



**Aviation  
Ground Specialist  
Flight Operations  
Level 3**

*Seetec*  
OUTSOURCE



# Aviation Ground Specialist Flight Operations

## Programme overview

**Level:** 3

**Duration:** Approximately 15 months  
(+3 months for end-point assessment)

### Who is the programme suited to?

This programme is suited to individuals working in a specialist flight operations role to support the arrival, turnaround and departure of aircraft. They could work in a variety of aviation environments, such as a commercial airport, military base/aerodrome, heliport or other airfield, and will complete sometimes complex tasks to maintain a safe, efficient and effective aviation operation.

In addition to building the core knowledge, skills and behaviours that all aviation ground specialists need, learners specialising in flight operations will complete additional modules which support them to provide guidance and leadership to colleagues in the flight operations team. They will focus on facilitating the smooth flow of air traffic by providing information to key stakeholders, including the flight crew and air traffic controllers.

### TYPICAL JOB ROLES

- Flight operations executive
- Flight operations support officer
- Flight operations supervisor
- Air operations specialist
- Air operations coordinator



# Key learning outcomes

## Knowledge

- Health and safety legislation in aviation
- Requirements for maintaining aviation security in own area of authority
- Compliance and legislation within an aviation environment
- Methods of communication to ensure effective and timely transfer of information
- Roles within the team and how these work together
- Aviation systems used within own role
- Emergency procedures in own area of responsibility
- Dangerous goods within aviation operations
- Key timelines for aviation operations performance

## Skills

- Addressing and/or reporting hazards
- Ensuring aviation security is maintained in own area of operations
- Monitoring compliance with legislation, procedures and regulations
- Communicating effectively within the working environment
- Maximising team performance and meeting team objectives
- Using aviation systems effectively
- Taking appropriate action to reduce the impact of emergencies, incidents or disruption
- Dealing effectively with dangerous goods
- Operating each stage of the aviation operations performance to ensure timely aircraft movements

## Behaviours

- Embrace and promote the values of the organisation
- Treat team members, customers and other stakeholders with courtesy and respect
- Take ownership and responsibility for own role and working area
- Demonstrate loyalty, integrity and accountability
- Commit to continuous development of self and team
- Be vigilant and proactive in promoting a safe, secure and compliant working culture

## Specialist Learning Flight Operations

- Supporting flight operations and operating conditions
- Monitoring the weather in an aviation environment
- Identifying, reporting and reducing aviation hazards
- Identifying and resolving multifaceted aviation issues



# Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).







## Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

### Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

## Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

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