

Post-flight		
Compliance and legislation		
Health, safety and wellbeing		
Organisation		
Commerciality		
CRM/Human factors		
Behaviours		

Think about
Professional discussion
Level 3 Cabin Crew



On the day of assessment, you will carry out:

- A 60-minute professional discussion
- Remote or face to face
- With an end-point assessor and your line manager
- Under exam conditions

Key point

You may wish to ask your line manager to sit in on the professional discussion. They can prompt your memory of events but they must not lead you into providing answers.



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Do

- Review the criteria associated with the professional discussion - this can be found in the EPA kit
- Review relevant legislations, regulations and your organisation's policies and procedures
- Reflect on your on-programme experiences and learning relating to the required criteria
- Make sure you have a quiet room available
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Provide clear and concise answers to the questions that you are asked

Don't

- Forget to plan
- Provide unnecessary information

Next steps

- Results can take up to 12 days to be confirmed
- Your manager will inform you of your results

Resits

- If you do not achieve a pass result on the direct observation, you can resit the assessment

Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember	Covered during professional discussion
Pre-flight		
In-flight		



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