

National Certificate in Aviation (Flight Attendants)

Level 4

Credits 79

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Aviation (Flight Attendants) (Level 4) with an optional strand in Airline Specific Operational Flight Attending.

Students/trainees currently enrolled in programmes leading to the replaced qualification may either complete the requirements by 31 December 2020, or transfer to the new qualification.

The last date for entry into programmes leading to the replaced qualification is 31 December 2018. The last date to meet the requirements of the replaced qualification is 31 December 2020 at which time it will be designated as discontinued.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
21838, 21839	25457

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 2005	December 2011
Review	2	January 2009	December 2020
Review	3	June 2015	December 2020

It is the intention of ServiceIQ that no existing candidate should be disadvantaged by the changes to this qualification. Any person who considers they have been disadvantaged may appeal to the SSB (see contact details below).

Standard Setting Body

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Reviewed

National Certificate in Aviation (Flight Attendants)

Level 4

Credits 79

Purpose

The National Certificate in Aviation (Flight Attendants) [Ref: 1193] recognises the skills and knowledge required to work as a flight attendant in either commercial or non-commercial organisations.

The compulsory section of the qualification ensures that the holder is able to perform the core safety requirements of a flight attendant role. These safety requirements include: 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, aircraft, and the aviation industry and its regulations in New Zealand.

The elective section allows people to expand on the safety requirements outlined in the compulsory section and select those unit standards relevant to their particular industry focus and organisational requirements.

This qualification may follow on from the National Certificate in Aviation (Introductory) (Level 2) [Ref: 1105]. For commercial flight attendants it is recommended that this qualification also follow on from the National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876].

Special Notes

Flight Attendants will be required to undertake airline and aircraft specific security training. However, due to the sensitive nature of the content of this training it does not form part of this qualification. This training will be completed by the airline.

Candidates are required to hold a current comprehensive first aid certificate.

Flight Attendants will also be required to undertake Civil Aviation Authority of New Zealand (CAA) Aircraft Type Ratings to qualify to operate on specific aircraft types.

Credit Range

	Compulsory	Elective
Level 1 credits	1	0-19
Level 2 credits	6	0-19
Level 3 credits	13	0-19
Level 4 or above credits	31	9-28
Minimum totals	51	28

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 28 credits as specified

Detailed Requirements

Compulsory

The following standards are required

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
16688	Identify and manage the effects of shift work	2	2

Service Sector > Aviation > Aviation - Core

ID	Title	Level	Credit
16818	Demonstrate knowledge of aviation industry law, systems and procedures	1	1
21834	Demonstrate knowledge of introductory aviation terminology	2	2
21837	Demonstrate knowledge of dangerous goods and hazardous items in the aviation industry	4	4

Service Sector > Aviation > Flight Attendants

ID	Title	Level	Credit
9244	Demonstrate ability to manage air services emergencies	4	10
9245	Identify, as a flight attendant, major aircraft components	2	2
21843	Demonstrate ability to manage passengers on board an aircraft	4	4
21844	Demonstrate knowledge and use of aircraft safety and emergency equipment	3	3

ID	Title	Level	Credit
21845	Carry out in-flight fire fighting procedures on board an aircraft	4	3
21846	Manage, as a flight attendant, safety procedures on board an aircraft throughout a flight	4	6
25453	Demonstrate knowledge of crew resource management on board an aircraft	4	4
25454	Demonstrate knowledge of security risks on board an aircraft	3	4
25457	Demonstrate knowledge of and manage aviation medicine relating to aircrew and passengers	3	4

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18227	Demonstrate knowledge of support mechanisms for customers with specific needs	3	2

Elective

A minimum of 28 credits

- Of which a minimum of 9 credits at Level 4 or above

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
18336	Demonstrate and apply knowledge of team-building skills	4	5

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
3490	Write an incident report	1	3

Service Sector > Aviation > Airport Operations

ID	Title	Level	Credit
17356	Demonstrate knowledge of airport security and apply security rules at an airport	4	3

Service Sector > Aviation > Aviation - Core

ID	Title	Level	Credit
21835	Demonstrate knowledge of basic business principles for commercial airlines	3	4

Service Sector > Aviation > Flight Attendants

ID	Title	Level	Credit
21840	Demonstrate knowledge of alcoholic and non-alcoholic beverages for service on board an aircraft	2	3
21841	Provide food and beverage services on board an aircraft	4	6
21842	Demonstrate knowledge of and comply with food hygiene requirements on board an aircraft	2	4
25455	Demonstrate knowledge of and apply conflict management on board an aircraft	4	3
25456	Demonstrate knowledge of in-flight passenger sales service	2	2

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
4646	Demonstrate knowledge of the Sale of Liquor Act 1989 and its implications for licensed premises	4	2
16705	Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises	4	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3

Field	Subfield	Domain
Humanities	Languages	Any
Service Sector	Aviation	Flight Attendants
	Tourism	Travel
		Visitor Services

Transition Arrangements

Version 2

Version 2 was issued following a review in order to make changes to content.

The compulsory section of the qualification has been pared down by the removal of 16 standards, reducing the credit value of the qualification from 110 to 79. The level of the qualification is unchanged.

The elective section has been altered to better reflect the requirements of industry. This includes adding two domains (Travel and Visitor Services) to the section, along with eight pre-existing and two new standards.

Changes to structure and content

- Overall credit value reduced from 110 to 79.
- Credit value and title for standard 18227 updated to reflect the outcome of review and the standard moved from the elective to the compulsory section.
- Standards 21838 and 21839 replaced by standard 25457.
- Standards 497, 1312, 6400, 6401, 6402, 17593, 18210, 18223, 18224, 18231, 19587, 20677, 21836, removed from the compulsory section.
- Standards 16688, 25453, and 25454, added to the compulsory section.
- Standards 5070, 18212, 18234, 18282, 20676, and 21231 removed from the elective section.
- Standards 1987, 3490, 4646, 16705, 18336, 21840, 21841, 21842, 25455, and 25456 added to the elective section.
- Compulsory standard 18226 moved to elective section.
- Domains Travel and Visitor Services added to the elective section.
- Elective credit requirements increased from 23 to 28.

For detailed information see Review Summaries on the NZQA website.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
21838, 21839	25457

People currently working towards version 1 of this qualification may either complete the requirements for that version or transfer their results to version 2 of the qualification.

It is the intention of ServiceIQ that no existing candidate should be disadvantaged by the changes to this qualification. Any person who considers they have been disadvantaged may appeal to the SSB (see contact details below).

Other standard setting bodies whose standards are included in the qualification

Hospitality Standards Institute
 NZ Extractive Industries Training Organisation
 NZQA

Certification

This certificate will display the logos of NZQA, ServiceIQ and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
1331	Service Sector > Aviation > Flight Attendants	031505	Engineering and Related Technologies > Aerospace Engineering and Technology > Aircraft Operation

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

Reviewed

Prerequisite Diagram

