



Mapping Document for the Cabin Crew Apprenticeship Standard (Level 3)

The purpose of this document is to show where the **Highfield standards Apprenti-kit** textbook content and workbook questions, and the **Highfield skills and activities pack**, meet the outcomes and criteria of the **Cabin Crew Apprenticeship Standard (Level 3)**.

Please note: where content for skills and behaviours has been identified in the **Apprenti-kit textbook**, this is underpinning knowledge only.

When using this mapping document, it is the responsibility of the training provider or employer to ensure that the learner meets the required outcomes and criteria.

Cabin Crew Apprenticeship Standard Level 3 Knowledge Criteria

Apprenticeship Standard Module	Apprenticeship Standard Learning Outcome	Apprenticeship Standard Assessment Criteria (EPA-kit)	EPA-kit Mapping Reference	Apprenti-kit Textbook Page	Apprenti-kit Workbook Question
M1 Pre-flight (all duties up until the doors are closed prior to take off)	The standards required for personal presentation and that of the cabin (including organisation uniform standard)	K1.1 Know the standards required for personal presentation and that of the cabin (including organisation uniform standard)	PR1	3, 4, 5	Q1
	Systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items	K1.2 Understand the systems, procedures and monitoring requirements for pre-flight checks, briefings and boarding of customers and their items	PR2	5, 6, 7, 8	Q2
	How to maintain service equipment and address identified failures and processes to minimise disruption and delay, allowing for alternative arrangements to reduce chance of injury, and ensure on time performance	K1.3 Know how to maintain service equipment and address identified failures and processes to minimise disruption and delay, allowing for alternative arrangements to reduce chance of injury, and ensure on time performance	PR3	8, 9, 10	Q3
	The typical customer profile for the organisation and how the services provided are matched to it	K1.4 Understand the typical customer profile for the organisation and how the services provided are matched to it	PR4	10, 11	Q4
	The destination profile and how the flight may be adapted according to this	K1.5 Understand the destination profile and how the flight may be adapted according to this	PR5	11, 12	Q5
	Organisational procedures for passengers with reduced mobility (PRM) and other special assistance which may be required	K1.6 Understand organisational procedures for passengers with reduced mobility (PRM) and other special assistance which may be required	PR6	13, 14	Q6
	The protocols required for				

	specific areas, locations, press, security, carrying of items that may require specific care The protocols when royalty, ministers and dignitaries are on board	K1.7 Know the protocols required for specific areas, locations, press, security, carrying of items that may require specific care	PR7	14, 15	Q7
		K1.8 Understand the protocols when royalty, ministers and dignitaries are on board	PR8	15	Q8
M2. In-flight (from closure of doors before take-off to opening of doors after landing)	How to deal with customers' complex needs which may affect the on-board operation, including challenging situations in individual and group situations The pre-take off checks which must be conducted once doors are closed Thorough knowledge of the organisations service routines for specific flight/route/sector The procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms The required on-board targets for service and sales, in line with organisation's procedures Process to report defective equipment	K2.1 Know how to deal with complex customer needs which may affect the onboard operation, including challenging situations in individual and group situations	PR9	3, 4, 5, 6, 7	Q1
		K2.2 Understand the pre-take off checks which must be conducted once doors are closed	PR10	7, 8	Q2
		K2.3 Have thorough knowledge of the organisations service routines for specific flight/route/sector	IN1	8, 9	Q3
		K2.4 Understand the procedures for service recovery and procedures for any possible issues that arise, including understanding of approved maintenance records and report forms	IN2	9, 10, 11, 12	Q4
		K2.5 Know the required on-board targets for service and sales, in line with organisation's procedures	IN3	12, 13	Q5
		K2.6 Know the process for reporting defective equipment	IN4	13	Q6

M3 Post-flight (from opening of doors after landing)	Understanding of disembarkation procedures including monitoring of all customers including special categories of customer The post flight checks and duties which must be conducted Security of on-board resources and adherence to local regulations and practices.	K3.1 Understand the disembarkation procedures including monitoring of all customers including special categories of customer	PO1	3, 4, 5	Q1
		K3.2 Understand the post-flight checks and duties which must be conducted	PO2	5, 6	Q2
		K3.3 Understand security of on-board resources and adherence to local regulations and practices	CL1	7, 8	Q3
M4 Compliance and Legislation	The importance of legislation, procedures and regulations relating to an aviation environment in order to apply and deliver organisational compliance requirements within own area of responsibility Requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security	K4.1 Security of on-board resources and adherence to local regulations and practices	CL1	3	Q1
		K4.2 Understand the importance of legislation, procedures and regulations relating to an aviation environment in order to apply and deliver organisational compliance requirements within own area of responsibility	CL2	3, 4, 5, 6, 7, 8, 9, 10	Q2
		K4.3 Know the requirements for maintaining aviation security in own area of authority and action to take in the event of a breach of security	CL3	10, 11, 12	Q3, 4
M5 Health, safety and wellbeing	Health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it Requirements and importance	K5.1 Understand health and safety legislation in aviation both in relation to own role and organisation, including how to monitor it	HS1	3, 4	Q1, 2

	of crew members fitness and actions which must be taken if unfit for duty The organisation's safety management systems and safety culture	K5.2 Know the requirements and importance of crew members fitness and actions which must be taken if unfit for duty	HF1	5, 6, 7	Q3, 4
		K5.3 Understand the organisation's safety management systems and safety culture	HF2	7, 8	Q5
M6 Organisation	Understand the purpose of the organisation including its vision, objectives and brand / organisational standards, how they compare to its competitors and how own role, and the team, help to achieve them	K6.1 Understand 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	OR2 HF3	3, 4, 5, 6, 7	Q1, 2, 3
M7 Commerciality (for commercial airline apprentices only)	The organisations vision, objectives and values of the organisation How to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives	K7.1 Understand the organisation's vision, objectives and values of the organisation	OR2 HF4	3, 4	Q1
		K7.2 Know how to operate commercially with the aim of achieving and exceeding targets and how these contribute to achieving the overall organisational objectives	CO3 HF5	4, 5, 6, 7	Q2, 3
M8 CRM/Human factors	The principles of cockpit/crew resource management (CRM) and how to apply them The principles of human factors	K8.1 Know the principles of cockpit/crew resource management (CRM) and how to apply them	HF6	3, 4, 5, 6, 7, 8, 9	Q1, 2
		K8.2 Know the principles of human factors	HF7	9, 10, 11, 12, 13	Q3, 4

Cabin Crew Apprenticeship Standard Level 3 Skills Criteria

Apprenticeship Standard Module	Apprenticeship Standard Learning Outcome	Apprenticeship Standard Assessment Criteria (EPA-kit)	EPA-kit Mapping Reference	Apprenti-kit Textbook Page (Underpinning Knowledge)	Skills and Behaviours Activity Kit Activity Number
M1 Pre-flight (all duties up until the doors are closed prior to take off)	<p>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.</p> <p>Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure</p> <p>Monitor cabin environment, appearance and on-board facilities to ensure customer satisfaction and adherence to operational standards, and using controls to adjust it</p> <p>Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results</p> <p>Follow procedures to assist passengers with reduced mobility (PRM) or other requirements for special</p>	S1.1 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	PR11	16	Activity 1
		S1.2 Proactively address issues that arise during boarding, making effective decisions to ensure a satisfactory outcome and on time departure	PR12	17	Activity 1
		S1.3 Monitor cabin environment, appearance and on-board facilities to ensure customer satisfaction and adherence to operational standards and using controls to adjust it	PR13	17, 18	Activity 1, 4
		S1.4 Communicate effectively with customers, flight and cabin crew and other parties in the event of disruption, keeping them informed of progress, actions and results	PR14	17	Activity 1, 4
		S1.5 Follow procedures to assist passengers with reduced mobility (PRM) or	PR15	18	Activity 1

	assistance	other requirements for special assistance			
		S1.6 (D) Use initiative to improve pre-flight customer experience, e.g. identified a potential issue and addressed it before it caused a delay	PR16	18	Activity 1
M2. In-flight (from closure of doors before take-off to opening of doors after landing)	Address complex customer needs to ensure service standards and individual requirements are maintained Complete the on-board food, beverage and retail service provided by the organisation in line with standards and quality measures 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 Conduct in flight checks and monitor customers and onboard facilities Ensure post service requirements are completed, including reconciliations of stock / money or cash	S2.1 Thorough knowledge of the organisations service routines for specific flight/route/sector	IN5	13	Activity 2
		S2.2 Complete the on-board food, beverage and retail service provided by the organisation in line with standards and quality measures	IN6	13, 14	Activity 2
		S2.3 The required on-board targets for service and sales, in line with organisation's procedures	IN7	14	Activity 2
		S2.4 Be able to address customers' complex needs to ensure service standards and individual requirements are maintained	IN8	15	Activity 2, 4
		S2.5 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	IN9	15, 16	Activity 2, 4

	equivalents as required	S2.6 Process to report defective equipment	IN10	15, 16	Activity 2, 4
		S2.7 Conduct in-flight checks and monitor customers and onboard facilities	IN11	16	Activity 2
		S2.8 Ensure post service requirements are completed, including reconciliations of stock/ money or cash equivalents as required	IN12	16, 17	Activity 2
		S2.9 (D) Use initiative to improve customer inflight expectations giving at least one example	IN13	17	Activity 2
M3 Post-flight (from opening of doors after landing)	Communicate and coordinate with flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards Address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome Ensure post flight requirements are completed including security of on-board resources and adherence to local regulations and practices	S3.1 Communicate and coordinate with flight crew, colleagues, customer and ground staff to ensure disembarkation procedures meet safety and service standards	PO3	8, 9	Activity 3
		S3.2 Be able to address issues that arise during disembarkation making effective decisions to ensure a satisfactory outcome	PO4	9, 10	Activity 3, 4
		S3.3 Ensure post-flight requirements are completed including security of on-board resources and adherence to local regulations and practices as required	PO5	10	Activity 3, 4

	as required Participate in post flight debrief and duties	S3.4 Participate in post-flight debrief and duties	PO6	10, 11,	Activity 3
		S3.5 (D) Address issues that arise during disembarkation making effective decisions to ensure an outstanding outcome	PO7	11	Activity 3, 4
M4 Compliance and legislation	Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	S4.1 Ensure self and team monitor and apply the compliance legislation, procedures and regulations commensurate to your role	CL4	13	Activity 1, 2, 3, 4
		S4.2 Identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	CL5	14	Activity 1, 2, 3, 4
		S4.3 (D) Proactively identify risks and non-compliance, ensuring corrective actions are taken or situations are escalated in accordance with organisation's procedures	CL6	15	Activity 1, 2, 3, 4
M5 Health, safety and wellbeing	Identify and address / report actual or potential hazards Record and report safety and security incidents including self-reporting when required Actively engage in a safe, open and honest working environment	S5.1 Identify and address/report actual or potential hazards	HS2	9	Activity 2, 3, 4
		S5.2 Record and report safety and security incidents including self-reporting when required	HS3	9	Activity 2, 3, 4
		S5.3 Be able to actively engage in a safe, open and honest working environment	HS4	10	Activity 1, 2, 3

		S5.4 (D) Promote engagement in a safe, open and honest working environment with colleagues.	HS5	10	Activity 1, 2, 3
M6 Organisation	Work with the team to maintain brand / organisational standards at all times and identify and address any potential risks according to organisational procedures	S6.1 Work with team to maintain brand/organisational standards at all times and identify and address any potential risks according to organisational procedures	OR1	7, 8	Activity 1, 2, 3, 4
		S6.2 (D) Actively promote the business brand/organisation standards and be aware of how the team impact customer perception	OR3	8	Activity 2
		S6.3 (D) Proactively keep up to date with competitors and trends in the sector	OR4	9	Activity 2
M7 Commerciality (for commercial airline apprentices only)	Make decisions that satisfy the needs of the customer while delivering for the organisation Achieve and aim to exceed commercial targets by applying techniques that are appropriate to all customer profiles	S7.1 Be able to make decisions that satisfy the needs of the customer while delivering for the organisation	CO1	7, 8	Activity 2
		S7.2 Achieve and aim to exceed commercial targets by applying techniques that are appropriate to all customer profiles	CO2	8, 9	Activity 2
		S7.3 (D) Consistently exceed commercial targets	CO4	10	Activity 2
M8 CRM/Human factors	Apply principles of cockpit/crew resource management (CRM) and human factors	S8.1 Be able to apply principles of cockpit/crew resource management (CRM) and human factors	HF8	13, 14	Activity 1, 2, 3, 4

Cabin Crew Apprenticeship Standard Level 3 Behaviours Criteria

Apprenticeship Standard Module	Apprenticeship Standard Learning Outcome	Apprenticeship Standard Assessment Criteria (EPA-kit)	EPA-kit Mapping Reference	Apprenti-kit Textbook Page (Underpinning Knowledge)	Skills and Behaviours Activity Kit Activity Number
M9 Behaviours	<p>Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture</p> <p>Embrace and promote the brand behaviours of your organisation</p> <p>Conveys a genuine warm welcome, with a desire to help and a positive attitude</p> <p>Being visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times</p> <p>Demonstrates team working, supporting colleagues and embracing diversity</p> <p>Takes ownership and personal responsibility of your role and working environment</p> <p>Use your initiative and resilience to problem solve and escalate when required as per your company procedures</p> <p>Display loyalty, integrity and accountability to the organisation</p> <p>Commit to continuous</p>	B9.1 Be vigilant and proactive in promoting a safe, reliable, secure and compliant working culture	BE1	3	Activity 1, 2, 4
		B9.2 Embrace and promote the brand behaviours of your organisation	BE12	3, 4	Activity 2
		B9.3 Convey a genuine warm welcome, with a desire to help and a positive attitude	BE2 BE13	4	Activity 1
		B9.4 Be visible, approachable, treating customers, colleagues and other stakeholders with courtesy and respect at all times	BE3 BE14	5	Activity 1, 3, 4
		B9.5 Demonstrate team working, supporting colleagues and embracing diversity	BE15	5, 6	Activity 1, 2, 3
		B9.6 Take ownership and personal responsibility of your role and working environment	BE4 BE16	6, 7	Activity 1, 2, 3
		B9.7 Be able to use initiative and resilience to problem solve and escalate when required as per your company procedures	BE5 BE7	6, 7	Activity 3, 4

	development of self, including awareness of organisational communications and regulatory updates Identifies the needs of customers and adapts to different needs Demonstrates commercial awareness to deliver an agile, efficient and professional service	B9.8 Display loyalty, integrity and accountability to the organisation	BE8	7, 8	Activity 2, 3
		B9.9 Commit to continuous development of self, including awareness of organisational communications and regulatory updates	BE9	8	Activity 1, 4
		B9.10 Identify the needs of customers and adapts to different needs	BE6 BE10	4	Activity 1
		B9.11 Demonstrate commercial awareness to deliver an agile, efficient and professional service	BE11	8, 9	Activity 1, 3