

**40435****Provide air passenger care from point to point on operational flights**

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	35
<b>Whāinga   Purpose</b>	<p>This skill standard is for people who are required to provide air passenger care from point of departure to point of destination on operational flights, whilst maintaining aviation safety at all times.</p> <p>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].</p>

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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Complete the pre-flight preparations required of a flight attendant.	a. Complete pre-flight preparations to comply with crew roster.
	b. Comply with current recognised industry operational and service practices.
2. Prepare aircraft cabin for embarking passengers.	a. Check cabin and emergency equipment comply with regulatory requirements and enterprise procedures.
	b. Check catering supplies match operational requirements.
	c. Identify passengers with pre-disclosed specific needs against the passenger manifest.
	d. Ensure cabin presentation and passenger facilities meet enterprise procedures.
	e. Staff cabin positions in accordance with enterprise procedures and aircraft type.
3. Embark passengers on to the aircraft.	a. Comply with safety and security requirements for embarking passengers in accordance with enterprise procedures and aircraft type.
	b. Complete door procedures in accordance with enterprise procedures and aircraft type.
	c. Carry out safety and emergency demonstrations that comply with regulatory requirements and enterprise procedures.
	d. Maintain passenger comfort in accordance with enterprise procedures and customer expectations.
	e. Secure cabin for take-off in accordance with regulatory requirements and enterprise procedures.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
4. Provide in-flight services.	a. Provide services that comply with enterprise procedures and regulatory requirements.
	b. Carry out communications with flight crew and passengers that comply with enterprise procedures
	c. Carry out service flow that complies with enterprise procedures.
	d. Prepare cabin for landing in accordance with enterprise procedures.
5. Disembark passengers from the aircraft.	a. Complete door arrival procedures in accordance with enterprise procedures and aircraft type.
	b. Disembark passengers in accordance with aircraft type, airport facilities, and enterprise procedures.
	c. 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, New Zealand Defence Force (NZDF) policy, and Civil Aviation Authority of New Zealand (CAA) documentation.

*Regulatory requirements* refer to any minimum requirements outlined in the CAA Rules or NZDF policy, or the relevant international state regulatory authority.

Learning outcomes 2 and 4 assessment criteria must, where relevant, 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 (articles) of te Tiriti o Waitangi OR 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.

Programme developers are encouraged to consider weaving the concepts of Manaakitanga through the learning and assessment of this standard. Manaakitanga is an ethic of thoughtfulness, generosity and caring for others. Manaakitanga acknowledges a whānau-centred approach towards improving the quality of life, the fostering of respectful relationships and to enhance the mana of others health and well-being.

**Ngā momo whiwhinga | Grades available**

Achieved

**Ihirangi waitohu | Indicative content****Pre-flight preparations required of a flight attendant**

- Pre-flight briefing.
- Aviation safety.
- In-flight services.
- Customer care.

**Cabin and emergency equipment**

- Catering supplies.
- Emergency equipment
- 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**

- Door procedures (including disarming, checking, and opening).
- 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.
- Enterprise procedures.

**Pārongo Whakaū Kounga | Quality assurance information**

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

Hātepe   Process	Putanga   Version	Rā whakaputa   Review Date	Rā whakamutunga mō te aromatawai   Last date for assessment
Rēhitatanga   Registration	1	28 November 2024	N/A
Kōrero whakakapinga   Replacement information	This skill standard replaced unit standard 28390.		
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.