



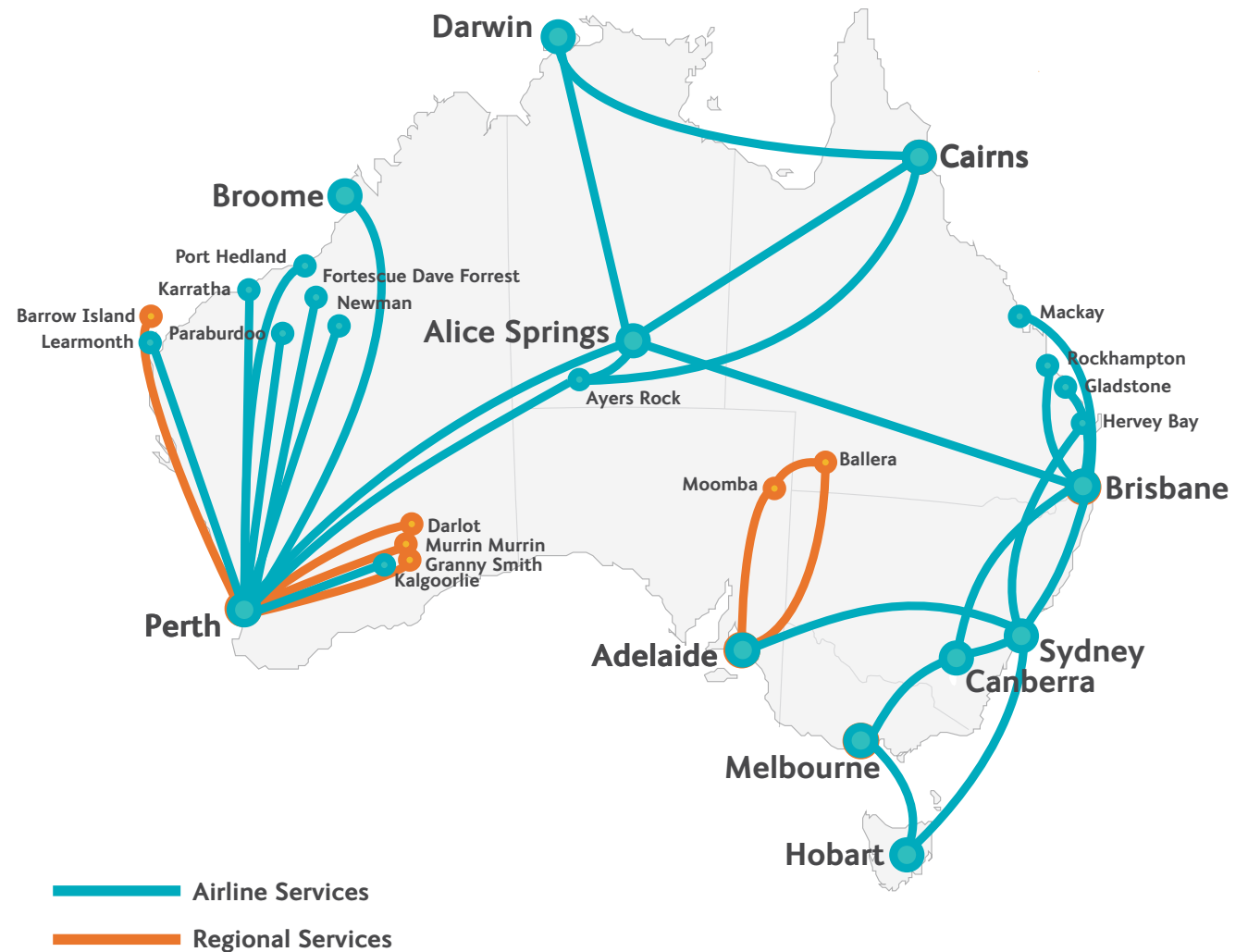
FLYING WITH COBHAM CABIN CREW

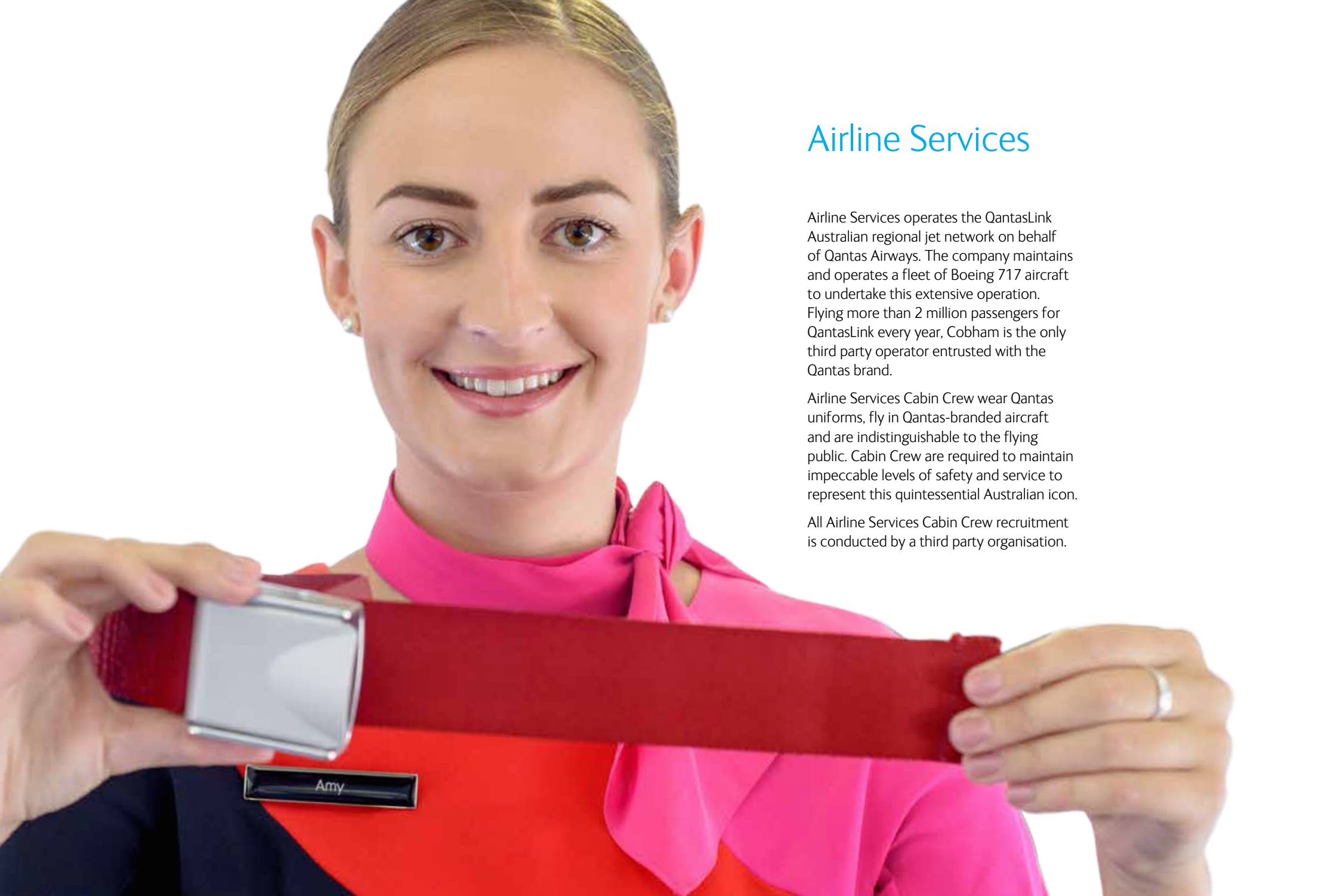
COBHAM

Flying with Cobham

If you enjoy working with a close-knit team, in a safe and friendly work environment, where every day is different, why not consider flying with Cobham?

Cobham Aviation Services transports passengers on routes throughout Australia. Its commercial aviation segment includes two Business Units: Airline Services and Regional Services.





Airline Services

Airline Services operates the QantasLink Australian regional jet network on behalf of Qantas Airways. The company maintains and operates a fleet of Boeing 717 aircraft to undertake this extensive operation. Flying more than 2 million passengers for QantasLink every year, Cobham is the only third party operator entrusted with the Qantas brand.

Airline Services Cabin Crew wear Qantas uniforms, fly in Qantas-branded aircraft and are indistinguishable to the flying public. Cabin Crew are required to maintain impeccable levels of safety and service to represent this quintessential Australian icon.

All Airline Services Cabin Crew recruitment is conducted by a third party organisation.

Regional Services

Regional Services provides transport services (fly in, fly out) for mining, oil and gas companies within the resource sector, as well as transporting freight for Qantas Freight. Regional Services utilises Embraer 190, Avro RJ100, British Aerospace 146 and Bombardier Dash 8 aircraft for fly in, fly out operations spanning South Australia, Western Australia and Papua New Guinea. The company utilises Avro RJ100 aircraft equipped with gravel kits to operate to unpaved runways in regional Australia and is the only aviation operator currently employing this capability.

Regional Services Cabin Crew wear Cobham uniforms, fly in Cobham-branded aircraft and are renowned for professional and personalised service every time. The consistent and regular nature of fly in, fly out (FIFO) operations enables crews to establish relationships with their passengers that allow for a more astute level of customised service.



Cabin Crew

The role of Cabin Crew is to ensure the safety and comfort of our passengers while delivering exceptional customer service.

The range of duties and responsibilities include:

- Maintaining health and safety standards
- Taking care of passengers in-flight
- Delivering the in-flight catering service
- Cleaning and refreshing the aircraft after each flight
- Directing passengers to, and from the aircraft
- Maintaining knowledge of CASA safety regulations
- Maintaining Dangerous Goods awareness
- Performing Senior First Aid where necessary
- Performing Standard Operating and Emergency Procedures
- Assisting special needs passengers
- Escorting unaccompanied minors



Cabin Crew Essential Requirements

The essential requirements of the position of Cabin Crew are:

- Minimum 18 years of age
- Year 11 or equivalent desirable
- Minimum height for Airline Services Cabin Crew between 163 – 183 cm
- Minimum height for Regional Services Cabin Crew between 160 – 180 cm
- Current passport – 12 months validity
- Unrestricted working rights in Australia. Must fulfil Australian residency requirements at the time of application
- Current Senior First Aid Certificate – 12 months validity
- Responsible Service of Alcohol 'Statement of Attainment'
- Ability to satisfy a security assessment and hold an Aviation Security Identification Card (ASIC) and local police clearance
- Ability to pass a medical examination to determine specific fitness to undertake the duties of Cabin Crew and to ensure compliance with current regulations concerning alcohol and substance levels
- A willingness to work a varying shift roster over a 7 – days, 24 hour period (This can include early starts, late finishes, weekends, overnight stays, public holidays and shifts involving work after midnight and before 6 am).

Applicants must meet and agree to all selection and eligibility criteria for this position before progressing through the recruitment process.



The Recruitment Process

We know that you want to be as prepared as possible for the recruitment process, so we are sharing information on some of the elements you may experience as you progress through the different stages of the recruitment process. Sometimes you will experience all aspects mentioned below and at other times, you may only experience a few; however preparation is the key, so please read on ...

Application Acknowledgement

If you apply for a Cabin Crew position with Cobham, there is no need to contact us to check whether we have received your application as you will receive an acknowledgement of our receipt of your application. If you sent through the application as specified in the job advertisement and followed all the steps throughout the online application process, then we have all we need to review your skill set against the position requirements.

As soon as the next recruitment process begins, you will hear from our Cabin Crew Recruitment Team.

Phone Screen

You may receive a phone call from one of our Cabin Crew Recruitment Team members requesting about twenty minutes of your time to go through a series of questions regarding your application. We receive a great level of interest and, as such, it is a highly competitive recruitment process for these roles. Phone screenings is an initial contact point that helps us to assess your suitability for a Cabin Crew position and covers many questions relating to essential skills and abilities required to succeed as a Cabin Crew team member.

Face to Face Interviews

Interviews may occur as part of an Assessment Day or as a face-to-face interview at a mutually agreed time. You

will be advised which format interview will take place. You can read about Assessment Days further below. If you are invited to a face-to-face interview, you should allow up to one hour for the meeting. You will usually be asked a series of behavioural questions, requesting you to provide specific examples from your career to date that demonstrate the competency being asked about. This is your time to shine and you will perform better in this session if you prepare some examples in advance of situations when you demonstrated multiple capabilities to the role. This will allow you to tailor your examples to the specific question when you are asked it.

Everyone gets nervous in interviews, this is normal! We try to make you feel as relaxed as possible but we also realise that you might be anxious. Try to be as calm as possible so it does not affect your interview performance.

At the end of the interview, you will be advised what the next steps are and provided with other pertinent information about the process, so that you understand exactly what is happening.

Psychometric Assessment

The psychometric assessment is done either online or in hard copy. This assessment includes an abilities test and/or a personality test and the results reflect whether you are a match for a customer service focused position. You may be asked to complete this assessment on the actual interview day; this will depend on whether the equipment is available.

The Recruitment Process

Medical Examination

The medical examination, including Drug and Alcohol and Audio testing, usually needs to be conducted within two business days after you have been advised you are progressing beyond the interview. The medical examination is to be completed at your own cost with information provided to you about what is required and where you can go to complete it.

Reference Checks

You will need to provide two current or recent supervisors/managers as referees. Our Cabin Crew Recruitment Team will contact these referees and spend about 15-20 minutes on the phone with them. You should always ask your referees permission and advise them in advance that we may call. This makes the process smoother and avoids any complications if the referee was not aware they were listed on your resume.

Assessment Days

Not all positions require you to attend an Assessment Day. However, if you are invited to attend an Assessment Day, you will have the opportunity to demonstrate your suitability to join the Cabin Crew team. You will be invited verbally with instructions sent through to you in writing once you have confirmed your ability to attend the Assessment Day.

Travel to attend Assessment Days are at your own cost, so think carefully about whether you want to become a Cabin Crew member, particularly if the Assessment Day is not in your current residing state. If you cannot attend, or have changed your mind, please do tell us so that we can offer someone else the opportunity to attend.

There are several elements that make up the Assessment Day. You will need to arrive at the allotted time to register and meet the Recruitment Team. You will also get the opportunity to meet with potential future colleagues and it is very common that lasting friendships are made with fellow attendees regardless of your outcome.

You will be asked verbally and again in writing to bring with you a number of documents. It is really important that you follow all the instructions as failure to do so may affect your application. Being a Cabin Crew team member is a responsible position; you will be looking after the safety of passengers and will require a security clearance to perform in your role, so it is vital that all the documents we ask for are received when they are requested.

Some of the documents you are required to bring with you are:

1. A passport with at least 12 months validity and evidence that you are an Australian Citizen or Permanent Resident;
2. An original or certified Birth Certificate;
3. Secondary ID such as a Drivers Licence or other acceptable photo identification;
4. A current Senior First Aid Certificate;

5. A Responsible Service of Alcohol Statement of Attainment; and
6. An updated resume.

First Session

The first session welcomes you to the Assessment Day, explains who Cobham is and what we do, outlines all aspects of the Cabin Crew position and of course, what to expect as a Cabin Crew team member. You will usually get an opportunity to introduce yourself to the group and get to know your table.

Second Session

The second session usually involves a series of group activities. These are scenario-based examples with no right or wrong answers; we just want to observe how you work as a group, how you came to your group conclusions and your group dynamics. Exercises may also include an individual written element.

The Recruitment Process

Third Session

Following the first two sessions, the Recruitment Team decides whether to progress you through to the next session: individual interviews. Given the highly competitive nature of Cabin Crew recruiting, not everyone gets the opportunity to progress unfortunately. However, if you are invited to attend an interview, it will be held after a short break and will last between 15-45 minutes. You will be asked a series of behavioural questions requesting you to provide examples from your career to date that demonstrate the capability being asked about. This is your time to shine and you will perform better in this session if you prepare some examples in advance of situations when you demonstrated multiple capabilities in a role. This will allow you to tailor your examples to the specific question when you are asked it.

At the end of the interview, you will be advised what the next steps are and provided with other pertinent information about the process, so that you understand exactly what is happening

After the Assessment Day concludes, the Cabin Crew Recruitment Team reassembles and determines who is progressing through to the next stage of the recruitment process. If you are successful in progressing through, you will be requested to undertake a medical assessment and may be asked to complete a psychometric assessment and provide two referees.

Feedback

You need to be aware that while you may successfully progress through all aspects of the recruitment process, there may still not be an offer of employment. Sometimes, there are more suitable candidates than available positions and as such, you may be placed into a talent pool. The talent pool is referred to once a position becomes available that is suitable for you.

Due to the high level of recruitment activity, feedback is able to be provided at any stage of the recruitment process. If you are unsuccessful, you will be advised that you can re-apply for future vacancies.

We wish you the best of luck and look forward to hopefully welcoming you to our Cabin Crew team!

Our SPIRIT Values

These values define what is important to our organisation and govern the behaviour of our people.



Safety

Foremost in our business



Performance

Reliable, efficient and responsive



Innovation

In technology, solutions
and service



Relationships

With our customers,
people and stakeholders



Integrity

In all that we do



Trust

In our ability to deliver



The most important thing we build is trust

Cobham is an Equal Opportunity Employer.

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