

FLIGHT ATTENDANT (ANZSCO Code: 451711)

The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.

Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education and Training.

The skills assessment involves determining the skill level and relevance of the tasks undertaken. Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Occupation Description

A Flight Attendant provides services for the safety and comfort of aircraft passengers.

Alternative titles include

- Cabin Crew

Specialisations include

- Cabin Supervisor (Aircraft)
- Crew Attendant (Air Force)

Occupations and specialisations not considered by VETASSESS under this ANZSCO code

- Airport Service Staff
- Pilot

FLIGHT ATTENDANT (ANZSCO Code: 451711)**Requirements for Skills Assessment**

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Certificate IV or higher, in a field highly relevant to the nominated occupation.

If the qualification is in a field highly relevant to the occupation, then at least one year of highly relevant post-qualification employment at an appropriate skill level is required, completed in the last five years.

If the qualification is not in a highly relevant field, two years of highly relevant employment at an appropriate skill level is required, completed in the last five years; this is reduced to one year if there is an additional qualification at AQF Certificate IV level in a highly relevant field.

If the applicant only holds a qualification at AQF Certificate III level in a highly relevant field, three years of highly relevant employment at an appropriate skill level is required, completed in the last five years.

If employment is pre-qualification, then three additional years of highly relevant employment are required. This is in addition to one year of highly relevant employment within the past five years.

Qualification

AQF Certificate IV or higher

Highly relevant fields of study are Aviation (Cabin Crew), Travel and Tourism Management, Hospitality Management, Customer Service Management

Subjects may include:

*Safety Procedures *Emergency Situations *Operating Firefighting Equipment *Food and Beverage Services *First Aid *Hospitality Management *Retail *Customer Service *Security *Tourism

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Employment

Pre-qualification employment can be considered for this occupation.

Highly relevant tasks include, but are not limited to:

- managing safety and emergency procedures and making public announcements
- coordinating the sale of goods to passengers and completion of any customs and immigration documentation which may be required
- conducting safety checks and demonstrations of safety equipment and procedures
- assisting passengers in emergency drills, carrying out emergency procedures, assisting and directing passengers in emergencies
- checking passengers' tickets and directing them to seats and cabins
- tidying aircraft, ship and railway cabins, and receiving and stowing food, equipment and cabin baggage
- operating galleys, preparing and heating food for passengers, and serving refreshments and meals
- distributing reading material, pillows, blankets and other amenities for the