



## Higher National Unit specification: general information

**Unit title:** Working as Senior Air Cabin Crew

**Unit code:** H1J4 34

**Superclass:** ZE

**Publication date:** May 2012

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This Unit is designed to introduce candidates to the role of Senior Air Cabin Crew and is suitable for those undertaking the HN awards in travel and tourism or those interested in a career within the airline industry and who may undertake the Unit as a stand-alone Unit. The candidate will discover how routine flights are managed and what to do in a range of in-flight emergencies and sudden emergencies on take-off and landing. On completion of the Unit the candidate should be able to:

- 1 Prepare a pre-flight briefing.
- 2 Plan the delivery of in-flight services.
- 3 Demonstrate knowledge of safety and emergency procedures.

### Recommended prior knowledge and skills

Entry is at the discretion of the centre. However, it would be beneficial if candidates had achieved *Working as Air Cabin Crew: An Introduction* level 5 and/or *Working as Air Cabin Crew* level 6. Work experience of delivering customer service as part of a managed team would be advantageous.

### Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

## **General information (cont)**

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

### **Context for delivery**

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The assessment exemplar for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

## Higher National Unit specification: statement of standards

**Unit title:** Working as Senior Air Cabin Crew

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The sections of the Unit state the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Please refer to Knowledge and/or Skills for the Unit and Evidence Requirements for the Unit after the Outcomes.

Where evidence for Outcomes is assessed by sampling, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed, and different items should be sampled on each assessment occasion.

### Outcome 1

Prepare a pre-flight briefing.

### Outcome 2

Plan the delivery of in-flight services.

### Outcome 3

Demonstrate knowledge of safety and emergency procedures.

### Knowledge and/or Skills for the Unit

- ◆ Interpretation of cabin crew rosters
- ◆ Allocation of stations, duties and responsibilities to a team of cabin crew
- ◆ Mandatory and supplementary flight paperwork documents
- ◆ Cabin crew behaviour and uniform regulations
- ◆ Types of in-flight service for a range of airline business models and routes
- ◆ Components of in-flight service briefs
- ◆ Airline terminology in relation to:
  - ◆ Cabins and galleys
  - ◆ Pre-departure preparation and checks
  - ◆ Procedures in relation to in-flight emergencies:
    - Pilot incapacitation
    - Fire and Smoke
    - Decompression
    - Unruly passengers and turbulence
    - Planned emergency landings
  - ◆ Procedures in relation to emergencies on take-off and/or landing:
    - Crowd control
    - Ditching drill
    - Operation of water survival equipment
    - Evacuations
    - Smoke filled cabin

## Higher National Unit specification: statement of standards

**Unit title:** Working as Senior Air Cabin Crew

### Evidence Requirements for the Unit

Candidates will need evidence to show that they can prepare a pre-flight briefing for a particular flight and deal with unexpected safety and emergency occurrences. In preparing for the flight the candidate should:

- ◆ Interpret cabin crew rosters, allocate cabin crew stations and duties and provide justification for this. Justification should recognise crew experience levels and take aircraft configuration into account. In allocating duties there should be reference to mandatory and supplementary flight paperwork and documentation, routine pre-departure safety procedures, cabin and galley preparation checks, uniform and behaviour standards. Relevant flight information should be communicated to cabin crew and flight crew using correct airline terminology throughout.
- ◆ Produce a suitable in-flight service brief for the flight and provide justification for this. Justification should make reference to airline business models, aircraft configuration, the route, local time and flight times.
- ◆ Describe **one** in-flight safety and emergency procedure to discuss with the cabin crew team and justify why the procedure was selected. Justification should include consideration of route, flight information and/or flight conditions.
- ◆ Describe **one** take-off or landing safety and emergency procedure to discuss with the cabin crew team and justify why the procedure was selected. Justification should include consideration of route, flight information and/or flight conditions.

Evidence of the in-flight safety and emergency procedure should be sampled from those covered in the Knowledge and Skills, ie one from: pilot incapacitation, fire and smoke, decompression, unruly passengers and turbulence\* or planned emergency landings.

Evidence of the take-off or landing safety and emergency procedure should be sampled from those covered in the Knowledge and Skills, ie one from: crowd control, ditching drill, operations of water survival equipment, evacuations, smoke filled cabin.

A candidate's response to unexpected safety and emergency occurrences can be judged satisfactory where the evidence shows that the candidate can:

- ◆ name and describe a suitable safety and emergency procedure drill which would be used in response to a specified accident or incident that could occur in-flight.
- ◆ name and describe a suitable safety and emergency procedure drill which would be used in response to a specified accident or incident that could occur on take-off or landing.

\*Please note that 'unruly passengers and turbulence' together would count as one option for sampling in order to match the demand of the other options.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Working as Senior Air Cabin Crew

Evidence for Outcomes 1 and 2 must take place under supervised conditions and be open-book. The candidate should have access to their notes, a list of airport codes, time zones, an atlas and cabin layout diagrams.

Evidence for Outcome 3 must take place under supervised conditions, be unseen and closed-book.

## Higher National Unit specification: support notes

### Unit title: Working as Senior Air Cabin Crew

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this Unit

This Unit is primarily intended to introduce candidates to the role of Senior Air Cabin Crew. It must be stressed that this role requires full training in an airline environment and a minimum of one year's experience as Air Cabin Crew. Candidates should also be made aware that there are entry requirements to be met which might exclude some candidates from employment as Air Cabin Crew but that there are opportunities to work in other areas such as crewing, rostering, sales and product development.

It should also be noted that Cabin Crew training would include First Aid, Crew Resource Management (CRM), Dangerous Goods and Security training plus other elements which are not covered in this Unit.

Useful sources of information for the delivery of this Unit include EU OPS 1 specifically Subpart O, CAP 371, CAA, any airline operations manual, AAIB, exemplars of cabin and galley layouts for full service, charter and low cost business models, exemplars of in-flight service briefs, equipment location diagrams, security check-lists, equipment check-lists, cabin crew rosters, flight paperwork and documentation.

Responsibilities of Senior Cabin Crew (SCC) are far reaching and cannot be fully covered in this Unit but if time permits the following additional elements could be included or integrated.

- ◆ Theory of flight
- ◆ Reporting accidents and incidents
- ◆ Familiarisation with CAP 371
- ◆ Flight Time Limitations for cabin crew
- ◆ Survival (polar, desert, jungle, sea)
- ◆ Familiarisation with EU-Ops subpart O, R and S
- ◆ Carriage of live animals
- ◆ Carriage of cargo
- ◆ Liaison with ground staff including handling agents and engineers
- ◆ Death on board
- ◆ Hijack
- ◆ Bomb alert
- ◆ Food hygiene
- ◆ Health and safety on night stops
- ◆ Conflict and stress management
- ◆ Coaching skills
- ◆ Recruitment and training

## Higher National Unit specification: support notes (cont)

### Unit title: Working as Senior Air Cabin Crew

In the delivery of Outcome 1 interpretation of cabin crew rosters could include airport three letter codes, time differences, rest periods, duty periods, types of duty, rank, supernumerary crew, familiarisation flights, climate and/or culture at destinations. The allocation of crew stations could include equipment checks, security checks, arming of doors, cabin and galley secure procedure, passenger safety briefing, refuelling with passengers on board. Paperwork requirements could include the flight report, passenger manifest, cargo manifest, crew declaration, assessment forms, alien landing cards, immigration cards, defects log, journey log, customs declarations, C208, C209, stores list, passenger information list, customer satisfaction surveys. Excellent communication is required for the role so examples should be used of information which must be passed to flight crew (for example total passengers onboard including infants and those with reduced mobility) and information which must be passed to cabin crew (for example possible turbulence en-route, reasons for delays, flight time).

Outcome 2 could include first, business and economy class services, service on low cost flights, revenue services, in-flight entertainment (IFE), restrictions on use of electrical equipment and provision of wi-fi, food and beverage services, care during a delay, service equipment, galley equipment, toilet and cabin dressing, complimentary amenity kits, cabin and galley preparation, catering and bar checks, galley stowage plans, liaison with catering and cleaning staff, boarding duties.

Time will have a bearing on how much can be covered in Outcome 3, as will the resources available to the centre, but an indication of minimum content is given in the statement of standards. As an example, the three drills/procedures listed below could be included in the content under the heading Fire and Smoke and this would meet the minimum requirement:

- ◆ oven fire
- ◆ operation of fire extinguisher
- ◆ operation of smoke hood

### Guidance on the delivery of this Unit

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the assessment of this Unit

This Unit could be assessed using a single instrument of assessment that requires candidates to produce a plan for preparing a pre-flight briefing (PFB) and to answer questions based on a case study. It would also be possible to break the assessment down into three separate assessment events that assess each Outcome separately.

Assessment should be carried out under supervised conditions and if taking place as a single event should last no longer than three hours.

## **Higher National Unit specification: support notes (cont)**

**Unit title:** Working as Senior Air Cabin Crew

### **Assessment Guidelines**

#### **Outcomes 1, 2 and 3**

Candidates could be presented with a two part case study which contains all the information needed to meet the Evidence Requirements for the Unit.

The case study should relate to a team of cabin crew of varying experience levels operating a one sector flight under the supervision of the candidate who is acting in the role of SCC. The candidate should be provided with the date of the flight, the SCC's roster, some background information on the airline, the passengers and the crew and a note of the commander's briefing to the SCC (eg weather, flight time).

In part 1, candidates could be presented with the roster and some flight information and be tasked with preparing a suitable PFB for a selected flight on the roster and preparing a plan for the delivery of in-flight services. Candidates should be allowed to select a suitable in-flight service brief from a range previously constructed by them.

Part 1 of the case study should take place under supervised conditions and be open-book. The candidate should have access to their notes, a list of airport codes, time zones, an atlas and cabin layout diagrams.

Part 2 of the case study should provide the candidate with information about a minimum of two emergency occurrences (one in-flight and one take-off or landing) which the candidate will use to identify and describe the appropriate safety and emergency procedure drills that should be implemented in response to the occurrences. Candidates should be able to draw from a bank of safety and emergency procedure drills which have been covered during the Unit.

It is recommended that part 2 of the case study should take place under supervised conditions, be unseen and closed-book.

Additional questions could be used to ensure that all aspects of the Evidence Requirements are covered. The assessment evidence may be presented in any suitable way, eg written, oral, role play or signed. Where Evidence Requirements specify the use of a sample, the sample should vary from assessment to assessment.



## Higher National Unit specification: support notes (cont)

**Unit title:** Working as Senior Air Cabin Crew

### Opportunities for developing Core Skills

The delivery and assessment of this Unit will provide candidates with the opportunity to develop the Core Skills of *Communication* and *Problem Solving*.

#### **Communication — Written Communication (Reading) at SCQF level 6**

In all Outcomes, where candidates are required to read and interpret and select appropriate procedures from a variety of complex information containing specialised vocabulary such as airline policies, security procedures, safety checks, emergency procedures, passenger manifestos, customers declarations, etc in order to prepare pre-flight briefings for an airline cabin crew team they will be demonstrating the Core Skill component of Written Communication (Reading).

#### **Communication — Written Communication (Writing) at SCQF level 5**

In all Outcomes where candidates will select and present structured information, using specialist vocabulary and which is appropriate to a particular aircraft, to produce a brief for providing in-flight services, they will be demonstrating the Core Skill component of Written Communication (Writing).

#### **Problem Solving – Critical Thinking at SCQF Level 6**

In all Outcomes where candidates are required to interpret, select and justify their choice of appropriate procedures from a variety of complex information containing specialised vocabulary about different types and size of aircraft, routes, flight conditions, security requirements, safety and emergency procedures, etc in order to prepare pre-flight briefings for a cabin crew team, they will be demonstrating the Core Skill component of Critical Thinking.

### Online and Distance Learning

This Unit could be delivered by distance learning so long as the candidate has access to appropriate reference resources required for completion of the Unit. However there is a substantial amount of lecturer input and on-going support required, which may restrict self-learning by the candidate.

For information on normal open learning arrangements, please refer to the guide *Assessment and Quality Assurance of Open and Distance Learning* (SQA, 2000).

### Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## History of changes to Unit

Version	Description of change	Date

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## General information for candidates

### Unit title: Working as Senior Air Cabin Crew

This Unit is designed to give you an in-sight into the role of Senior Air Cabin Crew. You will discover how a flight is managed to ensure that a safe and secure environment is maintained and that standards of in-flight service are met. You will also learn how to respond in emergency situations.

The Unit has three main areas, each the subject of a separate Outcome:

- 1 Prepare a pre-flight briefing.
- 2 Plan the delivery of in-flight services.
- 3 Demonstrate knowledge of safety and emergency procedures.

To begin with, you will look at how duties and responsibilities are allocated and what information is needed to ensure the smooth operation of a flight. Then you will investigate types of in-flight service offered by different airlines. Finally, you will find out how cabin crew are trained to cope when things go wrong and the safety of the aircraft, its passengers and crew are at risk.

Overall, you will be expected to use the Knowledge and Skills from the Unit to firstly plan a pre-flight briefing where you prepare your crew to operate a particular flight and secondly, to explain how you would respond in emergency situations.

To complete this Unit successfully, you will have to achieve a satisfactory level of performance on the three Outcomes. Towards the end of the Unit, you will undertake a two part assessment in controlled conditions. It will last for no more than three hours and you may be required to produce a plan and a brief and to answer questions on the three areas above. You will be allowed to take notes you have prepared yourself and some other allowable sources of information into the first part of the assessment in order to prepare your pre-flight briefing. No notes or text books are allowed for the second part where you will be making decisions about how to deal with two different emergency situations.

This Unit is primarily intended to introduce you to the role of Senior Air Cabin Crew. It must be stressed that this role requires full training in an airline environment and a minimum of one years' experience as Air Cabin Crew. You should also be aware that there are entry requirements to be met which might exclude some from employment as Air Cabin Crew but that there are opportunities to work in other areas such as crewing, rostering, sales and product development.

It should also be noted that Cabin Crew training would include First Aid, Crew Resource Management (CRM), Dangerous Goods and Security training plus other elements which are not covered in this Unit.