

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

Purpose	<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>
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Classification	Aviation > Flight Attendants
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Available grade	Achieved
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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.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	N/A
Rollover and Revision	2	30 September 2021	N/A
Revision	3	24 November 2022	N/A

Consent and Moderation Requirements (CMR) reference	0028
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.