

Level 2 Diploma in Air Cabin Crew (New Entrant) (4849)

Qualification handbook
500/4043/1



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Level 2 Diploma in Air Cabin Crew (New Entrant) (4849)



Level 2 Certificate in Air Cabin Crew (New Entrant)
Level 2 Award in Air Cabin Crew (New Entrant)

www.cityandguilds.com
September 2017
Version 1.4

Version and date	Change detail	Section
1.4 September 2017	Added TQT details	About this document, Structure

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1 About this document

This document contains the information that centres need to offer the following Diplomas/Certificates/Awards:

Qualification title	GLH	TQT	City & Guilds qualification number	QCA / SQA accreditation number(s)
Award in Air Cabin Crew (New Entrant)	90	108	4849-01	500/4041/8
Certificate in Air Cabin Crew (New Entrant)	180	216	4849-02	500/4039/X
Diploma in Air Cabin Crew (New Entrant)	360	432	4849-03	500/4043/1

This document includes details and guidance on:

Centre resource requirements

Candidate entry requirements

Information about links with, and progression to, other qualifications

Qualification standards and specifications

Assessment requirements

2 About the qualification

2.1 Aim of the qualification

This qualification is aimed at candidates who would like to develop the skills, knowledge and understanding to progress in to a career as Air Cabin Crew.

The aims of this qualification are to:

- meet the needs of candidates who work or want to work as Air Cabin Crew in the Aviation sector
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the Aviation sector
- contribute to the knowledge and understanding towards the related Level 2 Aviation Operations in the Air-Cabin Crew, whilst containing additional skills and knowledge which go beyond the scope of the NOS. See the NVQ Relationship mapping in **Error! Reference source not found.** or further details
- to provide a broad background of understanding of the aviation sector and the vocational skills required
- to combat fears re by ensuring that all achievement is recognised
- encourages retention and progression by providing by providing a qualification for learners that is highly valued by employers.

The overall aims of the qualification are:

- to improve the knowledge and skills of individuals and increase their chances of gaining employment within the airline industry
- to support the skills needs within the aviation industry in general and airlines in particular
- to meet the needs and objectives of learners and to increase the level of achievement of individuals
- to increase participation and retention in education and training, and to help overcome social exclusion
- to increase participation in lifelong learning.

About the qualification

2.2 The structure of the qualification

QCA unit reference	City & Guilds unit number	Unit title
D/501/4605	201	Introduction to airline/aviation operations
Y/501/4604	202	Airline health, safety and security
H/501/4606	203	Airline emergency procedures
M/501/4608	204	Cabin crew room duties
K/501/4607	205	Role of air cabin crew (On board)
L/501/4602	206	Preparation for employment as air cabin crew

Certificates of unit credit

Certificates of unit credit (CUC) will be issued to candidates for each successfully completed unit, even if the full qualification is not attempted.

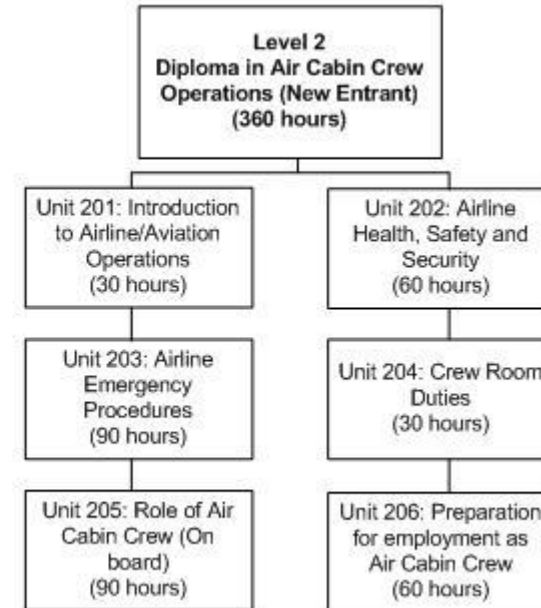
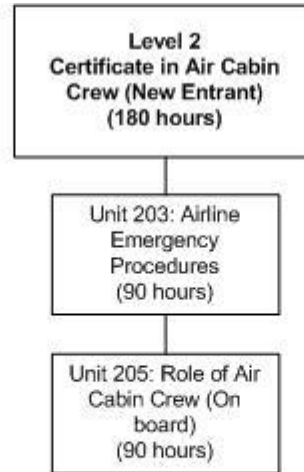
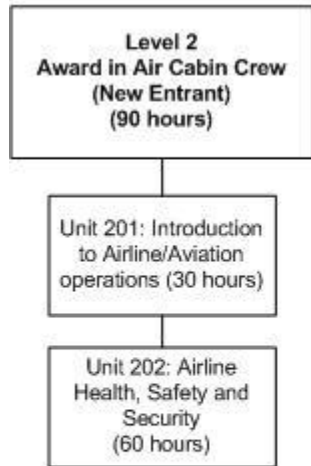
Candidates who do complete a full qualification will receive, in addition to their full certificate/diploma, a CUC for each unit achieved.

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Award in Air Cabin Crew (New Entrant)	90	108
Certificate in Air Cabin Crew (New Entrant)	180	216
Diploma in Air Cabin Crew (New Entrant)	360	432

About the qualification



About the qualification

2.3 Sources of information and assistance

Publication	Available from
Qualification handbook	Publications or website (SP-01-4849)
Assessment pack	Publications or website (EN-01-4849)
Answer pack	www.cityandguilds.com

Other essential City & Guilds documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

Providing City & Guilds qualifications – a guide to centre and qualification approval

contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Ensuring quality

contains updates on City & Guilds assessment and policy issues.

Centre toolkit

contains additional information on *Providing City & Guilds qualifications*, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates. The *Centre Toolkit* is sent to centres when they receive approved centre status. It is also available from to order at an additional cost.

Online catalogue

contains details of general regulations, registration and certification procedures and fees. This information is also available online.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

Website	Address	Purpose and content
City & Guilds website	www.cityandguilds.com	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
Walled Garden	www.walled-garden.com	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

e-mail	Query types
aviation@cityandguilds.com	Specific qualification/assessment queries
learnersupport@cityandguilds.com	all learner enquiries, including <ul style="list-style-type: none">• requesting a replacement certificate• information about our qualification• finding a centre.
centresupport@cityandguilds.com	all centre enquiries
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including <ul style="list-style-type: none">• setting up an account• resetting passwords.

3 Candidate entry and progression

Candidate entry requirements

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to successfully gain the qualifications.

It is also important that candidates are made aware of any specific restrictions/requirements that airlines may require when selecting potential employees.

Please note that for funding purposes, candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. Information on funding is provided in Appendix 4.

Age restrictions and legal considerations

These qualifications are not approved for use by candidates under the age of 16 and City & Guilds cannot accept any registrations for candidates in the age group. Restrictions may also apply to certain units where there are legal restrictions on the process or the environment.

Progression

These qualifications provide knowledge and practical skills related onto the NVQ Level 2 in Providing Aviation Operations in the Air- Cabin Crew.

On completion of these qualifications candidates may progress into employment or to the following City & Guilds qualifications:

- Level 3 NVQ in Aviation Operations in the Air-(Cabin Crew)
- Level 3 NVQ Co-ordinating Aviation Operations on the Ground
- Level 2 First Diploma in Travel and Tourism
- Level 3 Advanced National Diploma in Travel and Tourism

Apprenticeship frameworks

Full details of the requirements of the apprenticeship frameworks for the Aviation Sector are available from:

Name of SSC	People 1st
URL	www.people1st.co.uk

4 Centre requirements

4.1 Obtaining centre and qualification fast track approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, (previously known as **scheme approval**). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for this qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval*, which is also available on the City & Guilds centre toolkit, or downloaded from the City & Guilds website.

Regional offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications*.

Fast track approval

Centres approved to offer the qualifications NVQ Level 2 and 3 in Aviation Operations in the Air-Cabin Crew (4943) may apply for approval for the new Level 2 Diploma in Air Cabin Crew (New Entrant) using the Fast Track Form available from the regional/national office or can be downloaded from the City & Guilds website.

Centres may only use this form if they meet all of the approval criteria specified in the Fast Track Form and its guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

4 Centre requirements

4.2 Resource requirements

Physical resources

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities. It is acceptable for centres to use specially designated areas within a centre for some of the units. Guidance on specific resources is provided within each unit.

Staff delivering the qualifications

Centre staff must satisfy the requirements for occupational expertise for this qualification. These requirements are as follows:

- Staff should be technically competent in the areas for which they are delivering training and should also have experience of providing training.

Assessors and verifier requirements

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for this qualification.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.

Candidate work placements

It is recommended that candidates undertake a work placement in an aviation environment.

4 Centre requirements

4.3 Registration and certification

Administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *Directory of Qualifications*, provided online to City & Guilds registered centres via the Walled Garden.

This information includes details on:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds *Directory of Qualifications*.

Centres should follow all guidance carefully, noting that fees, registration and certification end dates for the qualification are subject to change. The latest Product updates are available on the website (www.cityandguilds.com).

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval* and in the *Directory of Qualifications*. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records

Centres must retain copies of candidate assessment records for at least three years after certification.

Notification of results

After completion of assessment, candidates will receive, via their centre, a 'notification of candidate results', giving details of how they performed. It is not a certificate of achievement.

Certificate of unit credit (CUC)

A certificate of unit credit records the successful completion of a unit. Centres can apply for CUCs on behalf of a candidate at any time after they have achieved the unit. They do not need to wait until the full programme of study has been completed.

Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualifications.

4 Centre requirements

4.4 Quality assurance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

National standards and rigorous quality assurance are maintained by the use of:

- City & Guilds online examinations
- City & Guilds set and marked written examinations
- City & Guilds assignments, marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification

To meet the quality assurance criteria for these qualifications, the centre must ensure that the following internal roles are undertaken:

- quality assurance co-ordinator
- assessor
- internal verifier/moderator
- examinations secretary
- mentor
- invigilator

Full details and guidance on the internal and external quality assurance requirements and procedures can be found in *Providing City & Guilds qualifications* and in the *Centre toolkit* together with full details of the tasks, activities and responsibilities of quality assurance staff.

In order to fully support candidates, centres are required to retain copies of candidates' assessment records for three years after certification.

External quality assurance

External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, external verifiers must have appropriate occupational and verifying knowledge and expertise. City & Guilds external verifiers attend training and development designed to keep them up-to-date, facilitate standardisation between verifiers and share good practice.

External verifiers

The role of the external verifier is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds.

External quality assurance for the qualifications will be provided by the usual City & Guilds external verification process.

Further details of the role of external verifiers are given in *Providing City & Guilds qualifications*.

5 Course design and delivery

5.1 Recommended delivery strategies

Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centre staff should consider the skills and knowledge related to the national occupational standards.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualifications.

Relationship to other qualifications and the wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Core Skills and other related qualifications.

The following relationship tables are provided to assist centres with the design and delivery of the qualification:

- Relationship to the NOS/NVQs can be found in Section 6.1.

Opportunities to address social, moral, spiritual and cultural issues during the delivery of the qualifications has been identified and can be found on in the *Centre Resources* section of the City & Guilds website.

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Data protection and confidentiality

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre toolkit.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications*).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Directory of qualifications*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

City & Guilds' guidance and regulations on access to assessment are designed to facilitate access for assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and candidates on the City & Guilds website or available from the Customer Relations department.

5 Course design and delivery

5.2 Data protection, confidentiality and legal requirements

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification.

Centres offering these qualifications may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Protecting identity

It is extremely important to protect the identity of the individuals encountered by candidates in the work setting, eg customers, clients.

Confidential information must not be included in candidate portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

Legal requirements

Any specific legal requirements relating to the qualifications are included within the unit specifications.

5 Course design and delivery

5.3 Learning and support resources

City & Guilds provides the following resources for these qualifications.

Resource	How to access
Qualification handbook	Publications sales (SP-01-4849) or www.cityandguilds.com
Assessment pack	Publications sales (EN-01-4849) or www.cityandguilds.com
Answer pack	www.cityandguilds.com

The qualification specification includes suggested resources for each unit.

6 Assessment

For this qualification, candidates will be required to complete the following assessments:
one assessment for **each** unit

City & Guilds provides the following assessments:
 Assessment Pack (stock code EN-01-4849)

Unit No.	Title	Assessment Method	Where to obtain assessment materials
201	Introduction to Airline/ Aviation Operations	City & Guilds GOLLA online multiple-choice test The assessment covers all of the knowledge outcomes.	www.catglobal.com/gola
202	Airline Health, Safety and Security	Assignment 4849-202 The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit. Externally set assignment, locally marked and externally verified.	Stock code: EN-01-4849
203	Airline Emergency Procedures	Assignment 4849-203 The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit. Externally set assignment, locally marked and externally verified.	Stock code: EN-01-4849
204	Crew Room Duties	Assignment 4849-204 The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit. Externally set assignment, locally marked and externally verified.	Stock code: EN-01-4849

205	Role of Air Cabin Crew (On Board)	<p>Assignment 4849-205</p> <p>The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit.</p> <p>Externally set assignment, locally marked and externally verified.</p>	Stock code: EN-01-4849
206	Preparation for Employment as Air Cabin Crew	<p>Assignment 4849-206</p> <p>The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit.</p> <p>Externally set assignment, locally marked and externally verified.</p>	Stock code: EN-01-4849

Grading and marking

Assessments will be graded pass, merit or distinction.

Detailed marking and grading criteria are provided in the Marking Criteria section of each assignment.

Accreditation of prior learning and experience (APEL)

Accreditation of Prior Learning (APL) and Accreditation of Prior Experience and Learning (APEL) are approaches used to recognise the contribution a person's previous experience could contribute to a qualification.

Regulations for the conduct of examinations

Regulations of the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications-a guide to centre and qualification (scheme) approval* and in the *Directory of qualifications*. Centres should ensure they are familiar with all requirements prior to offering assessments.

7 Test specifications

The test specification for Unit 201 of this qualification is below:

Unit 201: Introduction to Airline/Aviation Operations

Paper No	4849-201	Duration:	1 hour
Assessment Type	Multiple choice	No of items:	40
Unit	Outcome	No of items	%
Unit 201: Introduction to Airline/Aviation Operations	Outcome 1: Interpret aviation terminology	11	27.5
	Outcome 2: Describe the impact of geography on air travel	12	30
	Outcome 3: Describe cabin crew operations	17	42.5
		40	100%

8 Units

8.1 About the units

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- title
- unit reference
- rationale
- statement of guided learning hours
- connections with other qualifications, eg NVQs
- assessment details
- learning outcomes in detail expressed as practical skills and/ or underpinning knowledge
- range
- notes for guidance.

Rationale

The aim of this unit is to expand candidates' knowledge of the aviation industry. The knowledge acquired by the candidate will give them a greater understanding of the Cabin Crew framework, the types of airlines and aircraft in operation and the terminology used in communication throughout the industry. This will include an awareness of Aviation geography and a sound knowledge of the routes that airlines fly, the journey times for the routes and the effects that time zones can have on long haul passengers. The candidate will also learn about the weather and the effect it can have on aviation operations.

Learning outcomes

There are **three** outcomes to this unit. The candidate will be able to:

- 1 Interpret aviation terminology
- 2 Describe the impact of geography on air travel
- 3 Describe cabin crew operations

Guided learning hours

It is recommended that 30 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City & Guilds Level 2 NVQ in Aviation Operations in the Air (Cabin Crew).

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

1 A multiple-choice test (on-line)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'What you need to know'. These will be assessed by a multiple-choice test based on the test specification.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the learning outcomes. The time required for candidates to meet the learning outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 201

Introduction to airline/aviation operations

Outcome 1

Interpret aviation terminology

Underpinning knowledge

The candidate will be able to:

- 1 identify **codes** that are used by airlines and airports nationally and internationally
- 2 identify the different types of **airlines** and **aircraft** in operation
- 3 describe the **facilities and services** offered by the different types of airlines
- 4 identify **key airline alliances** and their members
- 5 explain the **benefits** of airline alliances.

Range

Codes

Encode and decode, airport codes, city/metropolitan codes, airline codes and flight numbers, special requirements and their codes, meal codes, unaccompanied minors, assistance codes

Airlines

Scheduled, charter, low cost, executive jet

Aircraft

Operated by airlines eg Airbus, Boeing on long haul journeys, on short haul journeys, for executive travel

Facilities and Services

Aircraft cabins: class, seat configuration, facilities and services pre- boarding and on board, airline lounges, check in facilities, meals, food and drink, trolley service, tray service, silver service, on board chef

Key airline alliances

One World, Sky Team and Star Alliance

Benefits

To the airline: financial, operational, globalisation

To the customer: flight connections, price

Unit 201

Introduction to airline/aviation operations

Outcome 2

Describe the impact of geography on air travel

Underpinning knowledge

The candidate will be able to:

- 1 locate **major destinations** on a world map
- 2 identify different **time zones** throughout the world in relation to GMT (Zulu)
- 3 explain the **effects** that time zones have on perceived flight durations
- 4 explain the **effects** that long haul travel can have on passengers
- 5 describe **methods** of minimising any symptoms of long haul flights
- 6 describe the **consequences** of **weather conditions** which may be encountered by aircraft.

Range

Major destinations

Continents, countries and capital cities

Time zones

Daylight Saving Time (DST), International date-line, Pacific, Eastern, Western Seaboard, Greenwich Mean Time GMT (Zulu/UTC)

Effects (perceived flight durations)

Elapsed flying time, time zone changes, seasons

Effects (passengers)

Jet lag, fatigue, hypoxia, deep vein thrombosis, dehydration, hyperventilation

Methods

Exercise, minimise alcohol consumption, water, flight socks, moisturiser

Consequences

Turbulence, diversions, delays, cancellations, de-icing

Weather conditions

Rotating storms, ground fog, mist, snow storms, severe winds, hurricanes, tornadoes

Unit 201

Introduction to airline/aviation operations

Outcome 3

Describe cabin crew operations

Underpinning knowledge

The candidate will be able to:

- 1 identify the **chain of command** on board an aircraft
- 2 identify the key **roles and responsibilities** of Air Cabin Crew
- 3 explain the working **terms and conditions** of Air Cabin Crew personnel
- 4 explain the **advantages and disadvantages** of the role of Air Cabin Crew
- 5 identify the **key personnel** cabin crew would liaise with on the ground.

Range

Chain of command

Captain, First Officer, Senior Crew, General Crew

Roles and responsibilities

Safety, security, medical emergencies, customer care, customer service, team work and communication

Terms and conditions

Entry requirements, job description, working hours, insurance, pensions, level of pay and bonus schemes, annual leave, dress code, alcohol consumption, anaesthetic procedures, dental treatment, blood donation, bone marrow donations

Advantages and disadvantages

Job benefits, opportunities for promotion, travel opportunities, leave, seasonality, contracts (permanent, temporary, fixed term, part time), personal health and safety issues, work life balance

Key personnel

Baggage handlers, aircraft dispatcher, cleaners, caterers, engineers, passenger service agent, meet and assist, flight crew, customs, immigration, police, refuellers, flight crew

Unit 201 Introduction to airline/aviation operations

Notes for guidance

Learners should be aware that there may be more than one time zone per country, eg America, Russia, Australia.

Note, some airlines may use other titles other than senior crew, eg cabin service director (CSD), purser, flight supervisor, cabin service manager, number one

For the assessment of this unit, candidates are advised to have access to a Columbus World Travel Atlas or similar.

Recommended reading

The Airline Business: Rigas Doganis

EasyJet: The Story of Britain's Biggest Low-cost Airline – Lois Jones

Websites

www.britishairways.com

www.caa.co.uk

www.iata.org

www.prospects.ac.uk

www.seatguru.com

Glossary of terms

UNMN - Unaccompanied minors

ATC – Air Traffic Control

WCH (R) –Ramp- Wheel chair assistance- can climb stairs etc so limited assistance needed

WCH (S) – Steps- Wheel chair assistance –need help with steps

WCH (C) - Wheel chair assistance –Chair (needs carrying on)

KSML – Kosher

VLML – Vegetarian

VGML – Vegan

DBML – Diabetic

GFML – Gluten Free

CHML – Children's Meal

NOML – No Meal

BLND – Blind Passenger

MEDA – Medical Assist Passenger

CIP – Commercially Important Person

VIP – Very Important Person

LPML – Low Purine Meal

Rationale

The aim of this unit is to enable the candidates to identify a range of legislation and regulations related to activities which airlines adhere to at all times. The knowledge acquired relates to procedures relevant to various airlines, therefore can be transferred when employment is sustained within the industry. The candidate will gain essential knowledge and skills required to maintain health, safety and security procedures in a confined environment.

Learning outcomes

There are **three** outcomes to this unit. The candidate will be able to:

- 1 Explain airline health and safety
- 2 Explain airline security
- 3 Perform basic first aid procedures

Guided learning hours

It is recommended that 60 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City & Guilds Level 2 NVQ in Aviation Operations in the Air (Cabin Crew).

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

1 A written test (assignment)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'Underpinning Knowledge'. The assessment takes the form of an externally set assignment.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 202

Airline health, safety and security

Outcome 1

Explain airline health and safety

Underpinning knowledge

The candidate will be able to:

- 1 identify current **legislation and regulations** related to airline health and safety
- 2 identify **key points** of the Air Navigation Order (ANO) used to protect the health and safety of the airlines crew, aircraft and passengers
- 3 identify **documents** airlines use to record health and safety issues.

Range

Legislation and Regulations

IATA regulations (eg dangerous goods), HASAWA 1974, COSHH Regulation 2002, Manual Handling operation Regulations 1992, Health, Safety and Welfare Regulations 1992, Department of Transport and the Air Navigation Order, Disability and Discrimination Act (DDA) 1995, Food Hygiene Regulations 1996, EU-OPS

Key points

Safety: stowage of baggage, pre-flight briefing, pre-flight checks, pre-flight equipment check, safety training, safety manuals

Health: ensuring soap in the toilets, air conditioning, operational toilets, running water

Documents

Cabin Defects Log, Flight Report, Port Health, Disruptive Passenger Report, Witness Forms, Accident Report Form, AVMED Report Form

Unit 202

Outcome 2

Airline health, safety and security

Explain airline security

Practical skills

The candidate will be able to:

- 1 demonstrate **procedures for security incidents**
- 2 communicate effectively with flight crew.

Underpinning knowledge

The candidate will be able to:

- 1 explain the key points of the **legislation** relating to aviation security
- 2 identify **security measures** taken pre-flight, inflight and post-flight
- 3 identify **restricted articles and dangerous goods**
- 4 explain **types of threat** that relate to the aviation industry
- 5 explain the **procedures for security incidents**.

Range

Legislation

The National Aviation Security Programme set by the Department of Transport, The Aviation and Maritime Security Act 1990, The Anti Terrorism Crime and Security Act 2001, The Air Navigation Order eg Cap 393

Security Measures

Pre-flight - Security check of the cabin, toilets, crew rest area, stowage areas, check seals and locks haven't been tampered with, check boarding passes and IDs are valid, monitor the doors

In-flight, toilets and cabin monitored every 20 minutes, Post flight - monitor the doors, security check the cabin, all locks secured, all ID must be visible

Restricted articles and dangerous goods

Current information can be viewed on the official BAA website, this can often be updated, eg liquids, sharp objects, gas canisters, flammable materials

Types of threat

Terrorism at an airport, sabotage of airports, hijacking of aircraft, sabotage of aircraft/airport, bomb threat

Procedures for security incidents

Hijacking in flight: inform flight crew using alarms and signals (code words), advise cabin crew to follow hijackers instructions, cabin crew to sit in jump seats if possible, serve using trays not trolleys, do not serve alcohol, do not argue or antagonise the hijacker, attempt to offer first aid treatment if required.

In flight threat/suspicious message or item: conduct search, cordon area off, confirm suspicious threat, clear the area, control the area.

Restricted article discovered on board: confiscate article, inform flight crew, stow in a safe location, complete an air safety report.

Unit 202

Outcome 3

Airline health, safety and security

Perform basic first aid procedures

Practical skills

The candidate will be able to:

- 1 Demonstrate **first aid procedures**

Underpinning knowledge

The candidate will be able to:

- 1 explain how to treat a selection of **passenger symptoms**
- 2 describe **restrictions** crew face on board when giving first aid
- 3 explain the **purpose** of on board first aid kits
- 4 state which **external bodies** are able to assist crew during and after a first aid situation.

Range

First aid procedures

DRABC - Danger, Response, Airways, Breathing, Circulation, Cardiopulmonary Resuscitation (CPR), recovery position, use of medical equipment, AVPU – Alert, Verbal, Pain, Unconscious

Passenger symptoms

Fainting, unconscious, choking, hyperventilation, diarrhoea, vomiting, Deep Vein Thrombosis (DVT), air sickness, burns and scalds, burst ear drum, indigestion and heartburn, hypoxia, epilepsy, blood loss and wounds, fractures and broken bones, asthma attack, sunstroke, birth on board, death on board, food poisoning, shock, angina, anaphylactic shock, kidney stones, stroke, diabetes, hypothermia, drug overdose, nose bleed, stroke, appendicitis

Restrictions

Restricted space, limited equipment, unable to divert for a long period of time, passenger travelling alone with little medical history, other passengers interfering, lack of privacy

Purpose

First Aid Kit (FAK) for general use in minor medical incidents, Emergency First Aid Kit (EFAK) for use in an emergency only, Emergency Medical Kit (EMK or doctors box) used for serious medical incidents

External Bodies

Port health, aircraft to ground medical assistance, doctor/nurse/paramedic with valid ID

Unit 202 Airline health, safety and security

Notes for guidance

The health, safety and security of crew and passengers is paramount and increasingly crew are faced with security situations/threats. Therefore learners must be aware of potential problems they may encounter and how they can be prevented and resolved. This unit will also develop awareness for passenger health. First aid situations will be investigated by the learners, who will undertake practical activities alongside acquiring knowledge. Another key aspect of this unit is the use of first aid equipment.

It is recommended that learners have access to an aircraft mock up if the security drill for in-flight threats is undertaken and to assist with the delivery of the security skills.

It is recommended that outcome 3 (first aid) is delivered by a qualified first-aider or with airline industry experience (maximum of 1 year since training) and is delivered with an aviation focus. Learners ideally should also have access to first aid equipment such as bandages, plasters, splints, mouth covers, latex gloves, oxygen, resuscitation mannequin and current first aid manuals as guidance.

Learners must be able to access the internet or reading material which contains the relevant health, safety and security legislation and regulations. Case studies of aviation incidents relating to these topics would be useful to refer the learner to.

Rationale

The aim of this unit is to enable the candidate to respond to various planned and unplanned emergencies on board an aircraft complying with concise instructions. The knowledge acquired will enable the candidate to confidently undertake an authoritative role ensuring all procedures are met.

The skills developed by the candidate include the operation of emergency equipment in a confined and restricted environment and adhering to set procedures in accordance with current industry standards. The candidate will develop the skills required to check and operate both fixed and portable aircraft equipment.

Learning outcomes

There are **three** outcomes to this unit. The candidate will be able to:

- 1 Respond to an airline emergency
- 2 Identify the primary principles for survival
- 3 Follow on board emergency procedures (within cabin)

Guided learning hours

It is recommended that 90 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City & Guilds Level 2 NVQ in Aviation Operations in the Air – Cabin Crew.

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

1 A written test (assignment)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'Underpinning Knowledge'. The assessment takes the form of an externally set assignment.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 203

Outcome 1

Airline emergency procedures

Respond to an airline emergency

Practical skills

The candidate will be able to:

- 1 demonstrate **procedures** for a **planned emergency**
- 2 **brief the able bodied passengers** with instructions
- 3 demonstrate a **brace position**
- 4 provide clear instructions to passengers on actions to take after impact
- 5 demonstrate **positive commands** which should be used during evacuation
- 6 demonstrate positive **crowd control**.

Underpinning knowledge

The candidate will be able to:

- 1 explain the term **planned emergencies**
- 2 explain the term **unplanned emergencies**
- 3 identify **flight crew instructions** for a planned emergency landing/ditching
- 4 explain **procedures** for preparing and evacuating the cabin for a planned emergency
- 5 identify the type of people **not suitable** to be able bodied passengers
- 6 describe the **purpose** of the brace position
- 7 identify **positive commands** which should be used during evacuation
- 8 explain techniques for maintaining **crowd control**
- 9 identify **factors** which can prevent an aircraft exit from being used in an evacuation
- 10 state the **occasions** when cabin crew must initiate an evacuation without the flight crew's command.

Range

Planned emergencies

Captain has time to inform crew of emergency landing/ditching, landing (landing on land), ditching (landing in water)

Unplanned emergencies

Landing on land or ditching without prior warning

Flight crew instructions

N.I.T.S – Nature of the emergency, Intentions of the captain, Time remaining, Special instructions

Procedures

Preparation: disengage from duties, communication, secure the passengers eg passengers to remove shoes, false teeth, glasses and any sharp objects, fit extra clothing and life jackets, distribute baby survival cots and child life jackets (ditching only), secure galleys, secure cabin, secure exits, brief passengers, crowd control, prepare yourself, announcements, prepare drinking water/food/ blankets/first aid kit/emergency equipment to be removed from aircraft, prepare able bodied passengers, brace position, commands

Evacuation: exits, door operation, crowd control, commands, use of able bodied passengers, collect emergency equipment, check for remaining passengers if safe to do so, crew evacuate

Post evacuation: dealing with the aftermath

Not suitable

Children, obese, pregnant, disabled, infants, elderly, deportees, prisoners, nervous fliers

Purpose

To protect vital organs, minimise injury

Positive commands

'Unfasten your seatbelt, come this way', 'keep moving' 'stay on your feet' 'jump jump keep moving' 'get your life jacket from under your seat, do not inflate'

Crowd control

Crew should use Able Bodies Passengers (ABPs) to help weak passengers or those who may require extra assistance, crew must work together as a team, shout positive commands, use authority, be forceful if required, use the loud hailer if possible, visibility of crew

Factors

Fire is present outside, obstructions outside, signs of immediate danger, exit blocked

Occasions

Catastrophic eg, dense smoke in the cabin, major fire, ditching, sounds which indicate the aircraft is breaking up, position of aircraft on impact where injury/death could be caused

Brief the able bodied passengers (ABPs)

Operation of exits, passenger assistance on board the aircraft and on exit, positioning of ABPs, instructions on incapacitated crew

Brace position

Passenger, pregnant lady, parent and child, child, crew forward facing, crew aft facing

Unit 203

Airline emergency procedures

Outcome 2

Identify the primary principles for survival

Practical skills

The candidate will be able to:

- 1 demonstrate **survival techniques** in water.

Underpinning knowledge

The candidate will be able to:

- 1 identify the **main principles for survival**
- 2 describe techniques for **survival at sea**
- 3 describe techniques for **survival in arctic conditions**
- 4 describe techniques for **survival in the desert**
- 5 describe techniques for **survival in the jungle**.

Range

Survival techniques

Use slide rafts, wear life jackets, treading water, chain of survival, retrieval of passengers into life raft, life saving techniques

Main principles for survival

Food, water, location, protection

Survival at sea

Secure all equipment inside the raft, activate radio beacons, flares, use sea dye marker, signalling mirrors, maintain 24 hour watch, stay as dry as possible, maintain body heat, avoid sunburn, never drink sea water, never eat fish with a bad odour/sunken eye/brightly coloured, prevent boredom, prevent hostility, administer first aid

Survival in arctic conditions

Shelter, dig a trench to protect from the wind, beware of frost bite and snow blindness, international distress signal, location identification, drinking water sources

Survival in desert

Find shade, prevent sunstroke, how to locate water sources

Survival in jungle

Remain in the vicinity of the aircraft, location (radio beacons, smoky fires, brightly coloured objects), use a buddy system, shelter, water sources, food sources, health hazards

Unit 203

Outcome 3

Airline emergency procedures

Follow on board emergency procedures (within cabin)

Practical skills

The candidate will be able to:

- 1 demonstrate how to use a **fire extinguisher**.

Underpinning knowledge

The candidate will be able to:

- 1 identify **emergency situations**
- 2 identify aircraft **emergency equipment**
- 3 state the **elements** which must be present to sustain a fire
- 4 describe the basic principles of **operating a fire extinguisher**
- 5 identify **types of fire extinguisher** and the types of fire they are suitable for fighting
- 6 describe the **purpose** of a smoke hood
- 7 describe the basic principles of **operating a smoke hood**
- 8 describe the **role of cabin crew** in on board fighting fires
- 9 identify how to recognise **slow decompression**
- 10 identify how to recognise **rapid decompression**
- 11 identify how to recognise light, moderate and severe **turbulence**
- 12 describe what **actions** should be taken during turbulence
- 13 explain the main actions taken by the cabin crew during a **flight crew incapacitation drill**.

Range

Emergency situations

Fire/smoke, severe turbulence, slow/rapid decompression, flight crew incapacitation

Emergency equipment

Smoke hood, fire extinguisher, fire gloves, emergency torch, portable and drop down oxygen, crash axe

Elements

Heat, fuel, oxygen

Operating a fire extinguisher

Remove from stowage, break seals, test squirt at the floor, aim at the base of the fire

Types of fire extinguisher

BCF - Halon gas only used on aircraft due to harmful toxins - suitable for all types of fires

Water - suitable for fires involving solids

Foam, CO₂, dry powder – suitable for fires involving liquids

Dry powder – suitable for fires involving metals

Purpose

To provide oxygen in a smoke filled environment

Operating a smoke hood

Remove from stowage, remove hood from its bag, put both hands through the neck seal, pull the hood over your head from behind, pull the elastic straps over head until the mask covers nose and mouth, ensure long hair is not caught in the neck seal, pull hood over shoulders, pull the start toggle to activate, breathe normally

Role of cabin crew

Fire Fighter – first person on the scene fight fire, call for help, get equipment

Communicator – inform flight deck

Co-ordinator – moving passengers, moving equipment, fire fighting equipment

Slow decompression

Gradual loss of cabin pressure, signs of crew or passengers feeling dizzy or faint, whistling noise near doors or windows, small cracks in the windows or fuselage, broken door seals

Rapid decompression

Loss of cabin pressure in 1-10 seconds, loud explosive noise, appearance of oxygen masks, pain in ears and sinuses, mist in the cabin, burning smell, bursting of carbonated drinks containers, sudden boiling of liquids, air becoming cold and thin, aircraft dives

Turbulence

Light - liquids shaking but not spilling out of cups, slight difficulty manoeuvring carts

Moderate – Liquids splashing out of cups, difficulty in standing without holding onto something

Severe – Items falling on the floor, services are impossible to deliver

Actions

Light - secure galley items, visually check passenger seat belts, inform passengers using PA system

Moderate – ensure galley and carts are secure, check passenger seat belts are fastened on way to take crew seats until further notice, inform passenger using PA system

Severe – set brakes on carts, wedge between seats, and place/pour hot liquids on the floor, crew must take the nearest seat immediately, wait for further instructions from the captain, inform passengers using the PA system to sit down wherever possible and fasten seatbelt

Flight crew incapacitation drill

Crew member/s remain in flight deck, positioning of crew seat, ensure the incapacitated pilot does not touch the aircraft controls, ensure seatbelt is fastened and shoulder harness secured, administer first aid, assist the remaining flight crew member/s

Unit 203 Airline emergency procedures

Notes for guidance

Candidates need to demonstrate survival techniques in water as the airline industry requirements stipulate that employees are able to swim a minimum of 25 metres unaided. For the purpose of this qualification there is no requirement that candidates have to swim 25 metres but they must be confident enough to demonstrate a water survival technique with or without flotation support. Candidates unable to swim due to injury or illness must provide evidence eg doctors certificate.

Centres are advised to contact local a swimming pool and ensure they consent to the use of flotation devices i.e. life jackets.

Potential contacts for assisting in the delivery of this unit include the army, navy, outward bound centres and airline training facilities.

Centre should ensure that they have access to the following pieces of emergency equipment

- Life jackets
- Baby survival cot
- Fire extinguisher
- Oxygen mask
- Passenger restraint kit
- Emergency torch
- Loud hailer
- Telephone/PA system
- First aid kit
- Smoke hood
- Cosmetic smoke machine

Rationale

The aim of this unit is to enable the candidate to describe the duties that cabin crew undertake pre and post-flight with the focus of the unit on the duties carried out by cabin crew in the crew room. The candidate will require knowledge of pre and post-flight briefings and the importance of carrying them out. The candidate will be able to contribute to pre and post flight briefings.

Learning outcomes

There are **two** outcomes to this unit. The candidate will be able to:

- 1 Contribute to pre-flight briefing
- 2 Contribute to post-flight briefing

Guided learning hours

It is recommended that 30 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City and Guilds Level 2 NVQ in Aviation Operations in the Air (Cabin Crew).

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

1 A written test (assignment)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'Underpinning Knowledge'. The assessment takes the form of an externally set assignment.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 204

Outcome 1

Crew room duties

Contribute to pre-flight briefing

Practical skills

The candidate will be able to:

- 1 receive and relay information during a pre-flight briefing
- 2 complete documentation for a pre-flight briefing.

Underpinning knowledge

The candidate will be able to:

- 1 describe **duties** undertaken by cabin crew before the pre-flight briefing
- 2 explain the **importance** of a pre-flight briefing
- 3 explain the **content** of a pre-flight briefing.

Range

Duties

Sign in (automatic or manually), check roster changes, check pigeon hole for correspondence from the company, collect floats, read notices/notice books, crew medically fit to fly

Importance

Relating to effective leadership, communication and teamwork, check that all cabin crew are current, number one to establish that all crew are competent and legal to fly

Content

Crew documentation inspection, uniform regulations adhered to, paperwork completion, flight crew names, flight number, flight time, aircraft type registration and name, weather conditions, allocation of crew positions, on board service, bar float, specific passenger needs (dietary, wheelchair, unaccompanied minors) safety and emergency procedures and first aid questions, night stop information, customs, performance monitoring

Unit 204

Outcome 2

Crew room duties

Contribute to post-flight briefing

Practical skills

The candidate will be able to:

- 1 carry out a post flight briefing.

Underpinning knowledge

The candidate will be able to:

- 1 identify the **post flight duties** that need to be carried out
- 2 explain the **content** of a post flight briefing.

Range

Post flight duties

Documentation (flight report, bar/catering summary of sales), counting of bar monies, general feedback, cabin crew assessment, night stop information

Content

In flight assessment, feedback relating to on board situations and issues, relating to communication (between cabin crew, flight deck and passengers)

Unit 204 Crew room duties

Notes for guidance

It should be emphasised that this unit is critical in understanding the importance of effective communication between cabin crew and flight deck. The content of the outcomes clearly focuses on pre and post-flight duties to include the briefings. It is necessary for candidates to understand why the information needs to be relayed and its effect on teamwork, cabin duties and customer service.

It is essential that the candidate understands the terminology 'fit to fly' and the mandatory obligation that cabin crew are able to answer safety and first aid questions correctly in compliance with Civil Aviation Authority regulations. The content of this unit should be discussed with both long and short haul flights considered. When delivering the practical element of this unit it is essential that the candidate understands their personal role and responsibility and apply subject knowledge to demonstrate an understanding of the importance and content of a pre-flight briefing.

Rationale

The aim of this unit is to enable the candidate to develop the necessary knowledge and understanding of the on board role of air cabin crew. This will include preparing the cabin for embarkation, coordinating a smooth and safe embarkation of passengers and the importance of offering a professional inflight service. It will also give the candidate the knowledge of on board documentation and custom requirements for passengers and crew.

Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

- 1 Carry out pre-board duties
- 2 Assist passengers with specific needs
- 3 Carry out boarding duties
- 4 Carry out inflight services
- 5 Complete on board paperwork

Guided learning hours

It is recommended that 90 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City & Guilds Level 2 NVQ in Aviation Operations in the Air (Cabin Crew).

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

1 A written test (assignment)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'Underpinning Knowledge'. The assessment takes the form of an externally set assignment.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 205

Role of air cabin crew (On Board)

Outcome 1

Carry out pre-board duties

Practical skills

The candidate will be able to:

- 1 carry out a **security check**
- 2 demonstrate pre flight **equipment checks**.

Underpinning knowledge

The candidate will be able to:

- 1 identify the **key areas** for carrying out security checks
- 2 identify how to undertake pre-flight **equipment checks**
- 3 explain the **importance** of undertaking pre-flight **equipment checks**
- 4 explain how to **prepare the cabin** for boarding
- 5 explain how to **prepare the galley** for boarding.

Range

Security check

Security check the cabin, toilets, crew rest area, all stowages, check seals and locks haven't been tampered with, check boarding passes and IDs are valid, monitor the doors

Equipment checks

BCF Fire extinguisher, emergency location transmitter, extension seatbelts, baby survival cot, loud hailer, portable oxygen, fire gloves, smoke hood, smoke detectors, emergency torch, defibrillator, life jackets, mandatory first aid kit, emergency first aid kit, flight deck oxygen, doors and exits, lighting, call bells, toilets (check toilet flushes, taps operational, smoke detectors)

Key areas

Toilets, crew seats, galleys, over head stowages, passengers seating

Importance of equipment checks

Location, quantity, security, serviceability, accessibility, in the case of missing/damaged equipment the action that should be taken in order to comply with aviation legislation

Prepare the cabin

Dress seat pockets, presentation and cleanliness of toilets, cleanliness of cabin, newspaper, amenity kits, pillows and blankets, liaise with ground crew and catering, check flight manifest, stowing the food

Prepare the galley

Passenger meals, crew meals, service equipment, serviceability of brewers and ovens, galley securing clips, galley lights, serviceability of bar/tax free/catering trolleys brakes, doors and wheels, pre boarding drinks

Unit 205

Outcome 2

Role of air cabin crew (On Board)

Assist passengers with specific needs

Practical skills

The candidate will be able to:

- 1 assist passengers with specific needs.

Underpinning knowledge

The candidate will be able to:

- 1 explain how to **brief a blind passenger**
- 2 identify on board **requirements for guide dogs**
- 3 explain how to **brief a deaf passenger**
- 4 identify the **requirements for the carriage of pregnant woman**
- 5 identify on board **considerations and facilities**
- 6 Identify the **requirements for Passengers with Reduced Mobility (PRMs)**
- 7 Identify types of **special meals**.

Range

Brief a blind passenger

Braille safety card, distance and location of exits, description of door (eg width, height), oxygen mask, life jacket, location of blind passengers' escort during evacuation, using the slide, using the slide with a guide dog

Requirements for guide dogs

Location, harness, passenger allergies, guide dog welfare ie feeding, toilet facilities, petting

Brief a deaf passenger

Communication (eg lip reading, sign or written language, level of voice), PA book, observation of crew and other passengers during an emergency

Requirements for the carriage of pregnant women

Airline specific, travel up to 36 weeks if pregnancy has been straightforward, IATA guidelines for travel in weeks 36 to 38 if flying time does not exceed four hours, medical certificate

Considerations and facilities

Families -Importance of sitting together, priority boarding, baby changing facilities, cots, infant booster seats, heating of food and milk, children's pack, Unaccompanied minors, Medical considerations

Requirements for Passengers with Reduced Mobility (PRMs)

Location of seating, location of movement aids (ie crutches, sticks and prosthesis), ratio of PRMs to ABPs on board, passenger assist harness

Special meals

Cultural, religious, healthy eating, medical requirements (eg allergic reactions, food additives)

Unit 205

Role of air cabin crew (On Board)

Outcome 3

Carry out boarding duties

Practical skills

The candidate will be able to:

- 1 carry out **boarding procedures**
- 2 carry out a pre-flight **safety demonstration**.

Underpinning knowledge

The candidate will be able to:

- 1 identify the elements of a **safety demonstration**
- 2 explain the **refuelling procedures** that need to be complied with in order to meet regulatory standards
- 3 explain the **procedure** for dealing effectively with **seating discrepancies**
- 4 describe the **procedure for preparing the doors** for departure and arrival
- 5 describe the **procedures for securing the cabin** for take off and landing.

Range

Boarding procedures

Security procedures & documentation (passengers and personnel), location of seats, stowage of baggage, liaising with ground staff, welcoming passengers, pre boards, announcements,

Safety demonstration

Indicating exits, emergency lighting, seatbelt, oxygen mask, life jacket, safety card

Refuelling procedures

Passenger briefing, seatbelts, use of aisles, exits and emergency exits, electrical galley equipment

Procedure for seating discrepancies

Communication with ground staff, passenger manifest, customer service skills, ABP discrepancies, family seating

Procedure for preparing the doors

Door arming (automatic), door disarming (manual)

Procedures for securing the cabin

Cabin, toilets, galley, flight deck, securing the passengers

Unit 205

Role of air cabin crew (On Board)

Outcome 4

Carry out inflight services

Practical skills

The candidate will be able to:

- 1 make passenger announcements using **appropriate techniques**
- 2 present yourself in a hygienic, clean manner suitable to serve food items
- 3 carry out **inflight service**
- 4 respond to passengers **concerns and complaints**
- 5 complete cabin **documentation** accurately.

Underpinning knowledge

The candidate will be able to:

- 1 identify the **appropriate techniques** for making a passenger announcement
- 2 describe procedures required to maintain good **personal hygiene** on board the aircraft
- 3 explain the importance of making passenger announcements that **meet company and regulatory standards**
- 4 identify types of passenger **concerns and complaints**
- 5 identify **methods** for dealing with concerns and complaints
- 6 identify **documentation** required for the flight
- 7 identify **food safety procedures** crew must follow when serving food
- 8 describe the procedures for **ancillary services**
- 9 describe the procedures for a **bar service**
- 10 describe the procedures for a **meal service**
- 11 describe the procedures for a **duty free service**
- 12 describe **sales techniques** employed when undertaking an inflight service.

Range

Appropriate techniques

Voice techniques: pitch, tone, vocal intonation, timing, use of language, non verbal communication

Personal hygiene

Hair tied back, nails short and clean, jewellery should be clean and a conservative style/size, use blue plasters to cover cuts or abrasions, use disposable gloves, wash hands frequently, wearing crew tabbard

Company and regulatory standards

Department of Transport (DFT) regulations, Civil Aviation Authority (CAA) safety regulations, sales

Inflight service

Ancillary services - Head sets, landing cards, scratch cards, pillows and blankets, hot towels, sweets, children's packs, amenity kits

Bar service -Equipment, displays, selection of beverages, age restrictions and limits of bar sales, brand names, garnishes, presentation of beverages, spillages, hygiene and safe working practices.

Meal service -Unloading ovens, meal trolley presentation, food hygiene legislation, meal tray presentation, meal choices, special meals, meal choice discrepancies, service styles depending on class of travel, flight crew meal service, tea, coffee, wine

Duty free service -Sales displays, custom allowances, product information, bar sales, paperwork, currency, payment methods, on board computer

Service skills (these are applicable to all the services)-passenger proximity i.e. personal space, serve window seat to aisle, customer interaction, smiling eye contact, appropriate language

Concerns and complaints

Service problems, alcohol, smoking policy, personal space, tiredness, missed medication, time pressures, feeling uncomfortable, delays, security and safety procedures, rudeness, unhelpful crew, fear, seating problems

Methods

Listen, repeat, empathise, take action, thank, apologise, follow up

Documentation

Cabin defect log, technical log, medical documentation, disruptive passenger documentation, Passenger manifest, catering documentation, customer comment forms, duty free forms, inflight report form

Food safety procedures

Temperature control of food items and carts/service items, packing/seals intact, reporting of food contaminates, disposal of waste, preparing food using disposable gloves, covering food up/storage, clean galley areas, clean utensils, meals are cooked thoroughly, do not reheat food, clean as you go

Sales techniques

Product pricing, promotional offers, link selling, up-selling, passenger profile, tobacco advertising and promotion laws, passenger announcements

Unit 205

Role of air cabin crew (On Board)

Outcome 5

Complete on board paperwork

Practical skills

The candidate will be able to:

- 1 Complete a **landing card**
- 2 Complete **crew entry documentation**

Underpinning knowledge

The candidate will be able to:

- 1 Explain what information is required to complete a **landing card**
- 2 Identify **crew entry documentation**
- 3 Identify **restricted/banned** items on arrival into the UK
- 4 Explain the difference between duty free and tax free

Range

Landing card

Name, date of birth, passport details, address, port of embarkation and disembarkation, travel dates, place of birth, destination address

Crew Entry documentation

Eg US and Australia: Immigration documentation, crewman's landing permit, US customs declaration, UK general declaration

Restricted/banned items

Unlicensed drugs, weapons, firearms, live animals, endangered species, shells, ivory products, obscene material, counterfeit and pirated goods

Unit 205 Role of air cabin crew (On Board)

Notes for guidance

The following is a list of checks/uses that should be carried out on all portable equipment found on board an aircraft.

Please note that this list is subject to change and tutors should check the CAA website for updated information.

Portable Equipment

Adult Life jacket – Check: 10% physical check and 100% look and feel.

Use: ditching, place over head, tie straps around waist in a double knot, pull in the inflation toggle once outside the aircraft, light, whistle, inflation toggle, manual inflation tube, straps, yellow in colour. NOTE: adult life jacket can be used on children over 16kg providing it is not fully inflated and the straps are tied over the jacket.

Crew life jacket – Check & use: as above except orange in colour.

Child life jacket – Check: correct stowage and quantity. Use: 12 months – 3yrs up to 16kg, place over head, tie straps around the waist and tie in a double knot, pull the inflation toggle to inflate once outside the aircraft. It has a light, manual inflation tube, carry strap, lanyard, and deflation key. NOTE: it has no whistle.

Baby survival cot – Check: correct stowage and quantity. Use: ditching, baby weighing up to 10kg 3 months. Remove from its pouch, inflate the cot by pulling on the inflation toggle, place a blanket inside, ensure the ventilation holes are open, instruct the guardian to place the baby in the cot after impact and secure the baby the retaining tapes inside the cot. The lanyard should be tied to the guardian's life jacket once outside the aircraft. It has a light, inflation toggle, manual inflation tube, deflation key, transparent window, carry strap and ventilation holes.

Fire extinguisher – Check: Correct stowage and quantity, unbroken seal, expiry date. Use: remove from stowage, break seal, test squirt, aim nozzle at the base of the fire.

Portable oxygen – Check: correct stowage and quantity. Mask and tubing intact, quantity indicator. Use: remove from stowage, attach mask and tubing to outlet, fit mask over nose and mouth, and ensure contents gauge is visible.

Fire gloves – Check: correct stowage and quantity. Use: to remove hot or burnt (not burning) materials.

Crash axe – Check: correct stowage and quantity. Use: to cut through obstructions or lever off panel in order to gain access to the source of a fire.

First aid kits- Check: correct stowage and quantity, seals are intact. Use: to treat various medical conditions.

Passenger restraint kit – Check: correct stowage and quantity, seals intact. Use: with captain's permission, trained crew only should carry out the drill to restrain a passenger who threatens the safety of the aircraft, crew, other passengers or property. Two witnesses must be present during the drill.

Demonstration kit – Check: correct stowage and quantity and contents include, life jacket, oxygen mask, seat belt and safety card. Use: to assist crew when performing the manual safety demo.

Radio beacon – Check: correct stowage and quantity. Check toggle in auto position. Use: sea or land to send distress signals to satellites. Operation varies depending of the type of beacon.

Crew tabard – Check: correct stowage and quantity. Use: to identify operating crew during emergencies. This can vary among airlines, some have visible hats.

Infant extension seat belt – Check: correct stowage and quantity. Use: to secure an infant from 0 – 2 years old on a guardian's lap who is aged 16 plus or to extend the length of a passenger seat belt to fit an extra large stature.

Emergency torch - Check: correct stowage and quantity, battery is operational and does not need replacing. Use: emergencies only, remove from stowage, torch will automatically illuminate.

Loud hailer – Check: correct stowage and quantity, press to test, a click should sound if operational. Use: for communication outside the aircraft following an emergency or inside if the PA system fails.

Doors – Check: when doors closed seals should be intact and it is in the correct operating mode. Check that door is visually intact

There are a number of websites available where it is possible to buy or rent second hand equipment:

www.airsalvage.co.uk

For further information about customs and excise and immigration documentation refer to relevant countries websites eg foreign office website, American Embassy, HM Customs & Excise.

For up to date information about restricted/banned items and duty/tax free items refer to HM Customs and excise websites **www.hmrc.gov.uk**

Rationale

The aim of this unit is to focus on the presentation skills of the candidate in preparation for employment. The candidate is required to carry out research of airline recruitment procedures in order to ascertain the personal qualities required and to assess their own suitability for the role. Candidates will carry out a personal skill scan in order to produce a detailed CV.

The candidate will acquire knowledge on the importance of personal presentation, attitude, behaviour and self discipline for those wishing to work in the airline industry. In order to develop their self confidence within an interview situation they will also complete job application forms, attend mock interviews and give presentations.

Learning outcomes

There are **two** outcomes to this unit. The candidate will be able to:

- 1 Prepare for employment
- 2 Apply correct interview techniques

Guided learning hours

It is recommended that 60 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications: City and Guilds Level 2 NVQ in Aviation Operations in the Air (Cabin Crew).

Assessment

The learning outcomes for this unit will be assessed on the basis of evidence resulting from:

- 1 A written test (assignment)

The knowledge requirements for this unit are listed for each learning outcome in the next section under the heading 'Underpinning Knowledge'. The assessment takes the form of an externally set assignment.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is essential that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations.

Unit 206

Preparation for employment as air cabin crew

Outcome 1

Prepare for employment

Practical skills

The candidate will be able to:

- 1 Produce a personal **skill scan**
- 2 Produce a curriculum vitae
- 3 Produce a covering letter
- 4 Complete a **job application form** for the position of air cabin crew

Underpinning knowledge

The candidate will be able to:

- 1 Identify the **recruitment and selection** process for air cabin crew
- 2 Identify the components of a **skill scan**
- 3 Identify the purpose of a curriculum vitae
- 4 Identify the **components of a curriculum vitae**
- 5 Identify the **components of a covering letter**

Range

Skill scan

Identify personal skills, business skills, written and verbal communication skills, attributes, strengths, weaknesses, experience and achievements, skills development

Job application form

Paper based application forms, online application forms, full length profile photograph and head and shoulders photograph

Recruitment and selection process

Job vacancy, job analysis, job description, person specification, advertising, short listing, interview stages, selection, background checks, references, medical, induction

Components of curriculum vitae

Personal details, skills/attributes, employment history, qualifications, achievements, other interests, reference details

Components of a covering letter

Use of correct grammar, spelling, format, content

Practical skills

The candidate will be able to:

- 1 Take part in the **interview process** for the position of air cabin crew
- 2 **Dress and groom** appropriately for interview
- 3 Display a **positive attitude and body language**
- 4 Behave in a **confident and professional** manner

Underpinning knowledge

The candidate will be able to:

- 1 Identify the **interview process**
- 2 Explain the importance of **preparing for interviews**
- 3 Describe the importance of appropriate **dressing and grooming**
- 4 Explain the importance of **attitude, behaviour and self discipline**

Range

Interview process

Face to face, telephone, group interviews, psychometric testing, self evaluation of interview, improvements, presentations (communicate clearly and confidently), informal, formal

Dress and groom

Conventions of dress expected at interview, hair, nails, makeup, jewellery, shoes, standard of grooming of clothing, personal hygiene

Positive attitude and body language

Open body language, smiling, eye contact empathy, posture, hand shake, creating a suitable first impression

Confident and professional

Polite, assertive, authoritative

Preparing for interviews

Plan journey and travel time to interview, knowledge of organisation, prepare questions, practice interview techniques, practice tests eg general knowledge, numeracy, aviation terminology, prepare documentation required for interview

Attitude, behaviour and self discipline

Time management (arrive on time for interview), confidence, proactive listening skills, team work, showing initiative, supporting others

Unit 206 Preparation for employment as air cabin crew

Notes for guidance

This unit allows candidates to prepare for interview starting from the recruitment stage through to selection. It allows the candidate to practice their skills and build confidence. Therefore candidates will benefit from a series of interviews with someone unfamiliar to them i.e. a different assessor/tutor or where possible someone from an outside organisation.

Candidates will need to research vacancies from a variety of sources including airline websites, cabin crew websites, newspapers, magazines, job centres, colleges, connexions.

Appendix 1 Accreditation, national frameworks and qualification level descriptors

Please visit the following websites to find information on accreditation, national frameworks and qualification level descriptors in each country.

Nation	Who to contact	Website
England	The Qualifications and Curriculum Authority	www.qca.org.uk
Scotland	The Scottish Qualifications Authority	www.sqa.org.uk
Wales	The Department for Education, Lifelong Learning and Skills Wales (DELLS)	www.wales.gov.uk
Northern Ireland	The Council for Curriculum, Examinations and Assessment	www.ccea.org.uk

Appendix 2 Obtaining centre and qualification approval

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

City & Guilds Centre Manual contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Appendix 3 Summary of City & Guilds assessment policies

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications*).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Online Catalogue*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

Qualifications on the National Qualifications Framework are open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

City & Guilds' *Access to assessment and qualifications guidance and regulations* document is available on the City & Guilds website. It provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

Access arrangements are pre-assessment adjustments primarily based on history of need and provision, for instance the provision of a reader for a visually impaired candidate.

Special consideration refers to post-examination adjustments to reflect temporary illness, injury or indisposition at the time of the assessment.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier and/or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and candidates on the City & Guilds website or available from the Customer Relations department.

Appendix 4 Funding

City & Guilds does not provide details on funding as this may vary between regions.

Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements.

Nation	Who to contact	For higher level qualifications
England	<p>The Learning and Skills Council (LSC) is responsible for funding and planning education and training for over 16-year-olds. Each year the LSC publishes guidance on funding methodology and rates. There is separate guidance for further education and work-based learning.</p> <p>Further information on funding is available on the Learning and Skills Council website at www.lsc.gov.uk and, for funding for a specific qualification, on the Learning Aims Database http://providers.lsc.gov.uk/lad.</p>	<p>Contact the Higher Education Funding Council for England at www.hefce.ac.uk.</p>
Scotland	<p>Colleges should contact the Scottish Further Education Funding Council, at www.sfc.co.uk.</p> <p>Training providers should contact Scottish Enterprise at www.scottish-enterprise.com or one of the Local Enterprise Companies.</p>	<p>Contact the Scottish Higher Education Funding Council at www.shefc.ac.uk.</p>
Wales	<p>Centres should contact the Welsh Assembly Government www.learning.wales.gov.uk</p> <p>0845 010 3300 – bilingual greeting, or 0845 010 4400 – Welsh language greeting</p>	<p>Centres should contact the Welsh Assembly Government www.learning.wales.gov.uk</p> <p>0845 010 3300 – bilingual greeting, or 0845 010 4400 – Welsh language greeting</p>
Northern Ireland	<p>Please contact the Department for Employment and Learning at www.delni.gov.uk.</p>	<p>Please contact the Department for Employment and Learning at www.delni.gov.uk.</p>

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • GOLLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> • Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**

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