

Qualification details

Qualification number/Te nama o te tohu mātauranga	2881-2		
English title/Taitara Ingarihi	New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending		
Māori title/Taitara Māori			
Version number/Te putanga	2	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	4	Credits/Ngā whiwhinga	60-95
NZSCED/Whakaraupapa	031505 Engineering and Related Technologies>Aerospace Engineering and Technology>Aircraft Operation		
Qualification developer/Te kaihanganga tohu	Ringa Hora Services Workforce Development Council		
Review Date /Te rā arotake	31/01/2027		

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu
<p>The purpose of this qualification is to provide the airline and military sector of the aviation industry with individuals who have attained sufficient operational skills and knowledge to provide safe, secure and customer-friendly in-flight services, for domestic and/or international flights in either a commercial or non-commercial organisation as a flight attendant tūmau waka rererangi.</p> <p>Graduates will be equipped with a comprehensive set of skills relating to aviation safety and security, and customer service. Their applied skills and knowledge will involve working under broad guidance, and they may also have some responsibility for the performance of others.</p> <p>The optional strand in Operator Specific Operational Flight Attending recognises the specific knowledge and skills acquired whilst performing all the duties required of a flight attendant tūmau waka rererangi on operational flights.</p>

Graduate Profile/Ngā hua o te tohu
<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> - Apply the principles of aviation safety and security during all phases of a flight. - Apply the principles of aviation customer service in attending to passenger needs during all phases of a flight. <p>Graduates of the Operator Specific Operational Flight Attending strand will also be able to:</p>

<ul style="list-style-type: none"> - Apply operator-specific operational knowledge and skills in carrying out flight attending duties during all phases of a flight.

Education Pathway/ Ngā huarahi mātauranga
<p>This qualification can provide a pathway to other training opportunities with an airline or military. Holders of this qualification may progress onto specific aircraft type ratings for which a number of training opportunities are available, or into a supervisory or management role within flight attending, for which a range of management qualifications and/or training opportunities are available, depending on the needs and aspirations of the organisation and the individual. These could include New Zealand qualifications on the New Zealand Qualifications Framework (NZQF) and/or in-house training for flight attending leadership roles.</p> <p>This qualification may also pathway on to the New Zealand Diploma in Tourism and Travel (Level 5) [Ref: 2206].</p>

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki
<p>Graduates of this qualification will have the skills and knowledge to work as flight attendants. They may be involved with passenger handling for multiple aircraft types of varying sizes. With the appropriate skills, knowledge, experience, and training, holders may progress to become a purser, or a flight service manager kaiwhakahaere ratonga rererangi.</p> <p>Graduates will also have the skills and knowledge to work in a complementary role, such as airport/airline customer service agent/representative.</p> <p>In order to gain employment, a graduate must be able to:</p> <ul style="list-style-type: none"> • gain a passport without restrictions (international routes) • meet the relevant aviation regulatory authority, Civil Aviation Authority (CAA), or New Zealand Defence Force (NZDF) security vetting standards.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

Qualification Award/ Te whakawhiwhinga o te tohu	<p>This qualification may be awarded by any education organisation which has an approved programme of study leading to the qualification.</p>
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	<p>Evidence requirements may include:</p> <ul style="list-style-type: none"> • analysis of employer surveys to determine if graduates of the qualification meet the graduate profile outcomes • analysis of graduate surveys to determine if graduates of the qualification meet the graduate profile outcomes • analysis of a range of workplace evidence demonstrating that graduates meet the qualification profile outcomes • evidence of effective internal and external quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.

Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga	Achieved.
Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)	None.
General conditions for programme/ Ngā tikanga whānui o te hōtaka	<p>To achieve this qualification trainees must, at all times, comply with aviation regulations applicable to Flight Attendants.</p> <p>The core qualification may be achieved entirely under simulated conditions in a fully operational cabin trainer suitable for all aspects of flight attendant training.</p> <p>Operator Specific Operational Flight Attending optional strand</p> <p>Evidence for the optional strand in Operator Specific Operational Flight Attending must be obtained on operational flights in an aircraft suitable for all aspects of flight attendant training in accordance with the relevant aviation regulatory authority, such as CAA Rules 121.573 and 121.575 and/or 125.569 and 125.571 or New Zealand Defence Force Policy.</p> <p>Additional guidance and recommendations for programme development can be found on the Ringa Hora website at https://www.ringahora.nz/qualifications-and-standards-overview/programme-guidance-documents-for-providers-developing-programmes/</p> <p>Providers are advised to refer to the Ringa Hora Services Workforce Development Council Programme endorsement considerations:</p> <ul style="list-style-type: none"> • Ngā Whakamārama - Programme content • Mana ōrite mō te hunga ako - Equity for learners • Torotoronga me te kimi whakaaro - Programme engagement and consultation • Te ao Māori • Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners • Tangata Whaikaha - Disabled people <p>Further information is available from NZQA on Programme approval and provider accreditation.</p>

Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

Qualification outcomes/ Ngā hua	Credits/Ngā whiwhinga	Conditions/Ngā tikanga
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1.	Apply the principles of aviation safety and security during all phases of a flight.	40 credits	<p>Programmes must include the following focus areas:</p> <p>The ability to manage normal in-flight operations; respond to aircraft and passenger emergencies; manage passengers during aircraft emergencies; and knowledge of aviation medical treatment.</p>
2.	Apply the principles of aviation customer service in attending to passenger needs during all phases of a flight.	20 credits	<p>Programmes must include the following focus area:</p> <p>Customer service requirements relevant to an airline.</p>
Optional Strand - Operator Specific Operational Flight Attending			
3.	Apply operator-specific operational knowledge and skills in carrying out flight attending duties during all phases of a flight.	35 credits	<p>Evidence for the optional strand in Operator Specific Operational Flight Attending must be obtained on operational flights in an aircraft suitable for all aspects of flight attendant training in accordance with the relevant aviation regulatory authority.</p> <p>Programmes must include the following standard: 28390</p>

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	<p>This qualification replaced the National Certificate in Aviation (Flight Attendants) (Level 4) [Ref: 1193].</p> <p>The National qualification has been discontinued.</p>
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version Information:</p> <p>Version 2 of this qualification was published in January 2023 as the result of a scheduled review.</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p> <p>The last date for assessment for version 1 of this qualification is 31 December 2025.</p> <p>It is the intention of Ringa Hora Services WDC that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may appeal to:</p> <p>Ringa Hora Services Workforce Development Council PO Box 445 Wellington Phone: 04 909 0306 Web: https://www.ringahora.nz/ Email: Qualifications@ringahora.nz</p>