

<b>Title</b>	<b>Provide air passenger care from point of departure to point of destination on operational flights</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>35</b>

<b>Purpose</b>	<p>This unit standard is for all operational flight attendants.</p> <p>People credited with this unit standard are, on operational flights, able to: complete the pre-flight preparations required of a flight attendant; prepare aircraft cabin for embarking passengers; embark passengers on to the aircraft; provide in-flight services; and disembark passengers from the aircraft.</p>
----------------	--

<b>Classification</b>	Aviation > Flight Attendants
-----------------------	------------------------------

<b>Available grade</b>	Achieved
------------------------	----------

---

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

### 2 Evidence for this unit 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.

### 3 Assessment against this unit 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.

---

## Outcomes and performance criteria

### Outcome 1

Complete the pre-flight preparations required of a flight attendant.

**Performance criteria**

- 1.1 Completion of pre-flight preparations ensures compliance with crew roster.
- 1.2 Current recognised industry operational and service practices are complied with.
- Range pre-flight briefing, aviation safety, in-flight services, customer care, professional standards, enterprise procedures.

**Outcome 2**

Prepare aircraft cabin for embarking passengers.

**Performance criteria**

- 2.1 Cabin and emergency equipment complies with regulatory requirements and enterprise procedures.
- 2.2 Any catering supplies match operational requirements.
- 2.3 Any passengers with pre-disclosed specific needs are identified against the passenger manifest.
- 2.4 Cabin presentation meets enterprise procedures.
- Range temperature, lighting, cleanliness, tidiness.
- 2.5 Passenger facilities meet enterprise procedures.
- 2.6 Cabin positions are staffed in accordance with enterprise procedures and aircraft type.

**Outcome 3**

Embark passengers on to the aircraft.

**Performance criteria**

- 3.1 Embarking passengers complies with safety and security requirements in accordance with enterprise procedures and aircraft type.
- 3.2 Door procedures are completed in accordance with enterprise procedures and aircraft type.
- Range may include but are not limited to – doors closed, doors checked, doors armed.
- 3.3 Safety and emergency demonstrations comply with regulatory requirements and enterprise procedures.

- 3.4 Passenger comfort is maintained in accordance with enterprise procedures and customer expectations.
- 3.5 Cabin is secured for take-off in accordance with regulatory requirements and enterprise procedures.

**Outcome 4**

Provide in-flight services.

Range passengers, flight crew.

**Performance criteria**

- 4.1 Services comply with enterprise procedures and regulatory requirements.
- 4.2 Communications with flight crew and passengers comply with enterprise procedures.
- 4.3 Service flow complies with enterprise procedures.
- 4.4 Cabin is prepared for landing in accordance with enterprise procedures.

**Outcome 5**

Disembark passengers from the aircraft.

**Performance criteria**

- 5.1 Door arrival procedures are completed in accordance with enterprise procedures and aircraft type.
- 5.2 Passengers are disembarked in accordance with aircraft type, airport facilities, and enterprise procedures.
- 5.3 Any documentation is completed in accordance with regulatory requirements and enterprise procedures.

---

<b>Replacement information</b>	This unit standard was replaced by skill standard 40435.
--------------------------------	--

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	31 December 2027
Rollover and Revision	2	30 September 2021	31 December 2027
Revision	3	24 November 2022	31 December 2027
Review	4	28 November 2024	31 December 2027

**Consent and Moderation Requirements (CMR) reference**

0028

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