

Unit 22: Onboard Passenger Operations
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Chort: Spring 2017

Briefly describe what is meant by “Civil Aviation Authority (CAA) compliance’

The CAA is UK's specialist aviation regulator. CAA ensures that the aviation industry adheres to the highest safety standards they also ensures that consumers are protected and also treated fairly when they travel CAA is also the driving factor in improving airlines and airports environmental performance.

(Our role | UK Civil Aviation Authority, 2015)

P4: Define the role of the senior cabin crew member.

A senior cabin crew member otherwise known as a in flight supervisor, cabin supervisors or a cabin service directors is entrusted with the responsibility to lead the team of cabin crew on board an aircraft and is responsible for the comfort and safety of all passengers onboard. (Cabincrew.com, 2011) The SCCM is responsible for all of the cabin crew under the authority of the aircraft Pilot-in Command. This includes preparing and serving meals, drinks, selling duty free goods onboard such as perfume, alcohol, cigarettes and toys. They also help passengers with carry-on luggage. A senior cabin crew member provides leadership if there's an emergency on board this includes evacuation of the aircraft in the event of a medical situation with a passenger. While onboard a senior cabin crew member will assist in first aid treatment. A senior cabin crew member promotes team work and demonstrates integrity in what he/she does. Senior cabin crew member also maintains and monitor the cabin regarding the level of services provide onboard by cabin crew members, they are responsible to train new members of staff, and supervise new recruits on their first flight. The senior cabin crew member maintains all aspect of the company image and upholds the company's reputation. They do the paperwork after each flight and they deal with flight forms ensuring that all compliance with the company and regulatory policies and procedures are carried out . They also ensure that the highest level of safety and comfort are met. (Cabincrew.com, 2011)

P5: Describe the responsibilities of the senior cabin crew member during the stages of a flight.

•During the pre-departure stages of a flight the senior cabin crew member is responsible to :

- **Lead pre-flight briefing:**

Pre-flight briefing encourages good time management, prioritizing workload and understanding airlines SOP's (Standard Operating Procedures). It is very important in building teamwork. The senior cabin crew member will check with cabin crew ensuring that they have the most essentials items example ID, passport and manuals. Each member will also have to introduce themselves because often times they fly with new colleagues working for long hours. In addition the task for the pre-flight briefing is to organize the workload ensuring each cabin crew member knows their responsibilities. The senior cabin crew member will then give details of the flight(s) which includes the aircraft registration number,

departure gate, departure and arrival time, passenger load and information about any passengers with special requirements or disabilities, unaccompanied minor, maintenance issue if there's any and special meals (e.g. vegetarian, halal, diabetic etc.). "If the crew is staying down-route, the SCCM will mention the hotel and destination along with any special recommendations. They will also receive a briefing sheet with all the information discussed. The senior cabin crew member will then go through Safety and Emergency Procedures (SEP). The SCCM will describe an emergency scenario asking each member of the team where they should be and what they should be doing during this situation. The SCCM also walks through the first aid process. Once the briefing is completed and the SCCM realize that each member of the crew understands their role the crew member can ask any final questions before the briefing is closed then the crew makes their way to the aircraft. (Cabincrew.com, 2014). Good interrelationship excellent team work and cooperation must be portrayed by the senior cabin crew member towards cabin crew and ground staff.

-Specific equipment checks, e.g. Electronic systems, emergency medical kit, defibrillator, crew rest areas

Electronic systems may include any kind of electronic device brought on board an aircraft by a passenger such as a tablet, laptop, smartphone, an e-reader or a MP3 player. Senior cabin crew member may request at any time to switch-off all electronic device and put away. The SCCM along with the cabin crew will check to ensure that all electronic devices are off, emergency medical kit are in place and readily accessible.. The SCCM will also ensure that no unauthorized person is at the crew rest area or galley. (Easa.europa.eu, 2017)

-Make passenger announcements (pas)

The Senior Cabin Crew member will make a passenger announcement (PAS) introducing the airline and his/herself. The SCCM will also inform the passengers of the extended time of flight the fleet of the flight after the door is closed. Using the PAS there will be a safety demonstration demonstrating the safety features of the aircraft example where passenger will find the emergency exit, oxygen mask, life vest and demonstrate the bracing position. After a minute prior to take-off, an announcement may be made reminding passengers to keep their seat belts fastened. However after passing above clouds or turbulence the fasten seat belt sign will be off whereby the SCCM will then inform passengers to release their seat belts if needed or keep their seat belts fasten while they are seated. In addition passenger will be informed about the serving of complimentary beverages either hot or cold. In the event that the seat belt sign was turned in case of a turbulence the senior cabin crew member will make an announcement the captain have turned on the fasten your seatbelt sign please return to your seat and keep your seat belts fasten. Before or during the descent/final another announcement will be made by the SCCM informing passenger and cabin crew to prepare for landing. "After touchdown, and as the aircraft is turning off the active runway and taxiing to the gate, the flight attendant will do one last announcement" welcoming passenger to the country of their destination along with other information. (airodysey.net, n.d.)

- Complete and check documentation

When passengers check in for the flight, the SCCM will check all documentation of a passenger which is their passport and ID photo and also the proper visas or permissions to enter the country. The SCCM will ensure that all pre-departure duties are carried out by cabin crew.

- **Closing and arming of doors** when the senior cabin crewmember is ready to close the boarding door, he/she should check with the flight crew. Upon confirmation from the flight crew and PIC the boarding door may be closed. Before closing cabin doors, cabin crew should look out for any possible obstructions around the door area that may hinder the closure of the door; also assistance from outside the aircraft must be given with closing of cabin doors. (GUIDANCE FOR INADVERTENT SLIDE DEPLOYMENT PREVENTION, 2012)

- **Final cabin secure check** both senior and cabin crew members must constantly monitor and maintain the security of the passengers and the aircraft. This includes security checks of the galley, cabin, safety equipment, crew rest area and bathroom area. Vigilance is very important at all times, as a potential threat can occur at any time. (Duties and responsibilities of a cabin crew, 2012)

• Routine responsibilities during the flight the SCCM coordination and delivery service (differences depending on aircraft size) example serving of meals and beverages. The SCCM also monitors and develop the crew by portraying good customer service standards interpersonal skills, decision making, grooming, excellent teamwork, safety and security. The SCCM also makes decision provides solutions to problems if a problem should arise. They also ensures crew welfare, e.g. Allocating rest times. (Pearson, 2012)

• Routine responsibilities prior to landing includes completion and collation of all documentation, Secure sealing of bars, duty-free carts and monies, Making pas and Final cabin secure checks Prior to landing an aircraft the senior cabin crew member ensures that all documentation is completed and hand in by passengers. The SCCM will also secure sealing of bars, duty-free carts and monies. Prior to landing an announcement will be made by the SCCM informing passenger and cabin crew to prepare for landing. Before the team take their seats prior to landing both senior and cabin crew members will make a final check around the cabin. This includes security checks of the galley, cabin, safety equipment, crew rest area and bathroom area. Vigilance is very important at all times, as a potential threat can occur at any time. (Duties and responsibilities of a cabin crew, 2012)

• Routine responsibilities after landing are as such, the senior cabin crew member will have to cooperate with cabin crew and ground staff to find out if there was any problem regarding the flight. Once the aircraft have landed under the leading from the cockpit the SCCM will disarm and opens the door a girt bar will be taken from the floor brackets and hang back into the holder the red strap will then be removed in order to open the door. The SCCM Lead post-flight debriefing, ensures safe deposit of money, and handover paper work. (Duties and responsibilities of a cabin crew, 2012)

P6: Outline the reporting procedures for ensuring Civil Aviation Authority (CAA) compliance.

The reporting procedures for ensuring Civil Aviation Authority (CAA) compliance are

Defective equipment

Incident. An occurrence, other than an accident, with the operation of an aircraft which could affect the safety of operation. Example tray area is defective. The SCCM responsibilities is to report incidents that endanger or may endanger the safety operation procedure.

The SCCM of the aircraft shall submit a report to the CAA of any incident that endangers or could endanger the safety of operation. Reports must be submitted within 72 hours of the time the incident occur. Incidents arising from, relating to any failure, defect or malfunction in the aircraft, its equipment or any item of ground support equipment which may have cause harmful effects on the continuing stability of the aircraft the SCCM must also inform the organization responsible for the design or the supplier or the organization responsible for continued airworthiness, at the same time as a report submitted to the CAA. (Caa.gov.az, n.d.)

- **Safety incidents**, e.g. *Air Safety Report, CAP 382 The Mandatory Occurrence Reporting Scheme (MORS), Confidential Human Factors Incident Reporting Programme (CHIRP)*

The aim of CHIRP (Confidential Human Factors Incident Reporting Programme) is to contribute to the improvement of aviation safety in the UK and maritime safety globally, by providing a totally independent confidential reporting system for all individuals employed in or associated with these industries (Ltd, 2017)." The Mandatory Occurrence Reporting Scheme (MORS) is governed by European regulation which commands the reporting, analysis and follow-up of any incident that could endanger an aircraft, passengers, crew or any other person if it is not corrected. Issues which may endanger the aircraft, passengers, crew or any other person at some point in the future, if not corrected must also be reported. The reports are designed to help improve overall aviation safety by documenting, analyzing and sharing safety reports within the industry. MORS is a mandatory reporting program (Caa.co.uk, 2017). At all times CHIRP protects the identity of their reporters. CHIRP is also a voluntary reporting program. Information from reports is available through publications such as Air Transport, General Aviation, Cabin Crew and Maritime to improve air safety standards. The CHIRP and MORS programs work independently. Based upon our research we agree with the statement that "The MORS and CHIRP have been analytical in increasing aviation safety. This can be accomplished by increasing the awareness of safety issues within the industry and analyzing issues so that recommendations can be made for development.

- **Medical and security incidents on board**, e.g. In-flight accident report, cabin safety report

M1: Review the importance of the role and responsibilities of the senior cabin crew member throughout the stages of a flight.

The Senior cabin crew member play a vital role in the safety of the passenger aircraft. The CAA and other legislative authorities of Aviation have set standards requiring a minimum of well-trained crew members to meet the safety requirements on every aircraft. The Coordination of routine procedures and services during the stages of a flight are

- Pre-departure, e.g. Safety and security checks, boarding, closing and arming of doors, disinsection, securing of cabin, safety demonstration, passenger announcements.
- In-flight, e.g. Routine safety checks, clearing of cabin, food, maintaining passenger welfare, ancillary services and beverage and tax-free service
- Prior to landing, e.g. Securing of cabin, passenger announcements and meeting entrance requirements of specific countries.
- Disembarkation, e.g. Disarming and opening of doors, procedures for all passengers and those with specific requirements, security checks. However the coordination methods are
- Different communication methods, e.g. Between different cabins, verbal, non-verbal, using equipment
- Synchronization of procedures and services
- Correct flow and order of procedures and services, e.g. Starting positions
- Teamwork (to maintain safety and service standards)

The SCCM must attend flight briefings because it encourages good time management, prioritizing workload and understanding airlines SOP's (Standard Operating Procedures). The senior cabin crew member will then give details of the flight(s) which includes the aircraft registration number, departure gate, departure and arrival time, passenger load and information about any passengers with special requirements or disabilities, unaccompanied minor, maintenance issue if there's any and special meals. The senior cabin crew member must be vigilant at all time this is a vital function of airline flights. The SCCM spend much of their in-flight time overseeing the comfort safety and needs of passengers. Prior to pre-flight, the senior cabin crew member greet passengers and direct them to their seats, they also assist them with the stowing of carry-on luggage. Depending on the length of the flight the SCCM will assist the cabin crew in serving beverages and food. The senior cabin crew member also. In case of an emergency onboard the SCCM will inform the cockpit and will assist with first aid treatment. During flight, it is the SCCM responsibility to keep track of money earned from purchased beverages or duty free items. At the end of the flight the SCCM help passengers with their carry-on luggage and exiting the plane, this will help to build a relationship between passengers and the airline. The SCCM will submit reports to the airline with flight details, including any medical issues encountered and the any malfunction encountered in terms of cabin's condition. Crew Resource Management (CRM) have been taught to pilots and crew members combine human factors with technical techniques for airline operations. (Joyner, n.d.)

D1: Discuss the consequences of poor coordination, including non-compliance with company and regulatory policies and procedures

A review of aircraft accidents/incidents and cabin en route inspection reports indicates the consequences of poor coordination with company and regulatory policies and procedures. There is a need for better communication between flight and cabin crewmembers. Communicating with Lower Lobe Galley Personnel. It was very difficult to hear the PA system announcements in the lower galley because of aerodynamic noise the cabin crew member working in the galley will not hear the pilot's warning of clear-air turbulence or warning of descent. Moreover, there have been reports of numerous failures of the intercom systems. At times cabin crew member in the galleys rely on the other cabin crew member to pass the warning. Air carriers should incorporate procedures to assure that all warnings are passed to and acknowledged persons in lower galleys. "Passenger noncompliance with Federal Aviation Administration safety regulations may result in interference with a crewmember. A violation of 14 CFR part 121 may also be a criminal violation under Title 49 of the United States Code. Air carriers should have procedures in their manuals ensuring that crewmembers know what actions to take if passengers doesn't comply with the safety regulations and/or interferes with a crewmember." (Fsims.faa.gov, 2017)

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