

The role of an air cabin crew member is to primarily ensure customers safety at all times whilst onboard the aircraft. They also provide excellent customer service to customers throughout the flight. They are trained to deal with security and emergency situations which may arise and can administer first aid to customers. Cabin crew may work for commercial organisations, working with large volumes of customers, or may work with small groups of customers on smaller aircraft. To achieve this, cabin crew are required to adapt to the needs of a wide range of individuals and customers and will need to understand how their needs can be accommodated.

A blue circular icon with the word "Duration" in white text at the top and the number "8" in black text in the center.

months minimum*

1

The knowledge test will cover the knowledge required by Cabin Crew, using iLearner's online multiple-choice test tool. Comprising of 30 questions, 60 minutes is allowed to complete the test.

2

The 3 7-minute simulated observations enable your apprentices to demonstrate their skills, knowledge and behaviour in the cabin.

3

A 60-minute structured discussion between your apprentices and an iCQ assessor, including aspects of the standard not seen in the observation and a selection of pre-prepared discussion areas.



Learning



Gateway



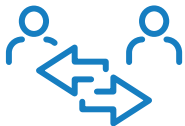
End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.

End-Point Assessment is carried out by iCQ Assessor.

Cost	£805 (in person)
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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.