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| **XXX43** | **Provide air passenger care from point of departure to point of destination on operational flights** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 35 |
| **Whāinga |** Purpose | This skill standard is for people who are on operational flights and are required to provide air passenger care from point of departure to point of destination, whilst maintaining aviation safety at all times.  This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending [Ref: 2881]. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Complete the pre-flight preparations required of a flight attendant. | 1. Complete pre-flight preparations to comply with crew roster. |
| 1. Comply with current recognised industry operational and service practices. |
| 1. Prepare aircraft cabin for embarking passengers. | 1. Cabin and emergency equipment complies with regulatory requirements and enterprise procedures. |
| 1. Catering supplies match operational requirements. |
| 1. Identify passengers with pre-disclosed specific needs against the passenger manifest. |
| 1. Cabin presentation and passenger facilities meets enterprise procedures. |
| 1. Cabin positions are staffed in accordance with enterprise procedures and aircraft type. |
| 1. Embark passengers on to the aircraft. | 1. Comply with safety and security requirements for embarking passengers in accordance with enterprise procedures and aircraft type. |
| 1. Door procedures are completed in accordance with enterprise procedures and aircraft type. |
| 1. Safety and emergency demonstrations comply with regulatory requirements and enterprise procedures. |
| 1. Passenger comfort is maintained in accordance with enterprise procedures and customer expectations. |
| 1. Cabin is secured for take-off in accordance with regulatory requirements and enterprise procedures. |
| 1. Provide in-flight services. | 1. Services comply with enterprise procedures and regulatory requirements. |
| 1. Communications with flight crew and passengers comply with enterprise procedures |
| 1. Service flow complies with enterprise procedures. |
| 1. Cabin is prepared for landing in accordance with enterprise procedures. |
| 1. Disembark passengers from the aircraft. | 1. Complete door arrival procedures in accordance with enterprise procedures and aircraft type. |
| 1. Passengers are disembarked in accordance with aircraft type, airport facilities, and enterprise procedures. |
| 1. Complete any documentation in accordance with regulatory requirements and enterprise procedures. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Enterprise procedures refer to the expected performance required by the enterprise in which credit for this unit standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, and Civil Aviation Authority of New Zealand (CAA) documentation.

Regulatory requirements refer to any minimum requirements outlined in the CAA Rules or New Zealand Defence Force (NZDF) Policy, or the relevant international state regulatory authority. Learning outcome 2 assessment criteria must comply with Sale and Supply of Alcohol Act 2012; Food Act 2014; Sale and Supply of Alcohol Regulations 2013; and their subsequent amendments.

Evidence for this skill standard must be obtained on operational flights in an aircraft suitable for all aspects of flight attendant training in accordance with CAA Rules 121.573 and 121.575 and/or 125.569 and 125.571, or NZDF Policy, or the relevant international state regulatory authority.

Assessment against this skill standard may include examples evidenced from documents such as the CAA line check (competency assessment) (or NZDF equivalent), annual staff performance reviews, etc. Assessment must involve multiple operational flights, including a line check flight.

All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Pre-flight preparations required of a flight attendant including:

* pre-flight briefing
* aviation safety
* in-flight services
* customer care

Cabin and emergency equipment

* catering supplies
* identification of passengers with pre-disclosed specific needs
* cabin presentation (including temperature, lighting, cleanliness, and tidiness)
* passenger facilities
* cabin staffing.

Embarking passengers,

* door procedures (including closure, checking, and arming).
* safety and emergency demonstrations.
* passenger comfort.
* securing the cabin for take-off.

Services

* communications with flight crew and passengers.
* service flow.
* cabin preparation for landing.

Door arrival procedures

* passenger disembarkation considering aircraft type and airport facilities.
* completion of documentation.

**Rauemi |** Resources

Refer to the relevant Civil Aviation Authority of New Zealand (CAA) documentation or New Zealand Defence Force (NZDF) Policy or the relevant international state regulatory authority for resources.

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Aviation > Flight Attendants |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0028 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 |  | N/A |
| **Rā arotake |** Planned review date | 31 December 2029 | | |

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.