

Paper Code: M-EPA-CCR3001
Level 3

Cabin Crew

Mock On-Demand Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Under no circumstances should the candidate use an unsealed examination paper.

This examination consists of **30 multiple-choice** questions. The minimum pass mark is 21 correct answers. Candidates will achieve a **DISTINCTION** if they correctly answer 26 or more of the questions. The duration of this examination paper is **60 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

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The pre-flight checks for the portable oxygen set include ensuring that they are:

- A. stowed correctly with the mask attached to the correct flow valve
- B. attached to the bulkhead with the mask attached to the low flow valve
- C. stowed in the equipment locker with 3 pocket masks attached
- D. secured under the crew seat, with masks attached to both flow valves

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If a passenger is located at a standard seat and is unable to fasten their seatbelt due to their size, you should:

- A. apologise to the passenger and relocate them to a seat with a longer seatbelt
- B. explain to the passenger how to extend their seatbelt using the mechanism
- C. give the passenger an extension seatbelt and explain how to use it
- D. show the passenger how to use an adjacent seatbelt in addition to theirs

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If you discover that a seat does not have a safety card available or a placard displayed, the **most** appropriate action for you to take is to:

- A. ask the passenger to share with someone else
- B. lend the passenger the cabin crew demonstration card
- C. report the missing item but take no further action
- D. give the passenger a spare as they should have their own

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Passengers located at self-help exits **must** be:

- A. relocated if their hand luggage is too large
- B. aged between 20-65 years old
- C. briefed on how to operate the exit in an emergency
- D. shown how to direct passengers in the event of a fire

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Where fitted, all window blinds **must** be:

- A. open for take-off during daylight hours only
- B. closed for take-off and landing during hours of darkness
- C. always open for take-off and landing
- D. positioned however is comfortable for the customer

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You have a passenger boarding who is a person with reduced mobility (PRM). Ideally, they should be seated:

- A. anywhere on board the aircraft
- B. adjacent to the fuselage
- C. in the last row of seats
- D. by an exit seat for more space

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If a passenger is showing physical signs of being under the influence of recreational drugs, your first action **must** be to:

- A. take no action as this may lead to conflict
- B. guide the passenger to their allocated seat
- C. refuse embarkation and signal to the ground operatives
- D. refuse embarkation and inform the flight crew

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The **most** appropriate way to brief passengers with visual impairments pre-departure is to:

- A. allow them to handle the demo equipment
- B. brief the passenger accompanying them
- C. ensure that no special treatment is given
- D. ask a colleague to utilise their health and safety training

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While an aircraft is being refuelled, passengers should be informed that they:

- A. may continue to use the toilets
- B. should sit with their seatbelts unfastened
- C. should wait to stow their hand baggage
- D. may leave the aircraft to smoke

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When a customer is visibly under the influence of alcohol, they **must** be:

- A. allowed to board and take their seats
- B. encouraged to sober up before boarding
- C. reported to the police
- D. stopped from boarding

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Seatbelts should be laid correctly on the seat ready for boarding because this:

- A. shows customers how to use their seatbelt
- B. indicates a high level of cabin presentation standards
- C. shows passengers where to sit
- D. reflects well on the cabin crew monitoring those seats

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The **most** appropriate place for you to stow your personal belongings while on board is:

- A. in an allocated stowage area, where provided
- B. underneath the cabin crew seat in the rear galley
- C. anywhere in the rear galley out of view
- D. in the safety equipment stowage locker

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The number of infants carried on an aircraft is determined by the:

- A. types of catering and other in-flight services uploaded
- B. quantities of safety equipment on board
- C. number of operational cabin crew on duty
- D. demands of customers and the market

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The airbridge must only be positioned on to the aircraft:

- A. while the engines are still running
- B. once the engines have been shut down
- C. if the anti-collision lights are still on
- D. if the chocks are about to be used

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Cabin crew are allowed to use their mobile phones for personal use:

- A. at any time during their duty period
- B. while completing their cabin checks
- C. while completing security checks in the galley
- D. once permission has been sought and duties completed

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While an airbridge is being docked on an aircraft, the doors **must**:

- A. be disarmed and opened from within
- B. remain armed and closed
- C. be disarmed but remain closed
- D. be disarmed and opened from the outside

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After landing, passengers may only unfasten their seatbelts:

- A. once the seatbelt sign has been switched off
- B. as soon as the aircraft has stopped moving
- C. when they feel that it is safe enough to stand
- D. after the aircraft has turned off the active runway

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The **minimum** age a person must be to travel by air is:

- A. 7 days old
- B. 14 days old
- C. 7 weeks old
- D. 14 weeks old

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Following an accident or incident, the flight crew **must** complete:

- A. a Cabin Safety Report
- B. the Flight Report
- C. a Confidential Report
- D. an Event Report

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All airlines **must** operate their aircraft to the safety standards recommended and laid down by the:

- A. CAA (Civil Aviation Authority)
- B. DfT (Department for Transport)
- C. EASA (European Aviation Safety Agency)
- D. ICAO (International Civil Aviation Organisation)

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The **main** reason for putting the red flag across the door window while it is armed is so that:

- A. the cabin crew can see that the door is armed from the inside
- B. ground staff can see that it is armed from the outside
- C. all crew are aware that the girt bar can be moved
- D. passengers will know not to touch the door

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Cabin crew **must** only wear their hi-vis jackets:

- A. inside the aircraft
- B. inside the terminal
- C. while airside
- D. on the ramp

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The legal minimum number of cabin crew that should be on board an aircraft is dictated by the:

- A. number of passengers
- B. number of passenger seats
- C. cabin crew's experience
- D. organisation the crew works for

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CAP 371/flight time limitations are designed to:

- A. prevent fatigue in operational crew
- B. allow operators to maximise workloads
- C. maximise passenger loads on every flight
- D. allow for mistakes to be made

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Prior to the pre-flight briefing, the cabin manager **must** liaise with the:

- A. ground operatives
- B. flight crew
- C. base manager
- D. control tower

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Recurrent training for cabin crew is vital. The **main** reason for this is because it allows them to:

- A. keep in touch with their base manager
- B. meet colleagues from other bases
- C. have their knowledge refreshed and verified
- D. show that their uniform standards are acceptable

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It is important for flight crew to share relevant information with the cabin crew pre-flight because this:

- A. allows them to plan when to provide flight crew with refreshments
- B. helps them to become personal friends
- C. allows them to share this information with the passengers
- D. helps them know what to expect during the flight

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It is vital that all cabin crew are situationally aware, as it means that they:

- A. can better decide who to report a problem to
- B. are more likely to notice something unusual that is affecting the aircraft environment
- C. may be able to improve their teamworking ability
- D. are less likely to report anything unusual that is affecting the passengers

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As cabin crew, an **essential** responsibility of yours is to:

- A. discuss the service routine with your peers
- B. report anything unusual immediately
- C. write down anything unusual to pass on later
- D. maintain uniform standards throughout

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The **main** reason that cabin crew should wear a watch while on duty is so that they can:

- A. appear more presentable
- B. accurately time their breaks
- C. monitor how much time has elapsed during an emergency
- D. keep passengers up to date with estimated landing times





Level 3

Highfield Assessment

Highfield House
Heavens Walk
Lakeside
Doncaster
South Yorkshire
DN4 5HZ
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277
Fax: +44 0845 2260360 Fax: +44 01302 739144
info@highfieldassessment.com www.highfieldassessment.com