

# Highfield Level 3 End-Point Assessment for Cabin Crew

## Mock Assessment Materials

### Professional Discussion

#### Pass criteria

Pre-flight		
Ref	Assessment Criteria	Achieved
PR6	Outline the typical customer profile for the organisation and how the services provided are matched to it	
PR7	Outline the destination profile and how the flight may be adapted according to this	
PR8	Explain the organisational procedures for Passengers with Reduced Mobility (PRM) and other special assistance which may be required	
PR9	Explain how they liaise with the customer, airport, ground staff, suppliers and colleagues to ensure the efficient loading of catering and ancillary items and boarding procedures meet service standards and aviation regulations	
PR10	Evidence how they Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure	
PR11	Detail how they monitor cabin environment, appearance and on-board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it	
PR12	Explain methods used to communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results	
PR13	Explain how to follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special assistance	

In-flight		
Ref	Assessment Criteria	Achieved
IF4	Explain how to address complex customer needs to ensure service standards and individual requirements are maintained	
IF5	Outline the organisations service routines for specific flight/route/sector	
IF6	Explain the procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms	
IF7	Describe how the onboard food, beverage and retail service is provided by the organisation in line with standards and quality measures	
IF8	Give at least one example of how the required on board targets for service and sales is met, in line with organisation's procedures	
IF9	Clarify how they communicate effectively with colleagues, flight crew, ground operational teams and customers at appropriate times to ensure a service efficiency, safety and security and timely reporting of defective equipment is maintained	
IF10	Outline the process to report defective equipment	
IF11	Explain how they conduct in flight checks and monitor customers and onboard facilities to ensure the required quality of service has been delivered	
IF12	Describe the process to ensure post service requirements are completed, including reconciliations of stock/money or cash equivalents as required	

<b>Post flight</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
P04	Give an example of communicating and co-ordinating with Flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards	
P05	Explain how to address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome	
P06	Explain how to ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required	
P07	Evidence participation in post-flight debrief and duties to ensure organisational procedures have been completed	

<b>Compliance and legislation</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
CL5	Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	

<b>Health, safety and wellbeing</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
HS5	Show records and reports of safety and security incidents including self-reporting as outlined in organisational policies/procedures.	
HS6	Evidence the application of safety management systems and safety culture	

Organisation		
Ref	Assessment Criteria	Achieved
OR1	Give an example to demonstrate their work as part of a team to maintain brand/organisational standards at all times and identify and address any potential risks according to organisational procedures	
OR2	Explain the purpose of the organisation including its vision, values, objectives and brand/organisational standards, how they compare to its competitors and how own role, and the team, help achieve this	

Commerciality		
Ref	Assessment Criteria	Achieved
CO1	Evidence the making of decisions that satisfy the needs of the customer while delivering for the organisation	
CO2	Give an example where commercial targets are achieved or exceeded by applying techniques that are appropriate to all customer profiles.	
CO3	Outline the organisation's vision, objectives and values	
CO4	Explain how to <b>operate commercially</b> with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives, vision and values	

CRM/Human factors		
Ref	Assessment Criteria	Achieved
HF4	Explain how to apply principles of Cockpit/Crew Resource Management (CRM) and human factors	

Behaviours		
Ref	Assessment Criteria	Achieved
BE5	Describe how they embrace and promote the <b>brand behaviours</b> of the organisation	
BE6	Describes how they work as part of a team, supporting colleagues and embracing diversity	
BE7	Give an example of when they have used their initiative and resilience to problem solve and escalate when required as per company procedures	
BE8	Describes how they demonstrate loyalty, integrity and accountability to the organisation	
BE9	Clarify how they commit to continuous development of self, including awareness of organisational communications and regulatory updates	
BE10	Explain how they identify the needs of customers and adapts to different needs	
BE11	Give an example of how they demonstrate commercial awareness to deliver an agile, efficient and professional service	

### Distinction criteria

Pre-flight / In-flight / Post flight		
Ref	Assessment Criteria	Achieved
PR14 IF13 PO8	Explains how they show initiative to proactively make decisions to ensure all standards and procedures are met or exceeded in either safety, security, or customer service	

Compliance and legislation / Health, safety and wellbeing		
Ref	Assessment Criteria	Achieved
CL6 HS7	Explain how to promote a culture of safety and security by acting as role model for the organisation. Gives an example of noncompliance and how they have advised others in how to make their practice safer and more secure	

Organisation		
Ref	Assessment Criteria	Achieved
OR3	Provide evidence of an improvement suggested and implemented to either a process or procedure to improve either the quality of customer service or efficiency	

<b>Behaviours</b>		
<b>Ref</b>	<b>Assessment Criteria</b>	<b>Achieved</b>
BE12	Explains how they have acted as a good role model to their team, empowering and supporting others to increase engagement of the team with the organisation's business plan	
BE13	Explains how and why they have taken opportunities to develop themselves, investing in their own development, reflecting and continually improving their own practice	