Manual handling

Security checks
Baggage
Onboard wheelchair

Door opening
Unconscious passenger

Service recovery

EPOS	Delay
	Cabin secure
Disgruntled passenger	

Turbulence

C

V2: Jan 2020

Service
Different levels of turbulence

Passenger handling Briefing

Next steps

Results can take up to 12 days to be confirmed Your line manager or training provider will inform you of the results



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

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Face to faceWith an end-point assessorImage: state of the end of the

Think about

Level 3 Cabin Crew

Simulated practical observation

On the day of assessment, you will carry out:

3 x 7-minute simulated practical observations

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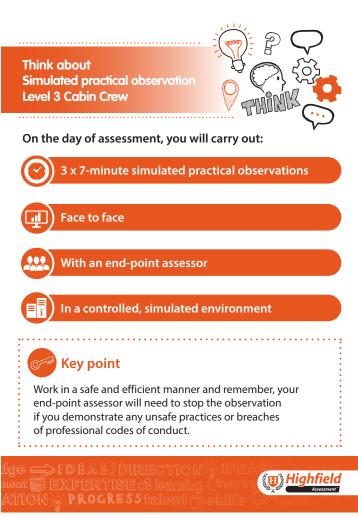


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	Review the criteria associated with the observation - this can be found in the EPA kit Use the planner to plan how you will demonstrate the skills you have that are associated with the simulated practical observation
	Review relevant legislations, regulations and your organisation's policies and procedures Address and report hazards and demonstrate attention to detail
	Apply principles of cockpit/crew resource management (CRM) Be prepared to answer questions that your end-point assessor may have
C,	Don't
	Forget to plan

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Mandatory scenario - carry out a manual safety demonstration

Blind pax briefing	Safety demo
After doors close PA	Cabin secure
Welcome	30-second review
Infant pax	After take-off PA
Overwing exit brief	



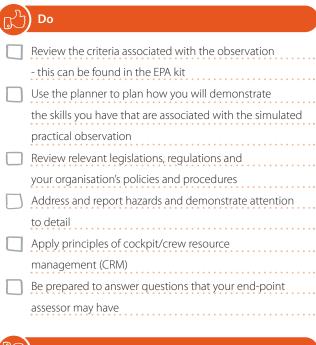
Basic Life Support

Medical kit	Infant CPR
Manual CPR	Medical action plan
AED	Debrief

Boarding

Security checks	Baggage
Safety equipment	Offloading
Welcome on board	Fire extinguishing

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Don't

Forget to plan

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Mandatory scenario - carry out a manual safety demonstration

Blind pax briefing	Safety demo
After doors close PA	Cabin secure
Welcome	30-second review
Infant pax	After take-off PA
Overwing exit brief	

Non-mandatory scenario – you will be asked to complete 2 of the following simulated practical observations

Basic Life Support

Medical kit	Infant CPR
Manual CPR	Medical action plan
AED	Debrief

Boarding

Security checks	Baggage
Safety equipment	Offloading
Welcome on board	Fire extinguishing

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