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:



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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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.

/1: Jan 2020

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Assessment

Do	Next st	eps	
Review the criteria associated with the professional		n take up to 12 days t	
discussion - this can be found in the EPA kit	• Your man	ager will inform you o	f your results
Review relevant legislations, regulations and your	Resits		
organisation's policies and procedures		If you do not achieve a pass result on the direct observation, you can resit the assessment	
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		Use the table below to plan and prepare for the professional discussion	
them that you can't be disturbed or interrupted		_	1
Provide clear and concise answers to the questions that you are asked	Standard area	Key points to remember	Covered during professional discussion
	Pre-flight		
Don't			
Forget to plan	In-flight		
Provide unnecessary information			

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R	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
(C)	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		