



# *How do 'we' develop & maintain competent cabin crew?*



*Do you like to travel and love meeting people?*

*Really? .....*





*Do you possess a high standard of customer service skills?*



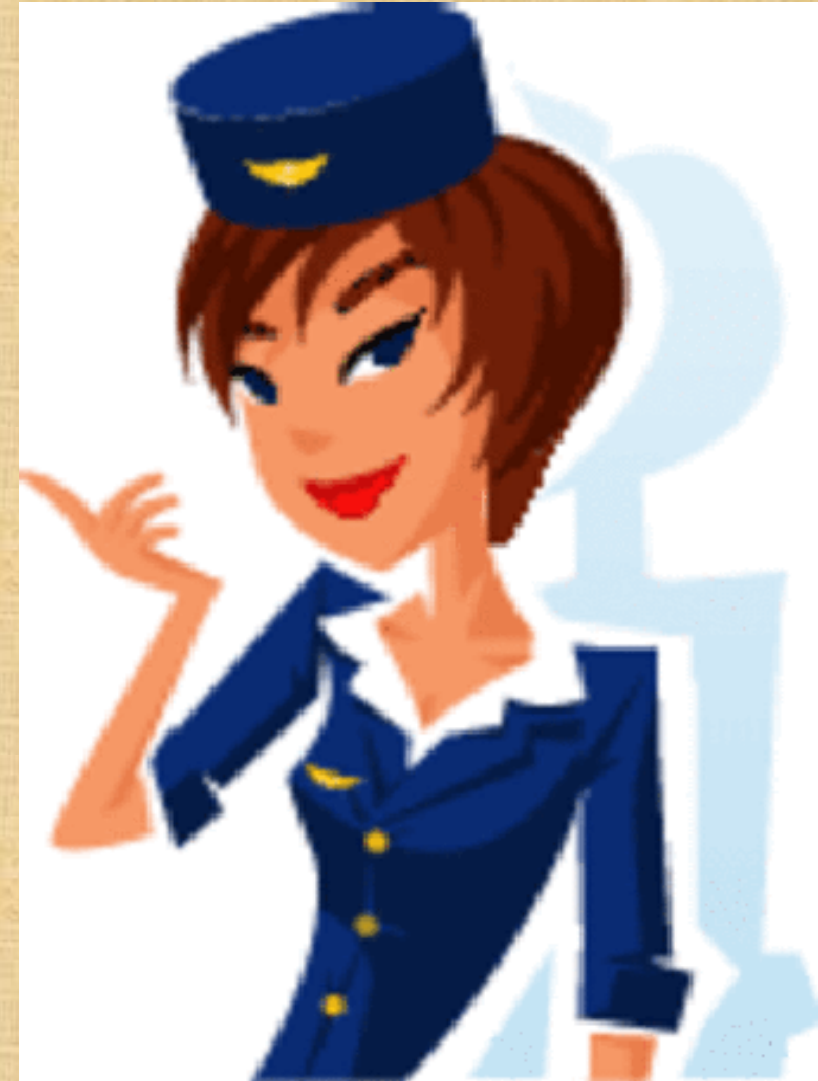
*Really?*

## **Pre Application**

What opportunities are available to applicants that provide a

***‘REALISTIC’ & ACCURATE’***

understanding of the role & responsibilities?









Many Cabin Crew training organisations have evolved in recent years. They have undertaken that they will provide an applicant with the potential and essential criteria to enable successful recruitment into an airline.

# RECRUITMENT

- ✓ **Criteria** – What qualities and skills are considered necessary to ensure the **most suitable** applicant is recruited as a member of Cabin Crew?
- Where does an airline operator look to seek the most contemporary data and information as it relates to optimum acquired and inherent skills?



# Recruitment

- ✓ How much of the 'suitability criteria' depends upon culture : ie the individual internal airline culture and/or individual nationality/ethnicity?
- ✓ Regulatory requirements:
  - ☐ Is the applicant likely to possess the physical attributes required?
  - ☐ Is it perceived the applicant has the necessary interpersonal skills to manage an abnormal situation

# **INITIAL TRAINING**



**Standards to be implemented: based upon what criteria?**

Regulatory requirements and subsequent approval of theoretical and practical training

➤ **Ensuring realism and accuracy of all equipment, aircraft systems and the cabin environment is imperative to ensure meaningful & successful practical training!**





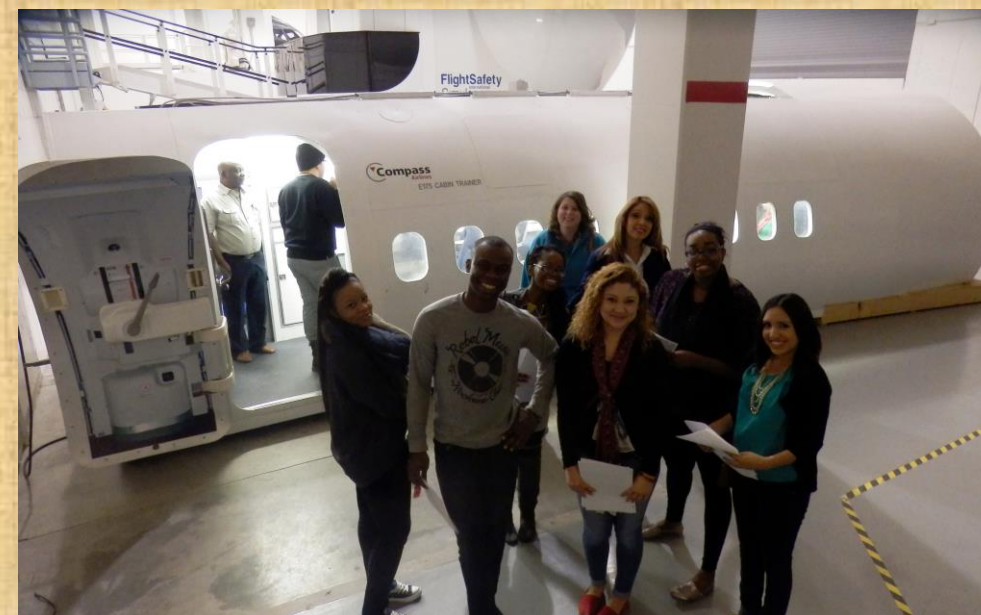


*“Theoretical comprehension is  
fundamental  
**HOWEVER**  
Practical proficiency is a  
potentially life saving attribute”*





















## **INITIAL TRAINING**

- ✓ Some external/independent training organisations work in close conjunction with an airline operator to deliver a 'Total Package'!
- 😊 At completion, a fully trained and regulatory approved member of Cabin Crew





# INITIAL TRAINING

## ✓ Possible realistic expectations of a qualified member of Cabin Crew: *(but not limited to)*

- ☐ *Understanding of safety role & responsibilities*
- ☐ *Ability to demonstrate practical competence*
- ☐ *Understanding of operator regulatory obligations*
- ☐ *Ability to implement learned skills*
- ☐ *Understanding of State regulatory structure*
- ☐ *Understanding of own personal regulatory obligations*
- ☐ *Be in possession of emotional intelligence necessary*
- ☐ *Interpersonal and communication skills*





# Recurrent Training

- ✓ The greatest challenge is to ensure Cabin Crew, who have graduated from their initial training, are able to maintain a level of competence equal to and then above those initial standards!

**❑ How is that commitment met and managed?**



- ✓ Recurrent, practical training and additional relevant human factors upskilling would prove to be of great benefit to an individual member of Cabin Crew
  - ❑ Scenario based exercises utilising both practical and interpersonal skills – based upon factual incidents/accidents that have occurred

- ❖ *Is regulatory compliance with current, minimum requirements sufficient?*
- ❖ *ICAO has now developed documentation that will set the standards for States to ensure that in many years to come ‘we’ will continue to produce competent current and future Cabin Crew!*





*Thank you !*

