

## Simulated Practical Observations Mock Assessment

Ref	<b>In-flight</b>	<b>Pract Obs</b>
IF3	Communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure service efficiency, safety and security and timely reporting of defective equipment is maintained	
Ref	<b>Compliance and legislation</b>	<b>Pract Obs</b>
CL3	Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role	
CL4	Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	
Ref	<b>Health, safety and wellbeing</b>	<b>Pract Obs</b>
HS3	Identify and address/report actual or potential hazards	
HS4	Actively engage in a safe, open and honest working environment to ensure customer and crew safety and wellbeing	
Ref	<b>CRM/Human factors</b>	<b>Pract Obs</b>
HF3	Apply principles of Cockpit/Crew Resource Management (CRM) and human factors	

Ref	Behaviours	Pract Obs
BE1	Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture	
BE2	Conveys a genuine warm welcome, with a desire to help and a positive attitude to ensure customer satisfaction is delivered	
BE3	Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times to ensure professional standard	
BE4	Takes ownership and personal responsibility of your role and working environment to ensure compliance to operational standards	