

Purpose statement

**NCFE Level 2 Certificate in Introduction to Cabin
Crew
QN: 600/0474/5**

Qualification overview

The primary purpose of this qualification is to provide you with an introduction to the knowledge needed to work as cabin crew. You'll develop your understanding of the cabin crew role and the work involved, including the duties carried out by cabin crew in the crew room.

It supports this by giving you the underpinning knowledge and opportunity to develop some of the skills necessary to support working as a member of cabin crew. The qualification also provides you with a sound basis for further study and motivation towards career development.

Who is this qualification for?

This qualification is ideal for you if you're interested in exploring working as cabin crew, either as a first job or as a career change.

Age restrictions

You need to be at least 16 years old to take this qualification. Entry is at the discretion of the centre.

Entry requirements

You don't need to have any specific prior learning requirements to take this qualification, but you may find it helpful if you've already achieved the NCFE Level 1 Certificate in Exploring the Aviation Industry or a similar Level 1 qualification within the Travel and Travel sector.

Qualification content

The primary purpose of the qualification is to develop your underpinning knowledge of the role of cabin crew. You'll gain an understanding of airline health, safety and security including the regulations that airlines must adhere to at all times. You'll learn how to respond to planned and unplanned emergencies on board aircraft and you'll learn how to deal with all types of passengers on board aircraft. You'll also learn how to sell products and services to passengers and make passenger announcements on board aircraft.

This qualification contains **6** mandatory units:

- Unit 01 Working as cabin Crew (2 credits)
- Unit 02 Airline health, safety and security (6 credits)
- Unit 03 Aircraft emergency situations (6 credits)
- Unit 04 Dealing with passengers on board an aircraft (4 credits)
- Unit 05 Cabin service – selling techniques (3 credits)
- Unit 06 Making passenger announcements on board an aircraft (1 credit)

The qualification contains an additional unit for you to complete if you're taking this qualification as part of the Intermediate Apprenticeship in Cabin Crew:

- Unit 07 Employment rights and responsibilities in the passenger transport sector

What type of qualification is this?

This is a vocationally related qualification with 153 guided learning hours. During this time you can expect to be involved in formal learning activities which could include classes, tutorials or seminars, practical activities to support skills development and assessment activities.

This is a knowledge-based qualification and you can expect to be assessed within a classroom setting with the option of your skills being assessed in a realistic working environment (RWE).

Is this qualification part of an Apprenticeship?

This qualification provides the knowledge based component of the Intermediate Apprenticeship in Cabin Crew but it may also be taken as a standalone qualification (outside of an Apprenticeship) if that meets your needs.

You can take this qualification standalone if you're still in education and interested in progressing to a career as a cabin crew member and may also support you if you're considering a change of career.

The qualification will provide the knowledge and understanding necessary to support your future career planning - if you're interested in working in the wider Travel and Tourism sector then this standalone qualification can support your progression to further learning in this sector.

Progression opportunities

Can this qualification lead to further learning?

If you're interested in progressing to the next level of vocational learning, successful completion of this qualification will enable you to progress onto the:

- Level 3 Diploma in Travel and Tourism

Can this qualification lead to employment?

This qualification will prepare you for employment in the following role, providing you meet the necessary entry requirements:

- cabin crew member.

Are there any qualifications similar to this?

This is the only Cabin Crew qualification offered by NCFE at this Level.

Why should I choose this qualification?

The qualification provides a sound basis for progression into further learning in Travel and Tourism and allows you to explore future employment options.

This qualification provides the underpinning knowledge necessary to be able to work as a cabin crew member and may support your entry to employment.

Support for this qualification

The qualification is supported by providers listed on the Register of Training Organisations who have current contracts for delivery of provision in Travel and Tourism or Cabin Crew.

For further information about these providers please contact NCFE on 0191 239 8000 or email us at customersupport@ncfe.org.uk.