

Field Service Sector**Review of *Flight Attendants* unit standards**

Subfield	Domain	ID
Aviation	Flight Attendants	9244, 9245, 21840-21846, 25453-25457

ServiceIQ has completed the review of the unit standards listed above.

Date new versions published

March 2015

Planned review date

December 2020

Summary

As a result of its Targeted Review of Qualifications process, ServiceIQ has reviewed the Flight Attendants unit standards to better reflect the requirements of the outcomes listed in the new qualification. This process has resulted in reviewing the levels of some standards to ensure the levels are fit for purpose and reflect the knowledge, skills, and application of the standards in line with the New Zealand Qualifications Framework Level Descriptors. A new standard was developed to recognise the skills required for a flight attendant on operational flights.

Main changes

- Credits and levels of some standards were changed to better reflect the levels of knowledge, skills, and application required for flight attendants, along with the times for learning, and assessment.
- Outcomes, evidence requirements, range statements, and explanatory notes were updated to reflect the present needs for flight attendants, in line with international regulatory requirements.
- New standard 28390 was developed to meet the requirements for operational flight attendants.
- A last date for assessment of superseded versions of the standards was specified. Results for assessments that take place after this date will not be accepted.

The last date for assessment of superseded versions of Category B unit standards is December 2017

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Domain	Flight Attendants	3	Standard	21844	4
			Standard	25454	4
			Standard	25457	4

Impact on registered qualifications

Key to type of impact	
Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following ServiceIQ qualification is impacted by the outcome of this review and will be updated when it is reviewed in 2014 as part of the Targeted Review of Qualifications. The standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID
1193	National Certificate in Aviation (Flight Attendants) (Level 4)	21840, 21842, 21844, 21846, 25453, 25454, 25456, 25457

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Service Sector > Aviation > Flight Attendants

ID	Title	Level	Credit	Review Category
9244	Demonstrate ability to manage air services emergencies	4	10	B
9245	Identify, as a flight attendant, major aircraft components	2	2	B
21840	Demonstrate knowledge of alcoholic and non-alcoholic beverages for service on board an aircraft	2 3	3	B
21841	Provide food and beverage services on board an aircraft	4	6	B
21842	Demonstrate knowledge of and comply with food hygiene requirements on board an aircraft	2 3	4	B
21843	Demonstrate ability to manage passengers on board an aircraft	4	4	B
21844	Demonstrate knowledge and use of aircraft safety and emergency equipment	3 4	3	B
21845	Carry out in-flight fire fighting procedures on board an aircraft	4	3	B

ID	Title	Level	Credit	Review Category
21846	Manage, as a flight attendant, safety procedures on board an aircraft throughout a flight	4	6 8	B
25453	Demonstrate knowledge of crew resource management on board an aircraft	4	4 6	B
25454	Demonstrate knowledge of security risks on board an aircraft	3 4	4	B
25455	Demonstrate knowledge of and apply conflict management on board an aircraft	4	3 5	B
25456	Demonstrate knowledge of in-flight passenger sales service	2 3	2	B
25457	Demonstrate knowledge of and manage aviation medicine relating to aircrew and passengers Manage aviation medicine relating to aircrew and passengers	3 4	4	B
28390	Provide air passenger care from point of departure to point of destination on operational flights	4	35	New