

Highfield Level 3 End-Point Assessment for ST0558

Cabin Crew Mock Assessment Materials

Simulated practical observation

In-flight		
Ref	Assessment Criteria	Achieved
IF3	Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security and timely reporting of defective equipment is maintained	

Compliance and legislation		
Ref	Assessment Criteria	Achieved
CL3	Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role	
CL4	Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	

Health, safety and wellbeing		
Ref	Assessment Criteria	Achieved
HS3	Identify and address/report actual or potential hazards	
HS4	Actively engage in a safe, open and honest working environment to ensure customer and crew safety and wellbeing	

CRM/Human factors		
Ref	Assessment Criteria	Achieved
HF3	Apply principles of Cockpit/Crew Resource Management	

Behaviours		
Ref	Assessment Criteria	Achieved
BE1	Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture	
BE2	Conveys a genuine warm welcome, with a desire to help and a positive attitude to ensure customer satisfaction is delivered	
BE3	Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times to ensure professional standard	
BE4	Takes ownership and personal responsibility of your role and working environment to ensure compliance to operational standards	