

### Cabin crew apprenticeship standard

The role of an air cabin crew member is to primarily ensure customers safety at all times whilst onboard the aircraft. They also provide excellent customer service to customers throughout the flight. They are trained to deal with security and emergency situations which may arise and can administer first aid to customers. Cabin crew may work for commercial organisations, working with large volumes of customers, or may work with small groups of customers on smaller aircraft. To achieve this, cabin crew are required to adapt to the needs of a wide range of individuals and customers and will need to understand how their needs can be accommodated. This may be from supporting nervous customers, individuals with young children, and those with special dietary or medical requirements. Some cabin crew may work as part of the armed forces, providing services for Royalty, Ministers and other dignitaries.

<b>Entry</b>	Employers will set their own entry requirements including the requirement for security clearance. Apprentices must be at least 18 years of age to work for a commercial airline (due to on-board sales) and 16 years of age to work for the Armed Forces
<b>Qualification</b>	Individual employers will prefer that potential apprentices hold English and Maths GCSEs at an A to C grade. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment
<b>Duration</b>	Based on the entry requirements the typical duration for this apprenticeship will be 12-18 months
<b>Level</b>	This apprenticeship standard is set at level 3
<b>Renewal</b>	Three years from date of approval, unless there is evidence of significant industry change, which employers agree, warrants earlier amendment

#### Part A - Flight operations

	Knowledge and Understanding (Know it)	Skills (Show it)
<b>Pre-flight (all duties up until the doors are closed prior to take off)</b>	<ul style="list-style-type: none"> <li>• The standards required for personal presentation and that of the cabin (including organisation uniform standard)</li> <li>• Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items</li> <li>• How to maintain service equipment and address identified failures and processes to minimise disruption and delay, allowing for alternative arrangements to reduce chance of injury, and ensure on time performance</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with the customer, airport, ground staff, suppliers and colleagues to ensure the efficient loading of catering and ancillary items and boarding procedures meet service standards and aviation regulations.</li> <li>• Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure</li> </ul>

	Knowledge and Understanding (Know it)	Skills (Show it)
	<ul style="list-style-type: none"> <li>• The typical customer profile for the organisation and how the services provided are matched to it</li> <li>• The destination profile and how the flight may be adapted according to this</li> <li>• Organisational procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required</li> <li>• The protocols required for specific areas, locations, press, security, carrying of items that may require specific care</li> <li>• The protocols when Royalty, Ministers and Dignitaries are on board</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor cabin environment, appearance and on board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it</li> <li>• Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results</li> <li>• Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance</li> </ul>
<b>In-flight (from closure of doors before take off to opening of doors after landing)</b>	<ul style="list-style-type: none"> <li>• How to deal with complex customer needs which may affect the onboard operation, including challenging situations in individual and group situations</li> <li>• The pre-take off checks which must be conducted once doors are closed</li> <li>• Thorough knowledge of the organisations service routines for specific flight/route/sector</li> <li>• The procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms</li> <li>• The required on board targets for service and sales, in line with organisation's procedures*</li> <li>• Process to report of defective equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Address complex customer needs to ensure service standards and individual requirements are maintained</li> <li>• Complete the on board food, beverage and retail service provided by the organisation in line with standards and quality measures*</li> <li>• Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security and timely reporting of defective equipment is maintained</li> <li>• Conduct in flight checks and monitor customers and onboard facilities</li> <li>• Ensure post service requirements are completed, including reconciliations of stock / money or cash equivalents as required</li> </ul>
<b>Post flight (from opening of doors after landing)</b>	<ul style="list-style-type: none"> <li>• Understanding of disembarkation procedures including monitoring of all customers including special categories of customer</li> <li>• The post flight checks and duties which must be conducted</li> <li>• Security of on-board resources and adherence to local regulations and practices</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate and co-ordinate with flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards</li> <li>• Address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome</li> </ul>

	Knowledge and Understanding (Know it)	Skills (Show it)
		<ul style="list-style-type: none"> <li>• Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required</li> <li>• Participate in post flight debrief and duties</li> </ul>

### Part B – Organisation and commercial

	Knowledge and Understanding (Know it)	Skills (Show it)
<b>Compliance and legislation</b>	<ul style="list-style-type: none"> <li>• The importance of legislation, procedures and regulations relating to an aviation environment in order to apply and deliver organisational compliance requirements within own area of responsibility</li> <li>• Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role</li> <li>• Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures</li> </ul>
<b>Health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it</li> <li>• Requirements and importance of crew members fitness and actions which must be taken if unfit for duty</li> <li>• The organisation's safety management systems and safety culture</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and address / report actual or potential hazards</li> <li>• Record and report safety and security incidents including self-reporting when required</li> <li>• Actively engage in a safe, open and honest working environment</li> </ul>
<b>Organisation</b>	<ul style="list-style-type: none"> <li>• Understand the purpose of the organisation including its vision, objectives and brand / organisational standards, how they compare to its competitors and how own role, and the team, help to achieve them</li> </ul>	<ul style="list-style-type: none"> <li>• Work with the team to maintain brand / organisational standards at all times and identify and address any potential risks according to organisational procedures</li> </ul>
<b>Commerciality* (for commercial airline apprentices only)</b>	<ul style="list-style-type: none"> <li>• The vision, objectives and values of the organisation</li> <li>• How to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Make decisions that satisfy the needs of the customer while delivering for the organisation</li> <li>• Achieve and aim to exceed commercial targets by applying techniques that are appropriate to all customer profiles</li> </ul>

	Knowledge and Understanding (Know it)	Skills (Show it)
CRM / Human factors	<ul style="list-style-type: none"> <li>• The principles of Cockpit/Crew Resource Management (CRM) and how to apply them</li> <li>• The principles of human factors</li> </ul>	<ul style="list-style-type: none"> <li>• Apply principles of Cockpit/Crew Resource Management (CRM) and human factors</li> </ul>
<p><b>Armed Forces operations (for armed forces apprentices only: *Armed Forces Cabin Crew will be used on military tasking, thus no on board sales take place. Therefore, no cash transactions will be undertaken as it's a non-profit making organisation and the commerciality element of the standards (marked *) will be given dispensation</b></p>		
BEHAVIOURS (LIVE IT)		
	<ul style="list-style-type: none"> <li>• Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture</li> <li>• Embrace and promote the brand behaviours of your organisation</li> <li>• Conveys a genuine warm welcome, with a desire to help and a positive attitude</li> <li>• Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times</li> <li>• Demonstrates team working, supporting colleagues and embracing diversity</li> <li>• Takes ownership and personal responsibility of your role and working environment</li> </ul>	<ul style="list-style-type: none"> <li>• Use your initiative and resilience to problem solve and escalate when required as per your company procedures</li> <li>• Display loyalty, integrity and accountability to the organisation</li> <li>• Commit to continuous development of self, including awareness of organisational communications and regulatory updates</li> <li>• Identifies the needs of customers and adapts to different needs</li> <li>• Demonstrates commercial awareness to deliver an agile, efficient and professional service</li> </ul>