

Unit 1: Working as Cabin Crew

Unit code: **L/602/5917**

Guided learning hours: **10**

Learning Outcome 1. Know the roles and responsibilities of the crew

AC. 1.1 Outline the different roles cabin crew may have to undertake

Ac. 1.2 Describe the responsibilities associated with the cabin crew roles

Ac. 1.3 Identify the chain of command on an aircraft

AC 1.4 Describe the roles of ground staff that cabin crew will interact with

Learning Outcome 2. Know aviation terminology used by cabin crew

AC. 2.1 Identify IATA (International Air Transport Association) codes that are used by airlines and airports nationally and internationally

AC. 2.2 Define key industry terms

Ac 2.3 Describe the different types of duties cabin crew may be scheduled to undertake, including different types of standby.

Learning Outcome 3. Know the pre and post flight duties that cabin crew undertake in the crew room

AC 3.1 Describe the duties undertaken by cabin crew before the pre-flight briefing

AC 3.2 Describe the importance of time keeping prior to a pre-flight briefing

AC 3.3 Identify the elements of a pre-flight briefing

AC 3.4 Identify the elements of post-flight briefing

Learning Outcome 4. Be able to take part in a pre-flight briefing

AC 4.1 Receive and relay Safety Equipment and Procedures (SEP) information during a pre-flight briefing

AC 4.2 Complete documentation relating to a pre-flight briefing in readiness for the flight

Learning Outcome 5. Understand the importance of maintaining industry standards

AC 5.1 Explain the importance of time keeping

AC 5.2 Explain the importance of grooming and uniform standards

AC 5.3 Describe personal presentation standards on and off duty and during stopovers

AC 5.4 Explain the importance of task management and prioritization of tasks

AC 5.5 Explain the importance of customer relationship management (CRM)

Unit 2: Airline Health, Safety and Security

Unit code: L/602/5920

Guided learning hours: **2.5**

Learning Outcome 2. Understand the role of cabin crew in ensuring the safety and security of passengers and crew

AC 2.1 Outline the key points of the legislation relating to aviation security

AC 2.2 Describe security measures taken pre-flight, in-flight and post flight

AC 2.3 Identify restricted articles and dangerous items

AC 2.4 Describe types of threat that relate to the aviation industry

AC 2.5 Explain the procedures for dealing with onboard security incidents

AC 2.6 Explain the importance of checking passenger boarding cards in relation to security

PRACTICUM 1

Learning Outcome 3. Be able to maintain passenger compliance

AC 3.1 Perform a safety demonstration

AC 3.2 Carry out cabin secure checks

Unit 3: Aircraft emergency situations

Unit code: D/602/5923

Guided learning hours: **2.5**

Learning Outcome 1. Understand how to respond to aircraft emergencies

AC 1.1 Define the terms planned and unplanned emergencies

AC 1.2 Identify flight crew instructions for planned emergency landing/ditching

AC 1.3 Explain procedures for preparing and evacuating the cabin for a planned emergency including:

- Landing AND - Ditching

AC 1.4 Explain how to deal with an unplanned emergency

AC 1.5 Identify the type of passengers not suitable to be able bodied passengers

AC 1.6 Describe the different types of brace position and their purpose

AC 1.7 Identify positive commands which should be used during evacuation

1.8 Outline techniques for maintaining crowd control

AC 1.9 Identify factors which can prevent an aircraft exit from being used in an evacuation

AC 1.10 State the occasions when cabin crew must initiate an evacuation without the flight crew's command

AC 1.11 Explain what to do if an aircraft exit is unserviceable and cannot be used in an emergency

Learning Outcome 4. Know the primary principles for survival after an airline emergency

AC 4.1 State the main principles of survival

AC 4.2 Describe techniques for survival at sea

AC 4.3 Describe techniques for survival in:

- arctic conditions - the desert - the jungle

Unit 4: Dealing with Passengers on board an aircraft

Unit code: K/602/5925

Guided learning hours: **2.5**

Learning Outcome 1. Know how to deal with passengers who have special requirements

AC 1.1 Identify different types of airline passengers

AC 1.2 Identify the range of passenger needs

AC 1.3 Explain how to brief a blind passenger

AC 1.4 Identify onboard requirements for guide dogs

AC 1.5 Explain how to brief a deaf passenger

AC 1.6 Identify the requirements for the carriage of pregnant passengers

AC 1.7 Identify onboard considerations for unaccompanied minors

AC 1.8 Identify the requirements for Passengers with Reduced Mobility (PRMs)

AC 1.9 Identify relevant passenger codes

Unit 5: Cabin Service - Selling techniques

Unit code: A/602/5928

Guided learning hours: **5**

Learning Outcome 1: Understand how to establish a rapport with passengers on board the aircraft

AC 1.1 Explain the importance of creating a positive image of the organisation to passengers

AC 1.2 Explain how to meet and greet the passengers in a professional manner

AC 1.3 Explain the importance of first impressions

AC 1.4 Describe how body language can influence the relationships with passengers

Learning Outcome 3: Know on-board products and services

AC 3.1 Describe the procedures for a bar service

AC 3.2 Describe the procedures for a meal/snack service

AC 3.3 Describe the procedures for a tax free/duty free service

AC 3.4 Describe the procedures for ancillary services

PRACTICUM 2

Learning Outcome 6: Be able to provide a cabin service

AC 6.1 Provide a refreshment service

AC 6.2 Provide a tax free service

Unit 6: Making Passenger Announcements onboard an aircraft

Unit code: T/602/5930

Guided learning hours: **5**

Learning Outcome 1: Know how to use passenger announcements during a flight

AC 1.1 Describe communication techniques for passenger announcements

AC 1.2 Identify the methods to communicate passenger announcements effectively in different situations

AC 1.3 Describe passenger announcements that are used during a normal flight

AC 1.4 Describe passenger announcements that are required for emergency situations

PRACTICUM 3

2 Be able to make passenger announcements

AC 2.1 Carry out passenger announcements that are used during a normal flight

AC 2.2 Carry out passenger announcements that are used for emergency situations