Title	Manage, as a flight attendant, safety procedures on board an aircraft throughout a flight		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to: complete normal pre-flight and in-flight safety procedures; describe management of safety procedures during abnormal flight conditions; and complete post-flight safety procedures.

Classification	Aviation > Flight Attendants

Available grade	Achieved

Prerequisites	Unit 9245, *Identify, as a flight attendant, major aircraft components*, or demonstrate equivalent knowledge and skills.

Guidance Information

1   Definitions
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, New Zealand Defence Force (NZDF) Policy, or the relevant international state regulatory authority.

2   Evidence for this unit standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

Outcomes and performance criteria

Outcome 1

Complete normal pre-flight safety procedures.

Performance criteria

1.1   Pre-flight safety checks are completed in accordance with enterprise procedures.

1.2   Pre-flight emergency and safety equipment checks are completed in accordance with enterprise procedures.

1.3 Door procedures are completed in accordance with enterprise procedures and aircraft type.

1.4 Passengers are screened upon boarding to identify those requiring possible attention or those who may provide assistance.

Range passengers requiring possible attention may include but are not limited to – passengers who may require assistance, intoxicated passengers;
passengers who may provide assistance may include but are not limited to – travelling crew, airline staff, fit and strong, travelling alone, able to understand and communicate.

1.5 Safety demonstration is completed in accordance with enterprise procedures and regulatory requirements.

1.6 Cabin safety checks are completed prior to take-off in accordance with enterprise procedures and regulatory requirements.

Range checks may include but are not limited to – carry-on baggage stowed, tray tables folded away, foot rests folded away, seat backs upright, window blinds raised/open, inappropriately seated passengers relocated.

Outcome 2

Complete normal in-flight safety procedures.

Performance criteria

2.1 All passengers are seated and advised of seatbelt and safety requirements.

2.2 Bathroom checks are completed in accordance with enterprise procedures.

2.3 Passengers' status is checked to ensure passengers' ongoing health and safety during the flight.

2.4 Passengers are monitored to identify any potential security risks in accordance with enterprise procedures.

Outcome 3

Describe management of safety procedures during an abnormal flight condition.

Range abnormal flight conditions may include but are not limited to – aborted or rejected take-off, bird strike, dumping fuel, engine shutdown, go-around or overshoot, landing gear failure, lightning strike, turbulence, volcanic eruptions or other environmental occurrences;
evidence is required for one abnormal flight condition.

Performance criteria

3.1   Safe seating of passengers is described in accordance with enterprise procedures.

3.2   The cause of the abnormal flight condition is identified.

3.3   Condition is explained to other crew members using aviation terminology and in accordance with enterprise procedures.

3.4   Management of passenger reactions and explanation of flight conditions is described in accordance with enterprise procedures.

3.5   Preparations for abnormal flight conditions are described in accordance with enterprise procedures.

Outcome 4

Complete post-flight safety procedures.

Performance criteria

4.1   Door arrival procedures are completed in accordance with enterprise procedures and aircraft type.

        Range   may include but is not limited to – disarm doors, look through observation window, give signal to ground crew.

4.2   All passengers are disembarked from the aircraft in accordance with aircraft type, airport facilities, and enterprise procedures.

4.3   Any required flight safety documentation is completed in accordance with enterprise procedures.

Planned review date	31 December 2024

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 August 2005	31 December 2017
Revision	2	23 April 2007	31 December 2017
Review	3	12 December 2008	31 December 2017
Review	4	19 March 2015	N/A
Revision and Rollover	5	30 September 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.