

Highfield **Level 3** End-Point Assessment for **Cabin Crew**



Government funding band – **£5,000**



On-programme duration – **minimum of 12 months**



Gateway requirements – **2 English and maths functional skills**



End-point assessment method – **on-demand test, practical observation, professional discussion**

Working as an air crew cabin crew member

The role of an air cabin crew member is to primarily ensure customers safety at all times whilst onboard the aircraft. They also provide excellent customer service to customers throughout the flight. They are trained to deal with security and emergency situations which may arise and can administer first aid to customers. Cabin crew may work for commercial organisations, working with large volumes of customers, or may work with small groups of customers on smaller aircraft. To achieve this, cabin crew are required to adapt to the needs of a wide range of individuals and customers and will need to understand how their needs can be accommodated. This may be from supporting nervous customers, individuals with young children, and those with special dietary or medical requirements. Some cabin crew may work as part of the armed forces, providing services for Royalty, Ministers and other dignitaries.

The programme's structure

Your apprentices will be placed in a cabin crew role over a minimum period of 12 months during which they will be supported while on-programme by their tutor. The tutor will review the progress of the apprentice during the 12 months against the standard to ensure they are prepared for end-point assessment.

Your apprentice's journey



Ready for training

- Initial assessment
- Maths and English functional skills
- On-programme training to meet the standards
- Gateway readiness self-assessment

Set for assessment

End-point assessment methods are:

- On-demand test
- 60 minute on-demand multiple-choice test
- Scenario-based questions focused on pre-flight, in-flight, post flight, compliance and legislation, health, safety and wellbeing and CRM/human factors

Simulated practical observation

- Two 15-minute observations
- Focused on in flight, compliance and legislation, health, safety and wellbeing, CRM/human factors and behaviours
- Designed to assess apprentice's competency

Professional discussion

- 1-hour structured discussion between the apprentice and the independent end-point assessor focused on all areas of the standard

Go further

This apprenticeship provides an ideal stepping stone into further sector-related job roles that might include team leader and line management roles within the sector.

Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



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