

## Manual handling

Security checks	Door opening
Baggage	Unconscious passenger
Onboard wheelchair	

## Service recovery

EPOS	Delay
Service	Cabin secure
Disgruntled passenger	

## Turbulence

Service	Passenger handling
Different levels of turbulence	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

### Resits

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

## Think about Simulated practical observation Level 3 Cabin Crew



### On the day of assessment, you will carry out:

3 x 7-minute simulated practical observations

Face to face

With an end-point assessor

In a controlled, simulated environment

### Key point

Work in a safe and efficient manner and remember, your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.

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**Do**

- 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

**Don't**

- Forget to plan

**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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