

Model Curriculum

Airline Cabin Crew

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: OPERATIONS
REF ID: AAS/Q0605, V1.0
NSQF LEVEL: 4



Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS**
is hereby issued by the

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASCC)

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack : 'Airline Cabin Crew' QP No. 'AAS/Q0605 NSQF level 4'

Date of issuance : 07 December 2017
Valid up to : 06 December 2018
* Valid up to the next review date of the Qualification Pack



(Authorised signatory)
Aerospace & Aviation Sector Skill Council (AASCC)

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Airline Cabin Crew

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airline Cabin Crew”, in the “Aerospace and Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airline Cabin Crew		
Qualification Pack Name & Reference ID.	AAS/Q0605		
Version No.	1.0	Version Update Date	15 – 03 - 2017
Pre-requisites to Training	Class XII		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Provide service to passengers • Ensure their comfort and safety throughout the flight. • Identify and use basic tools, equipment & materials; Understanding of carrying out tool box, machinery equipment for its operation. • Achieve basic communication skills and good inter-personal skills. • Acquire abilities to stand and walk for long periods of time consistent kneeling, squatting and reaching above the head with caution to avoid accidents. 		

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “Airline Cabin Crew” Qualification Pack issued by “Aerospace and Aviation Sector Skill Council (AASSC)”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Follow safety and security procedures Theory Duration (hh:mm) 25:00 Practical Duration (hh:mm) 23:00 Corresponding NOS Code AAS/N0502</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> comprehend the organisation’s safety and security policies and procedures comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference report any identified breaches of safety, and security policies and procedures to the designated person coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual’s authority report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines follow organisation’s emergency procedures for incidents or accidents, fires or acts of unlawful interference identify and recommend opportunities for improving health, safety, and security to the designated person ensure completion of all health and safety records are updates and procedures well defined 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, Charts regarding health & hygiene, fire-fighting, first aid, chart of prohibited items,</p>
2	<p>Maintain updated information regarding the job Theory Duration (hh:mm) 45:00 Practical Duration (hh:mm) 63:00 Corresponding NOS Code AAS/N0608</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> stay abreast about the duties of the job roles as per training manuals and cabin crew manuals of the airline stay abreast about the latest aviation regulations governing the job role published by civil aviation regulator stay abreast with the knowledge of relevant aviation terminology, theory of flight, Phases of flight, Sterile cockpit, passenger distribution and areas of operation stay abreast about the pre-flight briefings of the cabin crew and the provision of necessary safety information with regard to their specific duties 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, and communication. Chart on traffic signals and symbols, walkie-talkie, video content demonstrating safe & secure airside driving procedures,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> stay abreast about the relevant documents and manuals that are required to be amended based on changes in manuals and policies stay abreast any changes in the authority and responsibility to initiate an evacuation and other emergency procedures 	
3	<p>Perform Pre-flight tasks of cabin crew Theory Duration (hh:mm) 54:00 Practical Duration (hh:mm) 54:00 Corresponding NOS Code AAS/N0609</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> attend pre-flight briefings and gather the required information with regards to his/ her own individual working position on the flight collect and gather information about the flight, schedule of the flight, details of total passengers on board, details of infants, and if there are passengers with any special requirements, such as diabetic passengers or passengers in wheelchairs carry out pre-flight duties, including checking the safety equipment and security checks, ensuring the aircraft is clean and tidy and that the information in the seat pockets is up to date and that all meals, drinks and stock are on board any other tasks assigned to by the senior/captain or mandated as per organisation policies or regulatory policies greet the incoming passengers in a courteous manner assist the passengers by directing them to their assigned seats assisting passengers with storing their hand baggage's in the appropriate location assist passengers with their requirements if any make necessary announcements/briefing as required by organisational policy and regulatory policies do a headcount of passengers after boarding is complete and confirm the same with the passenger manifest provide emergency exit row briefing to passengers sitting on the emergency exist rows perform visual check of the aircraft cabin and the aircraft toilets and galleys appropriately communicate with the ground staff and provide confirmation of aircraft cabin ready for departure 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> perform aircraft door closing and arming of the aircraft door as per procedures in the aircraft/organisation manual and regulatory procedures make necessary announcements confirm to captain aircraft cabin secure for flight 	
4	<p>Passenger handling during flight operations Theory Duration (hh:mm) 50:00 Practical Duration (hh:mm) 58:00 Corresponding NOS Code AAS/N0610</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> Identify and manage passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive to manage passengers to expedite an aircraft evacuation brief the passengers on regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aircraft exits ensure that correct seat allocation be maintained especially the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits; brief passengers during turbulence in flight serve food and beverage in a courteous manner to the passengers as per organisation service procedures perform financial transactions using cash, card or any other acceptable form of payment as detailed by organisation policy and procedures assist passengers with their requirements in flight understand physiology of flight including oxygen requirements and hypoxia provide basic first aid in cases of (descriptive): <ul style="list-style-type: none"> asthama choking heart attack stress reactions and allergic reactions shock stroke epilepsy diabetes air sickness hyperventilation gastro-Intestinal disturbance emergency Childbirth 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical cabin crew on the job.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • contact of infectious diseases • provide aid in survival techniques for passengers enduring (descriptive) : unconsciousness • burns • wounds • fractures and soft tissue injuries • dispose off clinical waste in a safe manner • use the appropriate aircraft equipment including first aid kits, emergency medical kits, first aid oxygen and emergency • identify the source of fire or smoke • communicate clearly to the reporting senior about the nature of emergency and any further details about the source of the fire or smoke • classify the type of fire and ascertain the required fire extinguishing agent for the fire • appropriately manage passengers and ensure that the passengers do not panic due to fire and smoke in the cabin • perform clearly the functions and steps advised by the senior crew/captain of the flight during the emergency • alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed • direct passengers and assist passengers in donning the personal floatation equipment • alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed • direct the passengers safely to the emergency exists and onto the life raft(s) • assist passengers who are unable to swim 	
5	<p>Perform Post-flight tasks of cabin crew Theory Duration (hh:mm) 50:00 Practical Duration (hh:mm) 58:00 Corresponding NOS Code AAS/N0611</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • thank the disembarking passengers in a courteous manner • assist the passengers by directing them to the exits • assist passengers with their requirements if any • make necessary announcements for the passengers regarding immigration/ baggage belts as mandated by the organisational 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook, computer aided instructional packages, video film</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>policies and procedures</p> <ul style="list-style-type: none"> • perform cabin check of the aircraft post all passengers deplaning to ensure no item is left behind in the aircraft • participate in post flight debriefing and provide necessary information as per requirement during the debriefing • ensure all documentation are completed in all respect and updated as per organisational requirements and regulatory requirements 	
	<p>Total Duration (hh:mm) 480:00 Theory Duration (hh:mm) 224:00 Practical Duration (hh:mm) 256:00</p>	<p>Unique equipment used;</p> <ul style="list-style-type: none"> • Aircraft handling manual (AHM) of widely used aircraft • Software for computer aided instructional packages/ Video films • Video films on emergency situations like low oxygen in cabin, safe exit procedures in case of incidents/accidents • Mock-up of seat with Seat belt, Oxygen masks, life vest • Mock-up of aircraft cabin • First aid dummy • emergency exit demo kits • emergency air pressure demo kit • Aircraft handling manual (AHM) of widely used aircraft • Retail selling demo kit • Food trolley 	

Grand Total Course Duration: 480 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by [Aerospace and Aviation Sector Skill Council](#))

Trainer Prerequisites for Job role: “Airline Cabin Crew” mapped to Qualification Pack: “AAS/Q0605”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0605”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Graduate (any subject)
4a	Domain Certification	Statutory Certificate from Aerospace and Aviation Sector Skill Council (AASCC) for Job Role: “Airline Cabin Crew” mapped to QP: “AAS/Q0605”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience

Annexure: Assessment Criteria

Job Role	Airline Cabin Crew
Qualification Pack	AAS/Q0605
Sector Skill Council	Aerospace and Aviation

Sl. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate
6	The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
1. AAS/N0502 Follow safety and security procedures	PC1. comply with the organisation's safety and security policies and procedures	100	10	5	5
	PC2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment		20	10	10
	PC5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority		10	5	5
	PC6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines		20	10	10
	PC7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3
	PC8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC9. complete all health and safety records are updates and procedures well defined		5	2	3
		Total	100	52	48
				Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
2. AAS/N0608 Maintain updated information regarding the job	PC1. stay abreast about the duties of the job roles as per training manuals and cabin crew manuals of the airline	100	17	7	10
	PC2. stay abreast about the latest aviation regulations governing the job role published by civil aviation regulator		17	7	10

	PC3. stay abreast with the knowledge of relevant aviation terminology, theory of flight, Phases of flight, Sterile cockpit, passenger distribution and areas of operation		17	7	10
	PC4. stay abreast about the pre-flight briefings of the cabin crew and the provision of necessary safety information with regard to their specific duties		17	7	10
	PC5. stay abreast about the relevant documents and manuals that are required to be amended based on changes in manuals and policies		15	7	8
	PC6. stay abreast about any changes in the authority and responsibility to initiate an evacuation and other emergency procedures		17	7	10
		Total	100	42	58

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
3. AAS/N0609 Perform Pre-flight tasks of cabin crew	PC1. attend pre-flight briefings and gather the required information with regards to his/ her own individual working position on the flight	100	6	3	3
	PC2. collect and gather information about the flight, schedule of the flight, details of total passengers on board, details of infants, and if there are passengers with any special requirements, such as diabetic passengers or passengers in wheelchairs		6	3	3
	PC3. carry out pre-flight duties, including checking the safety equipment and security checks, ensuring the aircraft is clean and tidy and that the information in the seat pockets is up to date and that all meals, drinks and stock are on board;		10	5	5

	PC4. any other tasks assigned to by the senior / captain or mandated as per organisation policies or regulatory policies.		6	3	3
	PC5. greet the incoming passengers in a courteous manner		6	3	3
	PC6. assist the passengers by directing them to their assigned seats		6	3	3

	PC7. assisting passengers with storing their hand baggage in the designated areas		6	3	3
	PC8. assist passengers with their requirements if any		6	3	3
	PC9. make necessary announcements/briefing as required by organisational policy and regulatory policies.		6	3	3
	PC10. do a headcount of passengers after boarding is complete and confirm the same with the passenger manifest		5	2	3
	PC11. provide emergency exist row briefing to passengers sitting on the emergency exist rows		8	3	5
	PC12. perform visual check of the aircraft cabin and the aircraft toilets and galleys		6	3	3
	PC13. appropriately communicate with the ground staff and provide confirmation of aircraft cabin ready for departure		5	2	3
	PC14. perform aircraft door closing and arming of the aircraft door as per procedures in the aircraft / organisation manual and regulatory procedures		6	3	3
	PC15. make necessary announcements		6	3	3
	PC16. confirm to captain aircraft cabin secured for flight		6	3	3
		Total	100	50	50
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
4. AAS/N0610 Passenger handling during flight operations	PC1. recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive	100	4	2	2
	PC2. motivate passengers to expedite an aircraft evacuation		4	2	2

	PC3. brief the passengers on regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aircraft exits		4	2	2
	PC4. ensure that correct seat allocation be maintained especially the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits;		8	4	4
	PC5. brief passengers during turbulence in flight		4	2	2
	PC6. serve food and beverage in a courteous manner to the passengers		4	2	2
	PC7. perform financial transactions using cash, card or any other acceptable form of payment as detailed by organisation policy and procedures.		4	2	2
	PC8. assist passengers with their requirements in flight		4	2	2
	PC9. understand physiology of flight including oxygen requirements and hypoxia;		4	2	2
	PC10. provide basic first aid in cases of (descriptive) : asthma, choking heart attack, stress reactions and allergic reactions, shock, stroke, epilepsy, diabetes, air sickness, hyperventilation, gastro-intestinal disturbance, emergency childbirth, death on board, contact of infectious diseases		6	2	4
	PC11. provide aid in survival techniques for passengers enduring (descriptive): unconsciousness, burns wounds, fractures and soft tissue injuries		6	2	4
	PC12. dispose off clinical waste in a safe manner		4	2	2
	PC13. use the appropriate aircraft equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment		4	2	2
	PC14. identify the source of fire or smoke		3	1	2

	PC15. communicate clearly to the reporting senior about the nature of emergency and any further details about the source of the fire or smoke		3	1	2
	PC16. classify the type of fire and ascertain the required fire extinguishing agent for the fire		3	1	2
	PC17. appropriately manage passengers and ensure that the passengers donot panic due to fire and smoke in the cabin		3	1	2
	PC18. perform clearly the functions and steps advised by the senior crew / captain of the flight during the emergency		4	2	2
	PC19. alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed		4	2	2
	PC20. direct the passengers safely to the emergency exists and away from the aircraft on landing		4	2	2
	PC21. direct passengers and assist passengers in donning the personal floatation equipment		4	2	2
	PC22. alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed		4	2	2
	PC23. direct the passengers safely to the emergency exists and onto the life raft(s)		4	2	2
	PC24. assist passengers who are unable to swim		4	2	2
		Total	100	46	54
			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
5. AAS/N0611 Perform Post-flight tasks of cabin crew	PC1. thank the disembarking passengers in a courteous manner	100	15	7	8
	PC2. assist the passengers by directing them to the exits		14	7	7
	PC3. assist passengers with their requirements if any		15	7	8

	PC4. make necessary announcements for the passengers regarding immigration/ baggage belts as mandated by the organisational policies and procedures		13	6	7
	PC5. perform cabin check of the aircraft post all passengers deplaning to ensure no item is left behind in the aircraft		15	7	8
	PC6. participate in post flight debriefing and provide necessary information as per requirement during the de briefing		15	7	8
	PC7. ensure all documentation are completed in all respect and updated as per organisational requirements and regulatory requirements		13	5	8
	Total		100	46	54
	Grand Total (Marks)		500	236	264
	Percentage Weightage (%)			47	53