

Field Service Sector

Registration of skill standards and review of unit standards for *Flight Attendants*

Subfield	Domain	ID
Aviation	Flight Attendants	9244, 9245, 21840-21846, 25453-25457, 28390

Ringa Hora Services Workforce Development Council has completed the review of the unit standards listed above.

Date new versions published

November 2024

Planned review date

December 2029

Summary

Ringa Hora Services Workforce Development Council has reviewed the unit standards listed above. As part of the rollout of skill standards, the review panel agreed to create a new suite of skill standards to support the aviation industry. These skill standards were developed to align with the qualification, the New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending [Ref: 2881].

Development and consultation occurred from February to September 2024 with the involvement of subject matter experts from aviation and training providers, by email and through online meetings, to co-create new aviation skill standards and consider feedback to ensure the new skill standards would be fit for purpose. Changes were made to the skill standards from feedback and confirmed by the subject matter experts.

Main changes

- 15 unit standards were set to expire and replaced by 4 skill standards to integrate theory and practical components of the standards.
- Unit standard 25456 was set to expire with no replacement as it is no longer considered relevant to industry.

Category C and D unit standards will expire at the end of December 2027

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
Standard	21840, 21842	3	Standard	40432	4
Standard	21841	4			
Standard	21843, 25453, 25455	4	Standard	40433	4
Standard	9245	2	Standard	40434	4
Standard	9244, 21844, 21845, 21846, 25454, 25457	4			
Standard	28390	4	Standard	40435	4

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

All changes are in **bold**.

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

Service Sector > Aviation > Flight Attendants

ID	Title	Level	Credit	Review Category
9244	Demonstrate ability to manage air services emergencies	4	10	C
9245	Identify, as a flight attendant, major aircraft components	2	2	
21844	Demonstrate knowledge and use of aircraft safety and emergency equipment	4	3	
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	8	
25454	Demonstrate knowledge of security risks on board an aircraft	4	4	
25457	Manage aviation medicine relating to aircrew and passengers	4	4	
40434	Manage safety procedures, security risks, emergencies, and aviation medicine on board an aircraft	4	30	
21840	Demonstrate knowledge of alcoholic and non-alcoholic beverages for service on board an aircraft	3	3	C
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	3	4	
40432	Provide food and beverage services, and in-flight passenger service on board an aircraft	4	20	
21843	Demonstrate ability to manage passengers on board an aircraft	4	4	C
25453	Demonstrate knowledge of crew resource management on board an aircraft	4	6	
25455	Demonstrate knowledge of and apply conflict management on board an aircraft	4	5	
40433	Manage passengers on board an aircraft	4	10	
25456	Demonstrate knowledge of in-flight passenger sales service	3	2	D
28390	Provide air passenger care from point of departure to point of destination on operational flights	4	35	C
40435	Provide air passenger care from point to point on operational flights	4	35	