure the operation is delivered safely, on time and as agreed	Encourage team to take a pride in their role through a consistently positive and professional approach
Performance	Understand how personal performance impacts on safe, secure and effective operations	Work consistently to accomplish the best result, challenging personal methods of working and seeking methods for improvements	Use a flexible and adaptable approach in a highly-paced, changing environment

Standard

Airside operators must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
Legal and Governance	Know how to work according to aviation and environmental regulations and local bye-laws and understand how to protect peoples' health, safety and security	Comply with legal requirements to minimise risk and inspire customer confidence; minimising disruption to the operation and maintaining the safety and security of people at all times	Advocate the importance of working safely and legally in the best interest of all people
Environment	Understand how work activities impact on the environment	Take action to minimise the effect of work activities on the environment	Make responsible decisions to minimise the effect of work activities on the environment
Contingency	Know how to identify, plan for and minimise risks to the operation	Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the operation and risk to people	Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome
People and Diversity	Know how to identify and respond to individuals' needs in different situations and communicate with customers and colleagues from a diverse range of backgrounds and cultures	Use effective methods of communication and operate in a fair and empathic manner that achieves the desired result	Actively listen and empathise with other people's point of view, respond politely and promote a fair, non-discriminatory and equal working environment
Staff Development	Know how to communicate knowledge and experience of procedures to the team	Pass on knowledge and experience of operations and procedures to new recruits and colleagues	Support and encourage team members to develop and enhance skills to achieve the best result for customers and the business
Leadership	Know how to take responsibility for own role within operation, and understand how own role contributes to the team and how the team output impacts on the wider organisation	Motivate and inspire others to perform their role to the best of their ability in line with the business	Visibly and authentically live the brand, culture and values of the business
Customer	Identify the customer profile of the business, understand the business growth strategy and its competitors*	Respond to customers according to their needs in line with business standards, enhancing their experience where appropriate	Actively seek feedback to improve own interaction with customers, and encourage others to do the same
Armed Forces	Within the armed forces the requirements of the role differ due to allocation of roles and responsibilities according to rank and designation, for example, the Royal Air Force role of a Flight Operations Assistant is similar but differs in the following ways: A Flight Operations Assistant will be employed in one of two locations; an Operations Room or an Air Traffic Control (ATC) Tower. Within an ATC tower they will be employed as an Approach, Local, movements Logger, Radar assistant or Switchboard Assistant and as a Driver if able. An Operations Room Assistant will not generally spend time on the airfield. Non-drivers can also be employed in either location. Employers and representatives from both the RAF and commercial airports have come together to identify the main knowledge; skills and behaviour that they agree are essential for airside operators to achieve a professional standard. However due to limitations within the armed forces those marked with * will be assessed as either progression or transfer into airside operations in a commercial airport.		
Duration	12 months. The apprenticeship may be spread over a longer period to allow for seasonal business operations.		
Progression	Individuals that successfully achieve the airside operators' apprenticeship standard will be well placed to progress to a supervisory position / apprenticeship.		
Level	This standard is set at level 2.		
Renewal	July 2017, except in the exception of a significant industry change for which the rationale is agreed to be sufficiently robust by employers responsible for overseeing the standard to warrant an earlier amendment.		
Recognition	The apprenticeship standard for airside operators is supported by the Civil Aviation Authority (CAA).		

Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 12 month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 3 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

Assessment activity	Format	Details
On demand knowledge and behaviour test	Short answer and scenario based test, approximately 1 hour	<ul style="list-style-type: none">• 80% pass mark• Can be undertaken either on the employer's premises or off site• Externally set and marked automatically by the assessment organisation
Practical observation	Approximately two 1.5 hour practical observations based on 8 scenarios	
Professional discussion	Based on performance evidence generated within the National Certificate for Airside Operators portfolio that is compiled during the apprenticeship	<ul style="list-style-type: none">• Not graded, either achieved or not

All 3 parts of the standard are equally weighted.

Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:
findapprenticeshiptraining.sfa.bis.gov.uk

In association with...  West Thames College London

Contact us for more information.

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