

Title	Demonstrate ability to manage air services emergencies		
Level	4	Credits	10

Purpose	People credited with this unit standard are, for an air service, able to: evaluate an emergency in an aircraft; describe the preparation of passengers and the aircraft cabin for an emergency; describe the provision of assistance to passengers in the event of an emergency; evacuate passengers under emergency conditions; and describe the management of passengers in a post-evacuation situation.
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Classification	Aviation > Flight Attendants
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Available grade	Achieved
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Prerequisites	Unit 25457, <i>Manage aviation medicine relating to aircrew and passengers</i> , or demonstrate equivalent knowledge and skills.
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Guidance Information

1 Definitions

Cabin refers to the main aircraft cabin, toilet(s), and galley(s).

Emergency in the context of this unit standard refers to an event that puts personnel and/or passengers in danger and may include ditching, evacuation, dangerous goods incident, medical incident, decompression, cabin fire, or turbulence.

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.

Flight attendant is used as a generic term and therefore includes other terms used in different aviation enterprises, e.g. purser, cabin attendant, and cabin crew.

Inherent hazards refer to hazards that are characteristic to the environment in which the aircraft has been evacuated.

Personnel refers to flight crew and flight attendants.

Post-evacuation situation refers to instances where survival procedures are required at an airport, on land away from an airport including extreme environments, and in water (ditching).

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

Evaluate an emergency in an aircraft.

Performance criteria

- 1.1 Evaluation identifies the type and level of the emergency.
- 1.2 Evaluation identifies resources required to deal with the emergency.
- 1.3 Critical success factors and risks in managing the emergency are identified and explained.
- 1.4 Accountabilities and job roles for key cabin crew managing the emergency are established.
- 1.5 Evaluation identifies options for how the cabin crew could respond to the emergency.

Outcome 2

Describe the preparation of passengers and the aircraft cabin for an emergency.

Performance criteria

- 2.1 Preparation of passengers is described relative to the plan of action and type of emergency. This conforms to the operator's safety and emergency procedures and is compliant with regulatory requirements.

Range passenger handling, emergency and survival procedures, communications between crew and passengers.
- 2.2 Creation of a secure and controlled environment in preparation for emergency conditions is described in accordance with enterprise procedures.

Outcome 3

Describe the provision of assistance to passengers in the event of an emergency.

Performance criteria

- 3.1 Identification and method of assisting passengers requiring specific assistance is described according to the passenger's need and enterprise procedures.

Range may include but is not limited to – children, elderly, specific needs passengers, passengers with medical conditions, pregnant women, obese passengers.

3.2 Assistance described complies with emergency and survival procedures in accordance with enterprise procedures and regulatory requirements.

3.3 Method of managing self and others under emergency conditions is described in accordance with enterprise procedures and regulatory requirements.

Range may include but is not limited to – passenger responses, personal threat, environmental crisis.

3.4 Communications with flight crew and/or flight attendants and passengers under emergency conditions conform to enterprise procedures and regulatory requirements.

Range may include but is not limited to – one to one, small groups, specific needs passengers, public address, loud-hailer, interphone.

Outcome 4

Evacuate passengers under emergency conditions.

Performance criteria

4.1 Initiation of evacuation is implemented in accordance with enterprise procedures.

Range may include but is not limited to – assessment of environment.

4.2 Emergency operation of doors and exits is performed in accordance with enterprise procedures and aircraft type.

4.3 Evacuation of passengers is completed in accordance with enterprise procedures.

4.4 Checking of aircraft interior to ensure evacuation of all passengers is completed in accordance with enterprise procedures.

4.5 Emergency and/or survival equipment to be used in an evacuation is utilised in accordance with enterprise procedures.

Outcome 5

Describe the management of passengers in a post-evacuation situation.

Performance criteria

5.1 Post-evacuation passenger management is described in accordance with enterprise procedures.

Range may include but is not limited to – keep passengers in a group, move passengers away from aircraft, conduct a head count against the manifest.

- 5.2 Post-crash responsibilities are described in accordance with enterprise procedures.

Range may include but is not limited to – first aid, protection from the environment, preparation of emergency and/or survival equipment, water supplies, food supplies, create an assembly point, ascertain number of passengers on board, injured, uninjured, missing, maintain a log.

- 5.3 Aircraft emergency and/or survival equipment is identified and explained in accordance with manufacturer's directions and enterprise procedures.

Range equipment may include but is not limited to – first aid kit, flare, life jacket, life raft, lithium chloride crystals, loud-hailer, protective equipment, radio locator beacon, sea-dye marker, signalling device, survival kit, torch, whistle.

- 5.4 Survival skills, including coping with inherent hazards, are explained in accordance with enterprise procedures.

Replacement information	This unit standard, unit standard 9245, unit standard 21844, unit standard 21845, unit standard 21846, unit standard 25454, and unit standard 25457 were replaced by skill standard 40434.
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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	30 January 1997	31 December 2017
Revision	2	14 May 2003	31 December 2017
Review	3	22 August 2005	31 December 2017
Review	4	12 December 2008	31 December 2017
Review	5	19 March 2015	31 December 2027
Rollover and Revision	6	30 September 2021	31 December 2027
Review	7	28 November 2024	31 December 2027

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>.