QUALIFICATION PACK – OCCUPATIONAL STANDARDS FOR AEROSPACE & AVIATION INDUSTRY

Contents

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Airline Cabin Crew

SECTOR: AEROSPACE AND AVIATION

SUB-SECTOR: Airline

OCCUPATION: Operations

REFERENCE ID: AAS/Q0605

ALIGNED TO: NCO-2015/ 5111.40

Airline cabin crew is responsible for passenger service and passenger safety on board the aircraft.

Brief Job Description: The role of an airline cabin crew member is to provide service to passengers while ensuring their comfort and safety throughout the flight.

Personal Attributes: A cabin crew work requires working for long hours inside an aircraft, thus requiring individuals with an ability to deliver exceptional customer service with positive attitude and empathy for passengers. He/she must have strong cultural awareness and ability to adapt to new environment and people. He/she must be flexible and motivated to manage a demanding work schedule. He/she should conform to the regulatory requirements on health and physical standards.
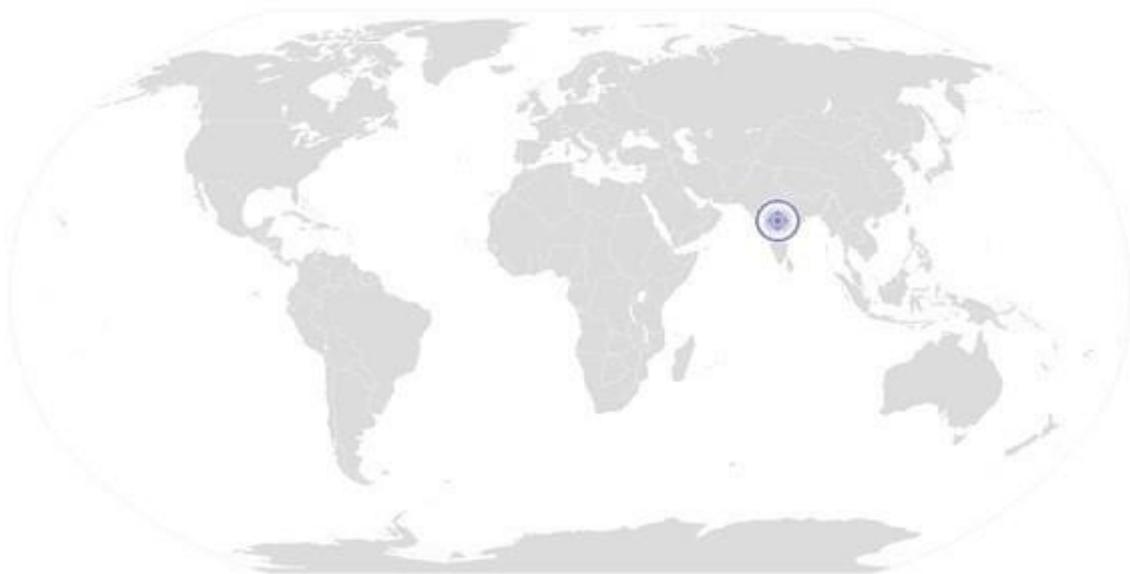
Job Details

Qualifications Pack Code	AAS/Q0605		
Job Role	Airline Cabin Crew		
Credits (NSQF)	TBD	Version number	1.0
Sector	Aviation & Aerospace	Drafted on	05/09/2016
Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020
NSQC Clearance On	NA		

Job Role	Airline Cabin Crew
Role Description	The role of an airline cabin crew member is to provide service to passengers while ensuring their comfort and safety throughout the flight.
NSQF	4
Minimum Educational Qualifications Maximum Educational Qualifications	Class XII Not applicable
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. AAS/N0502 Follow safety and security procedures 2. AAS/N0608 Maintain updated information regarding the job 3. AAS/N0609 Perform Pre-flight tasks of cabin crew 4. AAS/N0610 Passenger handling during flight operations 5. AAS/N0611 Perform Post-flight tasks of cabin crew
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Definitions (side label)

National Occupational Standard

Overview

This unit is about following safety and security procedures.

AAS/N0502

NOS
National Occupational Standards

Follow safety and security procedures

NSDC
National Skill Development Corporation

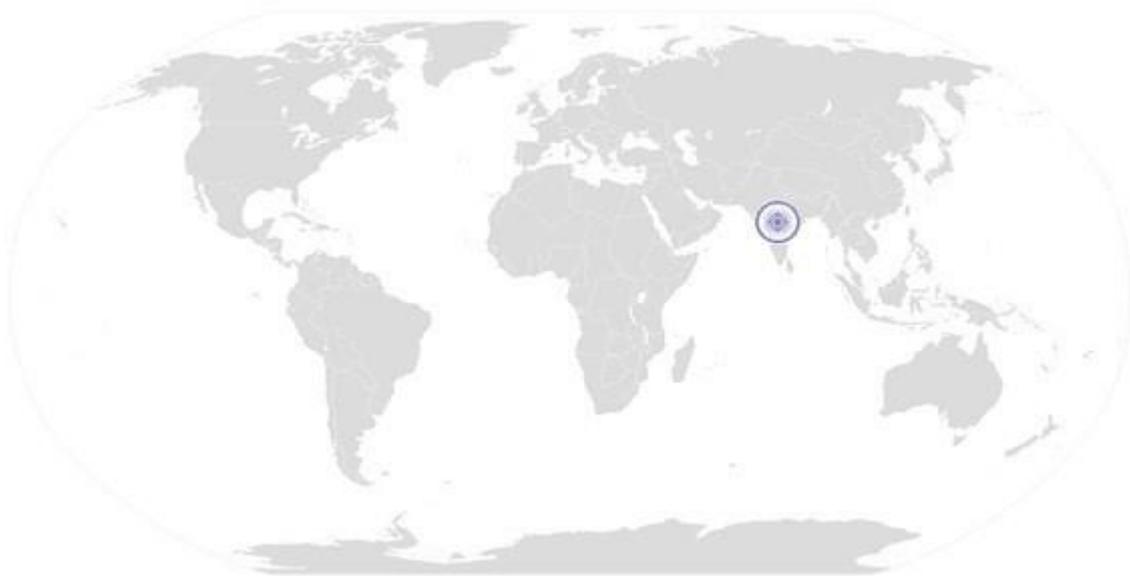Aerospace & Aviation Sector Skill Council

National Occupational Standard

Unit Code	AAS/N0502
Unit Title (Task)	Follow safety and security procedures
Description	This unit is about following safety and security procedures as defined by organisational policies and regulatory guidelines
Scope	This OS unit/task covers the following: • Comprehending the safety and security procedures for conduct of operations

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Comprehending the safety and security procedures for conduct of operations	To be competent, the user/individual on the job must be able to: PC1. comply with the organisation's safety and security policies and procedures PC2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference PC3. report any identified breaches of safety, and security policies and procedures to the designated person PC4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment 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 PC6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines PC7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference PC8. identify and recommend opportunities for improving health, safety, and security to the designated person PC9. ensure all health and safety records are updated and procedures well defined

Knowledge and Understanding (K)

A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. hazard identification and risk management as defined within the organisational policy and procedures KA2. regulatory requirements and organisation's procedures for maintenance of safety and security standards and individual's role and responsibilities in relation to this KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards

		KA5. the organisation's emergency procedures for different emergency situations and the importance of following these
		KA6. importance of maintaining high standards of safety and security
		KA7. implications that any non-compliance with safety and security may have on individuals and the organisation
B.	**Technical Knowledge**	The user/individual on the job needs to know and understand:
		KB1. different types of breaches of safety and security and how and when to report these
		KB2. evacuation procedures for workers and passengers
		KB3. how to summon medical assistance and the emergency services, where necessary
		KB4. how to use the health, safety and accident reporting procedures and their importance
		KB5. regulatory guidelines on dealing with safety and security emergencies

| **Skills (S)**		
A. **Core Skills/ Generic Skills**	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1. accurately complete a written report in English language detailing the situations of emergency with attention to detail	
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA2. read instructions/guidelines/procedures/rules	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA3. listen to and orally communicate information with all concerned	
B. **Professional Skills**	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1. make decisions on a suitable course of action or response if permitted by the authority matrix	
	Plan and Organise	
	The user/individual on the job needs to know and understand how to:	
	SB2. monitor efficient functioning of all activities	
	SB3. plan and organise work to achieve targets and deadlines	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to:	
	SB4. communicate with passengers and stakeholders in a courteous manner	
	SB5. maintain cordial work relationship	
	Problem Solving	
	The user/individual on the job needs to know and understand how to:	
	SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management	
	SB7. identify and correct errors	

| **Analytical Thinking** |
|---|
| The user/individual on the job needs to know and understand how to: |
| SB8.   analyse best possible solutions (cost, time, effort, etc.) suited for operations |
| **Critical Thinking** |
| The user/individual on the job needs to know and understand how to: |
| SB9.   concentrate on task at hand and complete it without errors
SB10. apply balanced judgments to different situations |

NOS Version Control

NOS Code	AAS/N0502		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020

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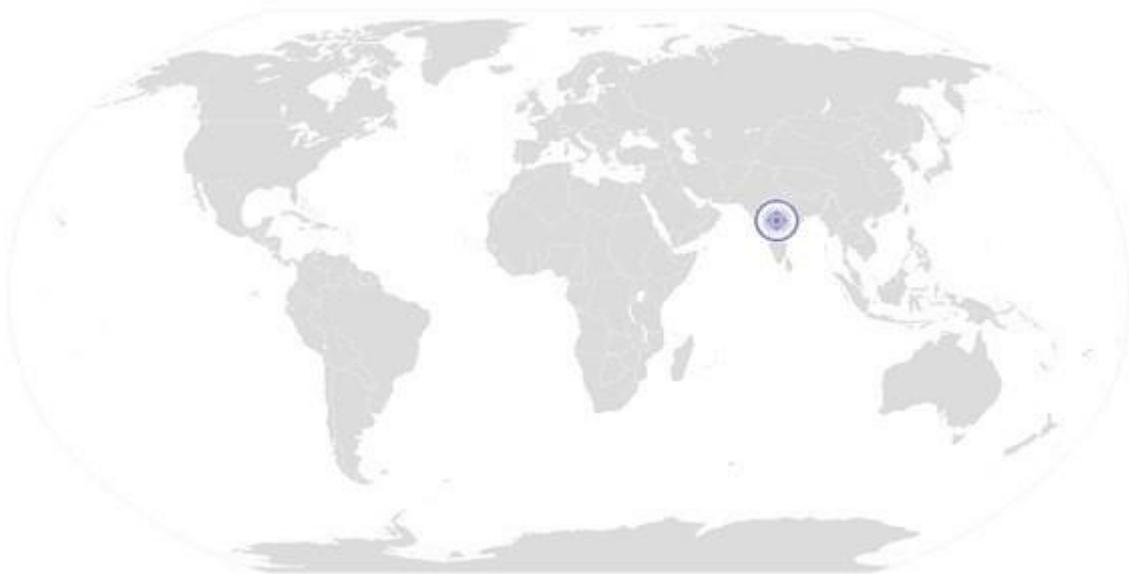
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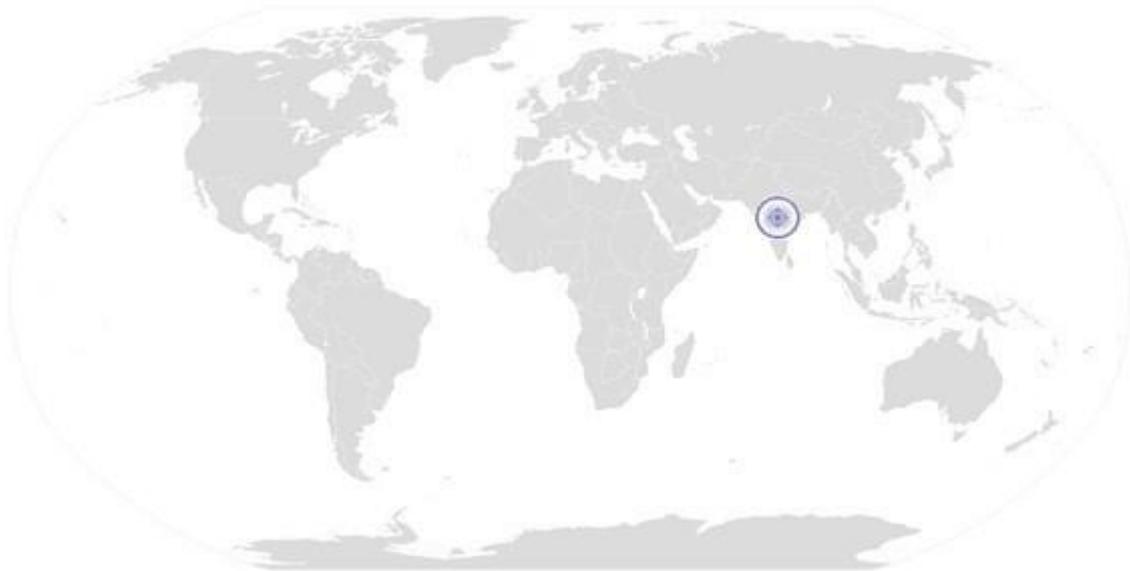
Overview

This unit is about maintaining updated information about the critical areas covered as part of his/her job responsibility.

National Occupational Standard

Unit Code	AAS/N0608
Unit Title (Task)	Maintain updated information regarding the job
Description	This unit is about maintaining updated information regarding the changes in job requirements mandated by company policies or regulatory policies
Scope	This OS unit/task covers the following: • updated information with regards to job requirements and responsibilities

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Updated information with regards to job requirements and responsibilities	To be competent, the user/individual on the job must be able to: PC1. gather and interpret the latest revisions about the duties of the job roles as per training manuals and cabin crew manuals of the airline PC2. gather and interpret the latest aviation regulations governing the job role published by civil aviation regulator PC3. gather and interpret the changes in relevant aviation terminology, theory of flight, Phases of flight, Sterile cockpit, passenger distribution and areas of operation PC4. gather and interpret the pre-flight briefings of the cabin crew and the provision of necessary safety information with regard to their specific duties PC5. read and interpret the relevant documents and manuals that are required to be amended based on changes in manuals and policies PC6. gather and interpret any changes in the authority and responsibility to initiate an evacuation and other emergency procedures

Knowledge and Understanding (K)

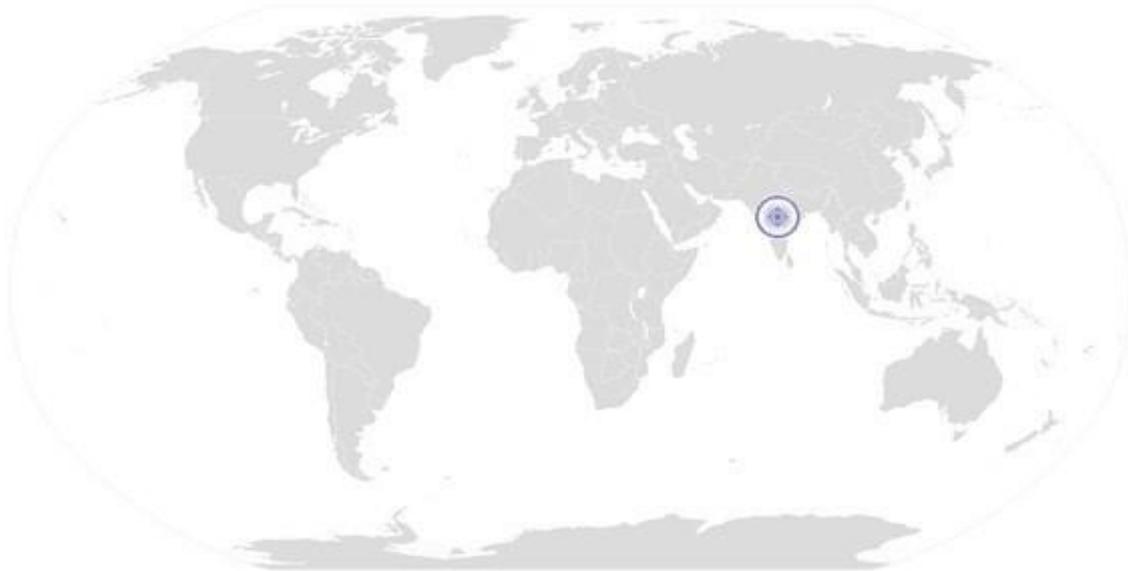| A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. hazard identification and risk management as defined within the organisational policy and procedures KA2. regulatory requirements and organisation's procedures for maintenance of safety and security standards and individual's role and responsibilities in relation to this KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of safety and security KA7. implications that any non-compliance with safety and security may have on individuals and the organisation

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. different types of breaches of safety and security and how and when to report these
	KB2. evacuation procedures for passengers
	KB3. how to summon medical assistance and the emergency services, where necessary
	KB4. how to use the health, safety and accident reporting procedures and their importance
	KB5. regulatory guidelines on dealing with safety and security emergencies
	KB5. relevant first aid procedures

Skills (S)

A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. accurately complete a written report in English language detailing the situations of emergency with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions/guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response if permitted by the authority matrix
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. monitor efficient functioning of all activities
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. communicate with customers in a courteous manner
	SB5. maintain effective relationship with the customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management
	SB7. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations

Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors SB10. apply balanced judgments to different situations

NOS Version Control

NOS Code	AAS/N0608		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020

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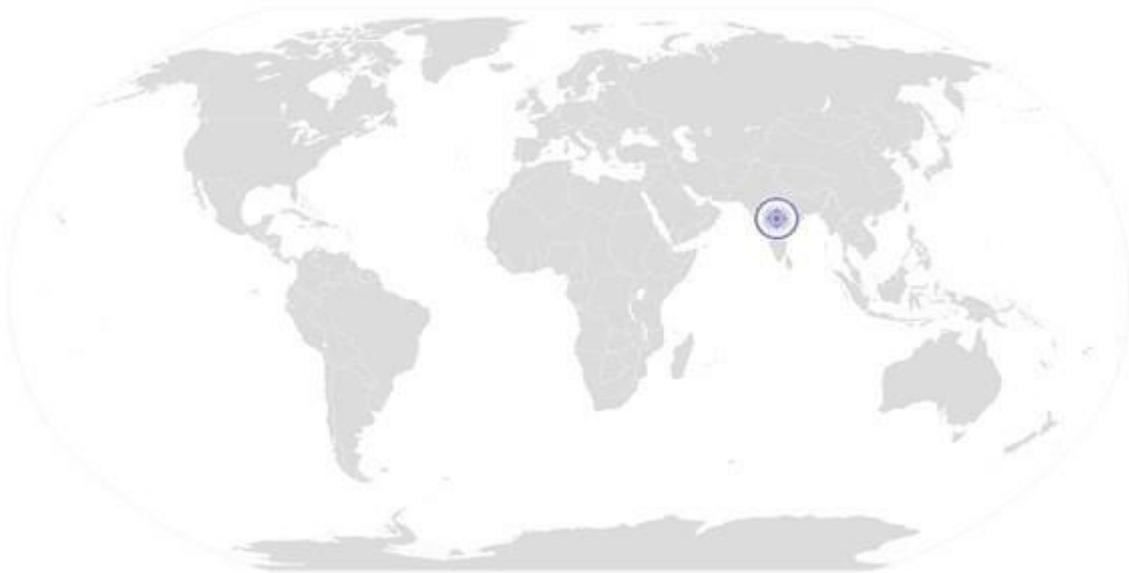
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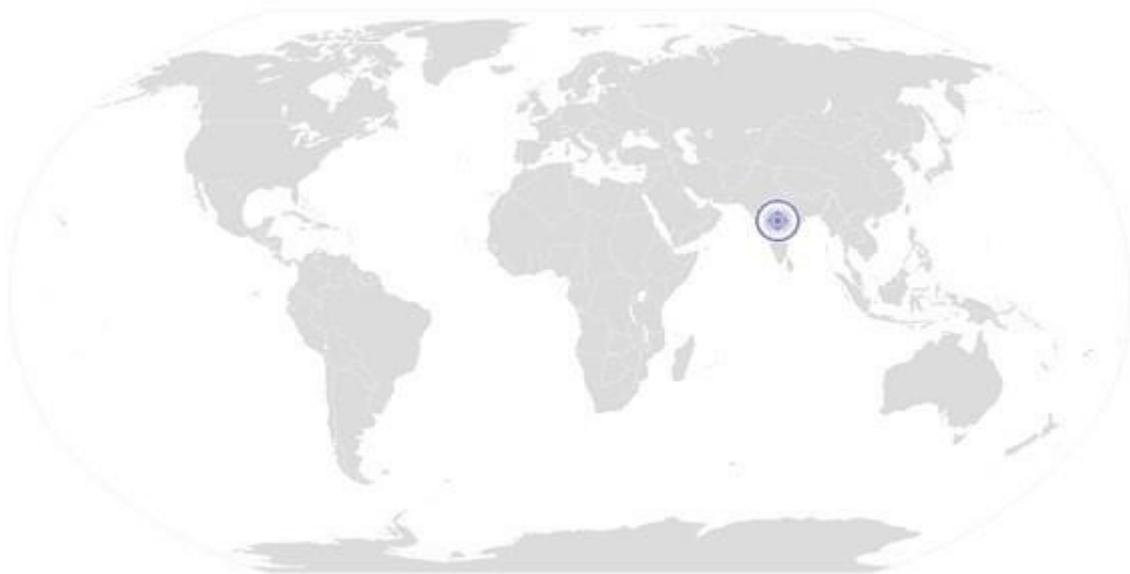
Overview

This unit is about the functions to be performed before flight by the cabin crew.

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AAS/N0609   **Perform Pre-flight tasks of Cabin**

National Occupational Standard

Unit Code	AAS/N0609
Unit Title (Task)	**Perform Pre-flight tasks of Cabin Crew**
Description	This unit is about performing pre-flight tasks of Cabin Crew
Scope	This OS unit/task covers the following: • Pre-flight briefing • Receive and welcoming passengers • Pre departure checks

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Pre-flight briefing	To be competent, the user/individual on the job must be able to: PC1. participate in pre-flight briefings and gather the required information with regards to his/ her own individual working position on the flight 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 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 PC4. carry out any other tasks assigned to by the senior/captain or mandated as per organisation policies or regulatory policies
Receive and welcoming passengers	To be competent, the user/individual on the job must be able to: PC5. greet the incoming passengers in a courteous manner PC6. assist the passengers by directing them to their assigned seats PC7. assist the passengers with storing their hand baggage's in the appropriate location PC8. assist the passengers with their requirements if any PC9. make necessary announcements/briefing as required by organisational policy and regulatory policies
Pre-departure check	To be competent, the user/individual on the job must be able to: PC10. do a headcount of passengers after boarding is complete and confirm the same with the passenger manifest PC11. provide emergency exit row briefing to passengers sitting on the emergency exist rows PC12. perform visual check of the aircraft cabin and the aircraft toilets and galleys

	PC13. appropriately communicate with the ground staff and provide confirmation of aircraft cabin ready for departure
	PC15. perform aircraft door closing and arming of the aircraft door as per procedures in the aircraft/organisation manual and regulatory procedures
	PC14. make necessary announcements
	PC15. communicate to captain aircraft cabin secure for flight

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand:
	KA1. policies and procedures that govern the acceptable passenger activities on board the aircraft during flight
	KA2. legal procedures to be followed against passengers which threaten the safety of flight
	KA3. how and when to report medical emergencies on board
	KA4. the communication hierarchy laid down the organisation
	KA5. the organisation's emergency procedures for different emergency situations and the importance of following these
	KA6. the importance of maintaining high standards of safety and security
	KA7. implications that any non-compliance with safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. different types of emergency equipment(s) available on the aircraft type being operated
	KB2. basic first aid and the use the emergency equipment(s)
	KB3. basic WHO regulations and the risks of infectious diseases across the regions where the airline operates
	KB4. how to use the health, safety and accident reporting procedures and their importance
	KB5. regulatory guidelines on dealing with safety and security emergencies

| **Skills (S)**	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. accurately complete a written report in English language detailing the situations of emergency with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions/guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned

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Sector Skill Council**
AASSC

NOS
National Occupational Standards

N·S·D·C
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Skill Development
Corporation

B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions on a suitable course of action or response if permitted by the authority matrix
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. monitor efficient functioning of all activities SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. communicate with passengers in a courteous manner SB5. maintain effective relationship with the passengers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB7. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors SB10. apply balanced judgments to different situations

Perfor

Aerospace & Aviation Sector Skill Council

NOS
National Occupational Standards

N·S·D·C National Skill Development Corporation

AAS/N0609   **Perform Pre-flight tasks of Cabin**

NOS Version Control

NOS Code	AAS/N0609		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020

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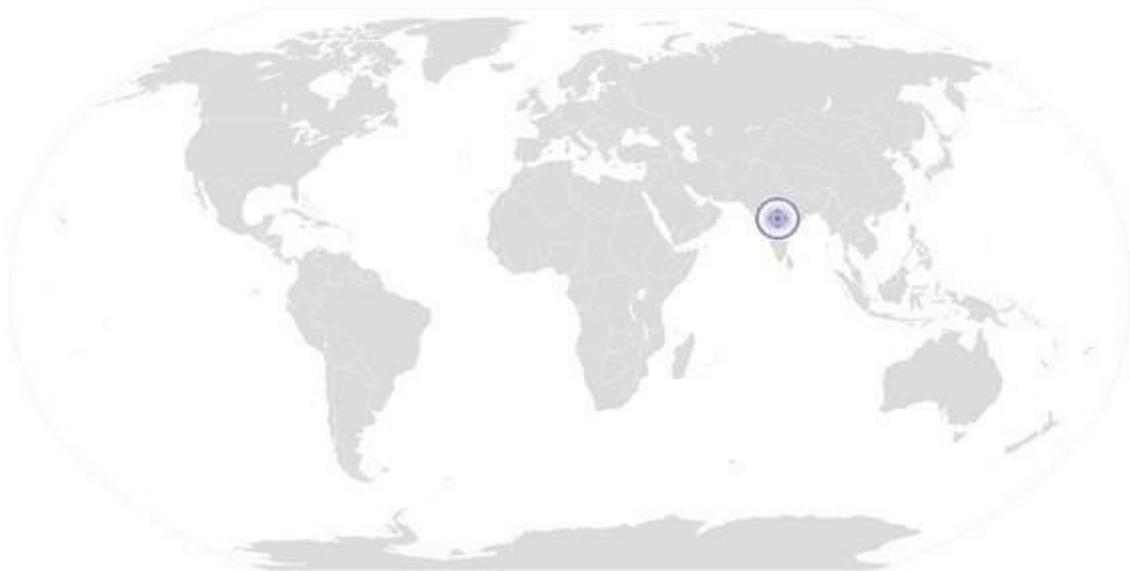
National Occupational Standard

Overview

This unit is about passenger handling function of cabin crew during flight.

National Occupational Standard

Unit Code	AAS/N0610
Unit Title (Task)	**Passenger handling during flight operations**
Description	This unit is about passenger handling functions of cabin crew during flight operations
Scope	This OS unit/task covers the following: • Passenger handling during flight operations • Handling passenger during medical emergency • Handling passenger during fire emergency on board the aircraft • Handling passenger during emergency landing on water

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Passenger handling during flight operations	To be competent, the user/individual on the job must be able to: PC1. identify and manage passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive PC2. manage passengers to expedite an aircraft evacuation 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 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; PC5. brief the passengers during turbulence in flight PC6. serve food and beverage in a courteous manner to the passengers as per organisation service procedures and ensure all service standards set forth the organisation are adhered to PC7. perform financial transactions using cash, card or any other acceptable form of payment as detailed by organisation policy and procedures PC8. assist passengers with their requirements in flight
Handling passenger during medical emergency	To be competent, the user/individual on the job must be able to: PC9. provide assistance to passengers in case of oxygen requirements and hypoxia

	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 contact of infectious diseases PC11. provide aid in survival techniques for passengers enduring (descriptive): unconsciousness burns wounds fractures and soft tissue injuries PC12. dispose off clinical waste in a safe manner PC13. use the appropriate aircraft equipment including first aid kits, emergency medical kits, first aid oxygen and emergency
Handling passenger during fire emergency on board the aircraft	To be competent, the user/individual on the job must be able to: PC14. identify the source of fire or smoke PC15. communicate clearly to the reporting senior about the nature of emergency and any further details about the source of the fire or smoke PC16. classify the type of fire and ascertain the required fire extinguishing agent for the fire PC17. appropriately manage passengers and ensure that the passengers do not panic due to fire and smoke in the cabin PC18. perform clearly the functions and steps advised by the senior crew/captain of the flight during the emergency PC19. alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed
Handling passenger during emergency landing on water	To be competent, the user/individual on the job must be able to: PC20. direct passengers and assist passengers in donning the personal floatation equipment PC21. alert the passengers on the emergency exists to follow the commands and open the emergency exists when instructed

	PC22. direct the passengers safely to the emergency exists and onto the life raft(s)
	PC23. assist passengers who are unable to swim

Knowledge and Understanding (K)

A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand:
	KA1. policies and procedures that govern the acceptable passenger activities on board the aircraft during flight
	KA2. legal procedures to be followed against passengers which threaten the safety of flight
	KA3. how and when to report medical emergencies on board
	KA4. the communication hierarchy laid down the organisation
	KA5. the organisation's emergency procedures for different emergency situations and the importance of following these
	KA6. the importance of maintaining high standards of safety and security
	KA7. implications that any non-compliance with safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. different types of emergency equipment(s) available on the aircraft type being operated
	KB2. basic first aid and the use the emergency equipment(s)
	KB3. basic WHO regulations and the risks of infectious diseases across the regions where the airline operates
	KB4. how to use the health, safety and accident reporting procedures and their importance
	KB5. regulatory guidelines on dealing with safety and security emergencies

Skills (S)

|	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. accurately complete a written report in English language detailing the situations of emergency with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions/guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned

B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response if permitted by the authority matrix
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. monitor efficient functioning of all activities
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. communicate with passengers in a courteous manner
	SB5. maintain effective relationship with the passengers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management
	SB7. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. concentrate on task at hand and complete it without errors
	SB10. apply balanced judgments to different situations

NOS Version Control

NOS Code	AAS/N0610		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020

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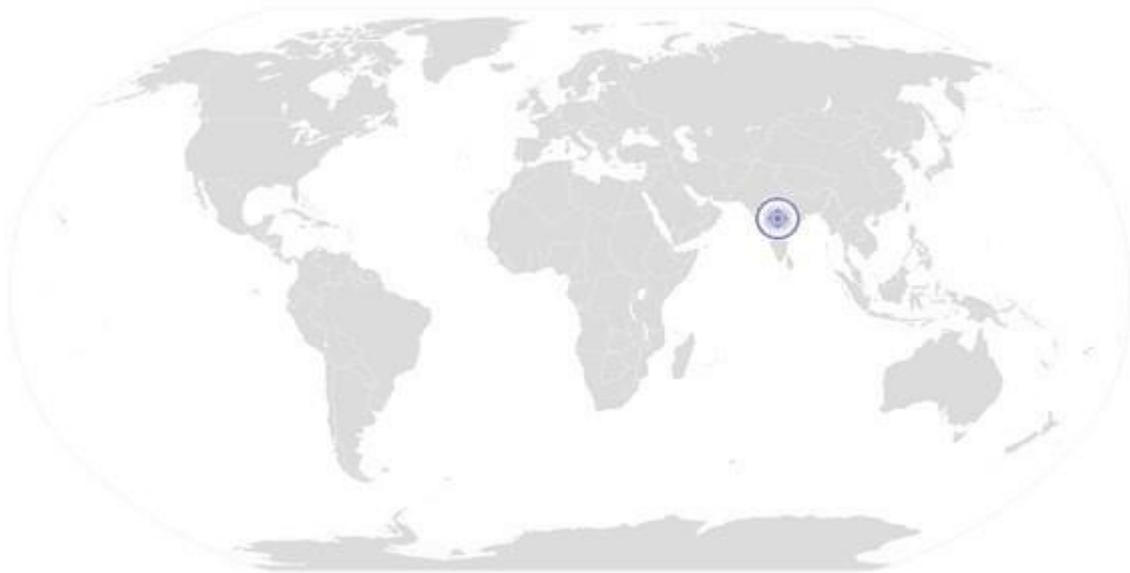
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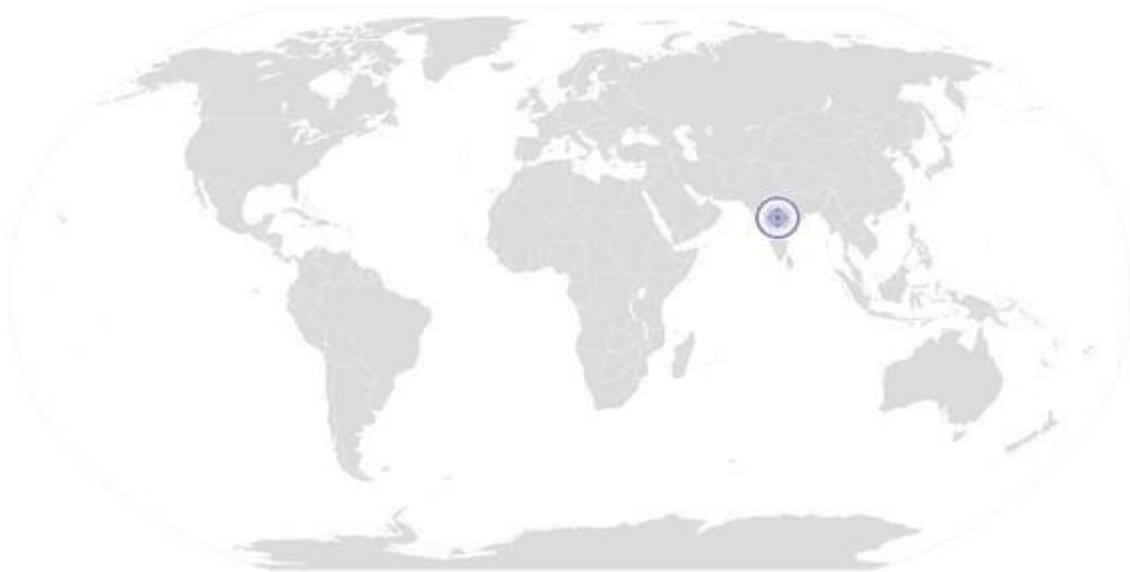
Overview

This unit is about the post flight tasks undertaken by a cabin crew.

National Occupational Standard

Unit Code	AAS/N0611
Unit Title (Task)	**Perform Post flight tasks of Cabin Crew**
Description	This unit is about performing post-flight tasks
Scope	This OS unit/task covers the following: • Post flight activities • Post flight debriefing and documentation

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Post flight activities	To be competent, the user/individual on the job must be able to: PC1. thank the disembarking passengers in a courteous manner PC2. assist the passengers by directing them to the exits PC3. assist the passengers with their requirements if any PC4. make necessary announcements for the passengers regarding immigration/ baggage belts as mandated by the organisational policies and procedures PC5. perform cabin check of the aircraft post all passengers deplaning to ensure no item is left behind in the aircraft
Post flight debriefing and documentation	To be competent, the user/individual on the job must be able to: PC6. participate in post flight debriefing and provide necessary information as per requirement during the de-briefing PC7. ensure all documentation are completed in all respect and updated as per organisational requirements and regulatory requirements

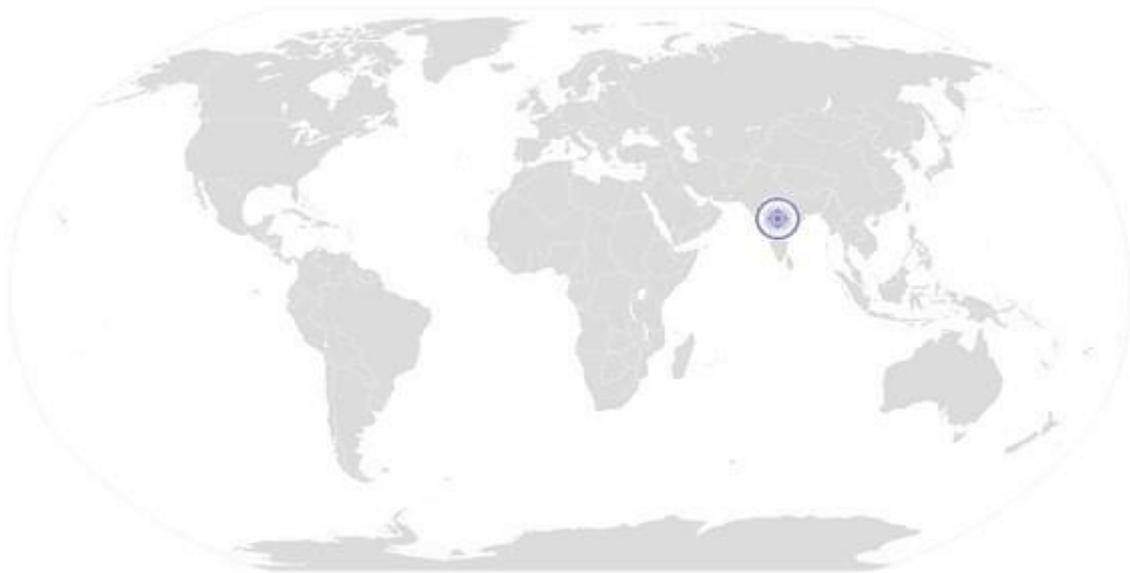| **Knowledge and Understanding (K)**	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. policies and procedures that govern the acceptable passenger activities on board the aircraft during flight KA2. legal procedures to be followed against passengers which threaten the safety of flight KA3. how and when to report medical emergencies on board KA4. the communication hierarchy laid down the organisation KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of safety and security KA7. implications that any non-compliance with safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of emergency equipment(s) available on the aircraft type being operated KB2. basic first aid and the use the emergency equipment(s)

	KB3. basic WHO regulations and the risks of infectious diseases across the regions where the airline operates
	KB4. how to use the health, safety and accident reporting procedures and their importance
	KB5. regulatory guidelines on dealing with safety and security emergencies
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. accurately complete a written report in English language detailing the situations of emergency with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response if permitted by the authority matrix
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. monitor efficient functioning of all activities
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. communicate with passengers in a courteous manner
	SB5. maintain effective relationship with the passengers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. identify trends/common causes for errors and suggest possible solutions to the supervisor / management
	SB7. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse best possible solutions (cost, time, effort, etc.) suited for operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. concentrate on task at hand and complete it without errors
	SB10. apply balanced judgments to different situations

NOS Version Control

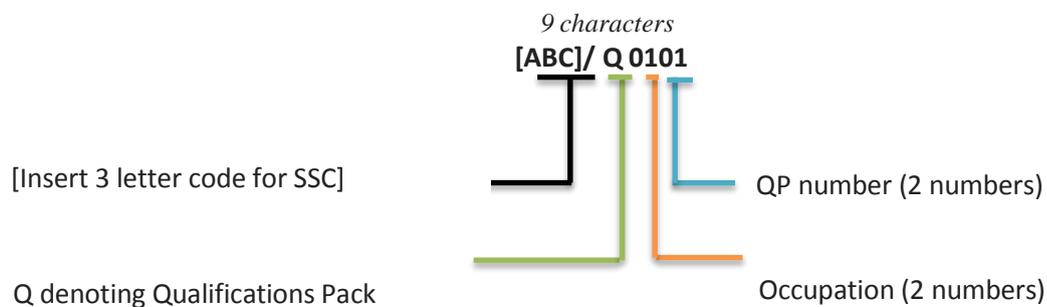| NOS Code	AAS/N0611		
Credits(NSQF)	TBD	Version number	1.0
Industry	Aerospace and Aviation	Drafted on	13/09/2016
Industry Sub-sector	Airline	Last reviewed on	15/03/2017
Occupation	Operations	Next review date	15/03/2020

Back to QP

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard
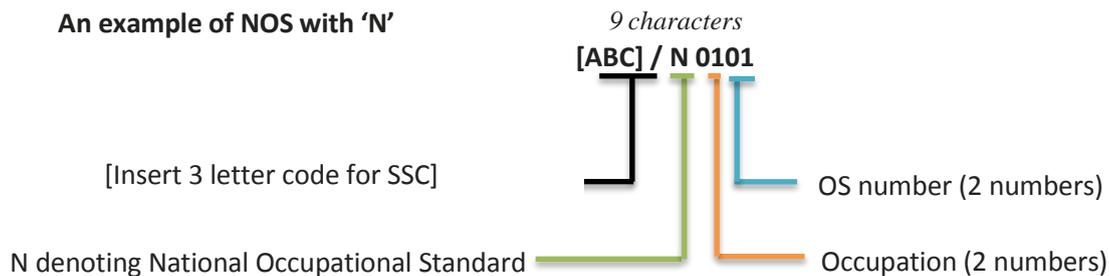
Occupation (2 numbers)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Airline	01-09
Manufacturing & Assembly	10-19
MRO	20-30
Design and Development	31-40
Airport Operations, Air Cargo & Ground Handling	41-50

Sequence	Description	Example
Three letters	Industry name	AAS
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Airline Cabin Crew

Qualification Pack: AAS/Q0605
Sector Skill Council: Aerospace and Aviation Sector Skill Council

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 criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% 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. ensure all health and safety records are updated 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. gather and interpret the latest revisions about the duties of the job roles as per training manuals and cabin crew manuals of the airline	**100**	17	7	10
	PC2. gather and interpret the latest aviation regulations governing the job role published by civil aviation regulator		17	7	10
	PC3. Gather and interpret the changes in aviation terminology, theory of flight, Phases of flight, Sterile cockpit, passenger distribution and areas of operation		17	7	10
	PC4. gather and interpret 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. read and interpret the relevant documents and manuals that are required to be amended based on changes in manuals and policies		15	7	8
	PC6. gather and interpret 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. participate in 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. carry out 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. assist the passengers with storing their hand baggage in the designated areas		6	3	3
	PC8. assist the 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. recognise and manage 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. Provide assistance to passengers in case of 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 do not 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	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

Tasks of Cabin Crew				
	PC3. assist the 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**