

Why Work as... Cabin Crew

A solution for your training needs and career progression

ROLE OVERVIEW

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 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.

KEY POINTS

- **Level:** 3
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Options include Aviation Operative at Level 2, and Aviation Specialist at Level 3

KNOWLEDGE REQUIREMENTS

- Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items
- The destination profile and how the flight may be adapted according to this
- The pre-take off checks which must be conducted once doors are closed
- Understanding of disembarkation procedures including monitoring of all customers including special categories of customer
- The principles of Cockpit/Crew Resource Management (CRM) and how to apply them
- Process to report of defective equipment

SKILL REQUIREMENTS

- Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure
- Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance
- Conduct in flight checks and monitor customers and onboard facilities
- Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required
- Actively engage in a safe, open and honest working environment

BEHAVIOUR REQUIREMENTS

- Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture
- Conveys a genuine warm welcome, with a desire to help and a positive attitude
- Display loyalty, integrity and accountability to the organisation
- Identifies the needs of customers and adapts to different needs

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