



# Aviation flight operations coordinator

## Key information

**Reference:** ST1007

**Version:** 1.0

**Level:** 3

**Typical duration to gateway:** 18 months

**Typical EPA period:** 6 months

**Maximum funding:** £8000

**Route:** Transport and logistics

**Date updated:** 04/09/2023

**Approved for delivery:** 4 September 2023

**Lars code:** 727

**EQA provider:** Ofqual

**Example progression routes:**

Operations or departmental manager,

Internal audit professional,

Risk and safety management professional (degree)

**Review:** this apprenticeship will be reviewed in accordance with our change request policy.

## Details of the occupational standard

### Occupation summary

This occupation is found in the Aviation sector, across a range of different types of organisations and employers such as those working to support both civilian and military aviation at locations that support flight operations. This occupation is found in diverse settings including general aviation (private and recreational), commercial aviation and military aviation. Consequently, those working in this occupation support a wide range of different aircraft and flight objectives. This in turn impacts the support needs of the flight. Aviation flight operations coordinator typically work in highly organised teams in a number of environments, on or off site, which could include commercial airports, military bases or aerodromes.

The broad purpose of the occupation is to provide the aircraft with the technical support required both prior to and during the flight. They do this by coordinating all aircraft technical and operational factors that are needed for a successful flight. They achieve this by assessing planned flights and a wide range of associated factors including the weather, overflight permits, route planning, aircraft performance, airport facilities, the recording of the aircraft's technical condition and fuel requirements. They take decisions that address these needs, putting in place the physical requirements (such as aviation systems and equipment), that ensure the aircraft is ready for flight. Once the aircraft is airborne, the aviation flight operation coordinator monitors progress, providing information needed to maintain the flight. Working with a range of internal and external stakeholders and agencies, Flight operation coordinators provide an efficient and effective service that meets customer needs and maintains operational and regulatory standards. This is very responsible work as it impacts the safety of the aircraft and all those on board or on the ground. It also can have a significant financial or operational impact on the organisation. Aviation flight

operation coordinators therefore play a key role in delivering successful aviation operations.

In their daily work, an employee in this occupation interacts with members of their immediate team and other aviation stakeholders critical to the safe and effective planning, delivery and recovery of aviation assets. The stakeholders they interact with includes, for instance, aviation engineers, airfields, and parts suppliers. They often work alongside support schedulers, who arrange the crew rosters. This work all needs careful coordination to ensure safe and successful flights. They also liaise during a flight, for example with air traffic control and with the aircraft itself, providing them with information that impacts their route. Aviation flight operation coordinators typically coordinate several flights at the same time. Working shifts can vary; typically a Flight Operations Coordinator will work shift patterns covering the 24-hour operation. Their work and that of the wider team is typically overseen by a line manager who could be a technical expert (aviation operations manager, chief pilot, pilot manager).

An employee in this occupation will be responsible for contributing to the decision-making process for the initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft, and the regulatory and efficiency of the flight. They do this by assessing the individual needs of each flight, which could include the equipment, permits, fuel and other practical assistance needed before the aircraft can depart. They are responsible for all aircraft under their own jurisdiction at any given time, and for providing the safe, secure and timely delivery of tasks required for each aircraft. They ensure that the people working in/on the aircraft are supported by coordinating the sequence of events needed. They take decisions that ensure a safe and compliant flight, balancing the need to also optimise business objectives as guided by their aviation operations manager. These decisions affecting a flight are often needed at a very tight timescale either to meet routine timetabling requirements, or in the event of an unexpected incident, such as a disruption or a mechanical failure. Typically, a Flight operation coordinator monitors, assesses and facilitates the safe and effective movement of aircraft and customers, including in-flight monitoring and planning, monitoring weather conditions and disseminating meteorological information to relevant people. Other responsibilities include maintaining good working practices that comply with aviation regulations and health and safety. They must also coordinate wide ranging technical data. Effective communication and teamwork ensure that all aspects of a flight operations coordinator's role play a critical part in achieving the objectives of their organisation.

### Typical job titles include:

**Air and space operations specialist**

**Flight planning and air traffic control coordinator**

**Flight planning and ctb coordinator**

**Operations coordinator**

**Operations officer**

**Portable air test equipment operator**

**Pre-tactical flight planner**

### Occupation duties

DUTY	KSBS
<b>Duty 1</b> Refer to technical specification to assess aircraft status recording suitability to support the operational task	K1 K2 K3 K4 K7 K8 K12 S1 S2 S3 S4 S7 S14 S15 B2 B6
<b>Duty 2</b> Complete, review, monitor and file sector specific documentation, for example, flight plans, aircraft route.	K1 K2 K3 K4 K7 K9 K12 K13 K18 S1 S2 S3 S4 S6 S7 S8 S10 S14 S15 S17 B3
<b>Duty 3</b> Assess any impact on aircraft requirements and implement any changes required such as the aviation systems needed at a particular location.	K4 K7 K9 K10 K13 S6 S7 S8 S9 S10 S14 S15 B3
<b>Duty 4</b> Co-ordinate and carry out operational procedures to maintain the daily flight programme within own area of responsibility.	K7 K9 K11 K12 S4 S5 S6 S7 S9 S10 S17 B4
<b>Duty 5</b> Manage own workload to meet deadlines and optimise impact on organisational objectives.	K6 K7 K11 K21 S5 S8 S9 S18 B2 B6
<b>Duty 6</b> Monitor flight operations to assure a safe, secure and efficient aviation environment in accordance with organisational and legislative requirements.	K1 K4 K6 K8 K9 K11 K12 S2 S3 S4 S5 S6 B4 B6
<b>Duty 7</b> Assess actual and forecast weather conditions and communicate implications to the aircraft, flight crew and wider team.	K1 K2 K3 K6 K7 K13 K17 K18 K20 S5 S6 S9 S10 S14 S15 S16 S17 B4

<b>Duty 8</b> Interpret Notices to Air Missions and respond accordingly.	K1 K3 K4 K6 K7 K8 K13 S1 S3 S4 S5 S6 S10 B3 B4
<b>Duty 9</b> Record, follow and communicate flight arrivals and departures to relevant stakeholders.	K2 K3 K4 K5 K6 K7 K11 K13 K14 K15 K16 K17 K18 S2 S3 S11 S12 S13 S14 S15 B3 B5
<b>Duty 10</b> Input, monitor and collate data impacting day to day flight operations using relevant Aviation Systems.	K3 K4 K6 K7 K8 K9 K10 K12 K14 K15 K16 S3 S5 S8 S11 S12 S13 B3 B4
<b>Duty 11</b> Maintain a continuous and accurate picture of the position such as flight watch and overdue aircraft action, and technical status of all aircraft within own area of responsibility.	K4 K9 K10 K14 K15 K16 K19 K20 S6 S10 S11 S12 S13 S16 S17 B3 B4
<b>Duty 12</b> Collect data to inform regulatory and organisational requirements.	K1 K3 K5 K17 K18 K19 S1 S3 S5 S14 S15 S16 S17 B1 B2 B5
<b>Duty 13</b> Initiate remedial actions in the case of potential or actual disruptions, incidents or emergencies in order to maintain the initial programme.	K1 K4 K7 K8 K12 K13 S1 S6 S7 S8 S9 S14 S15 B4
<b>Duty 14</b> Respond to enquiries passing on relevant information to internal and external stakeholders.	K5 K7 K10 K11 K17 K18 S6 S8 S10 S14 S15 B1 B5
<b>Duty 15</b> Complete compulsory training, development and continuous professional development.	K12 S9 B1 B2 B5 B6

## KSBs

### Knowledge

- K1:** Local and operational procedures for operations control.
- K2:** Sector specific documentation in operations control.
- K3:** The sector specific notifications and the impact to operational performance data. For example, Notices to Air Missions, Industrial action, Safety & Security bulletin.
- K4:** Civil Aviation Authority (CAA) or Military Aviation Authority (MAA) regulations, and legislation.
- K5:** The roles and responsibilities of different colleagues and stakeholder in operations and control.
- K6:** The organisational and sector digital toolkits and systems in operations control.
- K7:** Sector specific factors that will influence decision-making within operations control.
- K8:** Limits of authority, when to escalate tasks and issues, and to whom.
- K9:** Principles of risk-based decision making to support safe aircraft operations including safety, costs, and time factors.
- K10:** Environment and sustainability regulations, relevant to the occupation and co-ordinator's responsibilities.
- K11:** Their organisation's operational, ethical and safety priorities
- K12:** Principles and techniques of delivering an operational safety culture.
- K13:** Aircraft operational status indicators, and technical conditions of aircraft.
- K14:** The principles of using recording and analysing flight arrival information.
- K15:** The principles of using recording and analysing enroute flight information.
- K16:** The principles of using recording and analysing flight departure information.
- K17:** Techniques for verbal communication, giving and receiving information, matching style to audience, communication barriers and how to overcome them.
- K18:** Techniques for written communication, plain English principles, and industry terminology.
- K19:** Aircraft position trends and analysis techniques.
- K20:** Weather forecasts, trends, and the effect of changing weather conditions on the aircraft, flight crew, and operational delivery.
- K21:** Equity, diversity and inclusion legislation, and its impact on the aviation sector

### Skills

- S1:** Comply with local operational and organisational procedures for operations control.
- S2:** Use sector specific documentation to support in operational control.
- S3:** Monitor and respond to sector specific data to support in operational control.
- S4:** Comply with CAA or MAA regulations and legislation.
- S5:** Operate organisational and sector digital toolkits and systems.
- S6:** Apply risk-based decision making to support safe aircraft operations.
- S7:** Escalate issues and tasks in line with organisational and sector procedures.
- S8:** Assess the risk and manage the impact of external factors on operational activities, for example scheduled disruptions, force majeure.
- S9:** Deliver an operational safety culture.
- S10:** Use aircraft operational status indicators to assess technical condition of aircraft
- S11:** Record and analyse flight arrival information.
- S12:** Record and analyse enroute flight information.
- S13:** Record and analyse flight departure information.
- S14:** Communicate data and information with others verbally, for example internal and external stakeholders, colleagues, and managers.
- S15:** Communicate data and information in writing with others, for example internal and external customers, colleagues, and managers.
- S16:** Analyse aircraft positioning trends.
- S17:** Use weather forecasts, trends, and conditions to support in operational delivery.
- S18:** Follows equity, diversity and inclusion legislative guidance

## Behaviours

- B1:** Contributes to equity, diversity, and inclusivity in the workplace.
- B2:** Committed to maintaining and enhancing competence of self through Continued Professional Development (CPD).
- B3:** Respond and adapt to work demands and situations.
- B4:** Collaborate within teams, across disciplines and with internal and external stakeholders.
- B5:** Act professionally, considers their organisation's operational, ethical, safety and sustainability priorities.
- B6:** Prioritise aviation safety in all instances.

# Qualifications

## English and Maths

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 apprenticeship’s English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## Version log

Version	Change detail	Earliest start date	Latest start date
1.0	Approved for delivery	04/09/2023	Not set

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