
Level 3 Flight Operations Coordinator Apprenticeship – Approved
Apprenticeship Standard (ST1007) & mapped to ICAO / EASA / CAA Competency Standards



Develop High-Performing Aviation Operations Specialists

Designed to equip individuals with the skills, knowledge, and behaviours needed to manage ground and flight operations seamlessly, this Level 3 Apprenticeship builds baseline competency across the full spectrum of operational control. From flight planning and turnarounds to weather analysis and emergency response, this structured program transforms apprentices into proactive Flight Operations Coordinators who support safe, compliant, and punctual airline operations.

Core Curriculum Breakdown

Module 1: Operational Foundations, Compliance & Safety

- **Aviation Regulations & Governance:** Core frameworks of CAA, EASA, and ICAO standards, air law, traffic rights, and operational compliance.
- **Safety & Security Management:** Safety Management Systems (SMS), risk mitigation, hazard reporting, and aviation security protocols.
- **Aircraft Operations & Turnaround:** Coordination of ground handling, ramp safety, turnaround management, and slot/gate allocation.

Module 2: Flight Planning, Navigation & Meteorology

- **Flight Planning & Performance:** Basic flight planning, mass and balance fundamentals, aircraft performance parameters, and fuel requirements.
- **Aeronautical Meteorology:** Interpreting METARs, TAFs, and weather charts; evaluating weather impacts on flight routes and aerodrome availability.
- **Navigation & Airspace Management:** Understanding airspace structures, NOTAM processing, route selection, and Air Traffic Control (ATC) coordination.

Module 3: Disruption Management, Systems & Professional Behaviours

- **Tactical Control & Disruption Handling:** Managing schedule changes, slot management, delay analysis, and real-time operational problem-solving.
- **Emergency Response & Communications:** Operational emergency protocols, contingency planning, and clear communication under high-pressure scenarios.
- **Professional Standards & Human Factors:** Applied Threat and Error Management (TEM), workload prioritisation, teamwork, and effective communication within an Operations Control Centre (OCC).



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What You Will Gain?

- **Nationally Recognised Qualification:** A fully funded (via UK Apprenticeship Levy) Level 3 Apprenticeship qualification upon completion.
- **End-Point Assessment (EPA) Readiness:** Comprehensive preparation for formal knowledge tests, practical assessments, and professional interviews.
- **Hands-On Workplace Competency:** Dual focus on theoretical understanding and practical application directly inside your operational environment.
- **Structured Development Path:** Guided learning, regular mentor reviews, and dedicated workplace support over 12–18 months.

Who Should Enrol?

- **Entry-Level Operations Personnel:** Individuals embarking on a career in airline operations control, flight dispatch, or ground handling oversight.
- **Existing Ground & Ramp Staff:** Operatives looking to transition into the Operations Control Centre (OCC) or Flight Operations support roles.
- **Aviation Employers & OCC Managers:** Airlines, ground handlers, and charter operators seeking to leverage Apprenticeship Levy funding to build a robust internal talent pipeline.

Frequently Asked Questions

Q: How long does the Level 3 Apprenticeship take to complete?

A: The programme typically spans 12 to 18 months, concluding with the End-Point Assessment (EPA) to verify full operational capability.

Q: Can this programme be funded through the UK Apprenticeship Levy?

A: Yes. Employers in England can utilise their Apprenticeship Levy funds (or the government co-investment scheme for non-levy payers) to cover the training costs.

Q: How is learning delivered alongside full-time work duties?

A: The apprenticeship combines structured off-the-job training, online learning resources, and workplace mentoring designed to integrate smoothly into shift patterns, please look out on airlines websites for more details.

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For more information, contact aviation@crosbyaviation.co.uk.



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