

**NEWSLETTER
2026, ISSUE 6**



R E A C H
FOR THE SKY

This newsletter is designed for all Secondary and Tertiary Careers Advisers, Guidance Counsellors and Librarians

REACH FOR THE SKY AVIATION SERVICES



- Specialists in aviation, hospitality, customer service career and interview preparation
- School leavers' first generic-style interview training
- School Leavers résumé service
- Four-hour individual training and ongoing mentoring on or off campus
- One-day class coaching on campus
- "The Complete Flight Attendant Career and Interview Preparation Manual, Australian Edition" now available in hard copy or eBook

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STUDENT CONSIDERATIONS

We emphasise again, to your school leavers that it is important to prepare for a flying career whilst still at school and we offer the following advice:

1. Airlines require applicants to have a face-to-face customer service background. During school years, part-time jobs (study and homework permitting) in fast food outlets, coffee shops, boutiques, pharmacies, hardware stores, Christmas casuals, etc. will offer tremendous experience as they build up their confidence and customer-facing portfolio.

2. Obtain RSA (18 years+) and Senior First Aid with CPR qualifications.

3. If learning a language, keep it up. Any language is beneficial when applying. If school leavers wish to fly domestically, a language is not compulsory but will certainly be an advantage, even if they speak it at the basic level. Some international airlines require specific foreign languages. English is the universal language of aviation and all airlines around the world conduct their interviews, training and exams in English. If English is not the school leaver's first language, it may be beneficial to complete further English lessons to improve fluency and understanding of the more technical aviation terminology. Some airlines may require the applicant to complete an English test or essay during the interview process.

4. Think twice before having a tattoo - all airlines and front-line hospitality establishments have a zero tolerance towards tattoos. Dressings covering tattoos may not be tolerated.

5. Drink driving charges are serious matters resulting in harsh penalties. Drivers over the limit may be fined, may have their license suspended and a criminal conviction may be recorded. This may affect an airline applicant in many ways, particularly in terms of future employment prospects as well as their aviation security and background checks and ability to travel to and from the airport around the clock.

6. All students must remember to:

- Practise keeping their shoulders back.
- Females wearing high heels must ensure their knees are not bent.
- Practise giving eye contact and a firm handshake.
- Establish a method to remember people's names during their first meeting or interview.
- Be conscious of using slang, remove "like", "but" or "whatever" when speaking.
- Be conscious of body posture when standing, walking, sitting and what they do with their hands.
- Never chew gum !

MILITARY FLYING CAREERS

Many students will not be aware that flying careers in the military cover not only transport, fighter and VIP flying, with options of fast jet, fixed wing and helicopter missions, but also cabin operations: CREW ATTENDANTS. (abb. Crewatts).

The ADF Gap Year Programme exposes your students to approximately 14 areas of all military disciplines inside the Army, Navy and Airforce. During the RAAF Gap training, a module will be devoted to the position of Crew Attendant, whose job is not only to look after military personal, heads of countries, prime ministers, Royalty, MP's, press, etc, but to also participate in mid-air refuelling operations.

Apart from general passenger duties, managing the cabin and providing inflight service, duties also cover ordering of food/stock and menu planning for each flight, documentation, liaising with the Pilot-in-command, housekeeping duties and general administration, liaising with Customs and Quarantine authorities, calculating aircraft weight and managing distribution.

Initial military training will be completed before specialising as a Crew Attendant. The Career Advisors Guide and Students Guide on the Defence Jobs website provides informed career advice about 200 ADF job types, education & career growth opportunities as well as insights into life as ADF personnel.

Advice on preparing for the recruitment process, ages, medical & fitness, citizenship, aptitude, education & experience, security clearances, salary & allowances, locations are also included in this website. All military, employment and further training is also outlined.



HOW THE ROLE HAS CHANGED

Since the early days of the introduction of cabin stewardesses and stewards back in the 1940's, the role has morphed from "hostess" to "safety officer". There have been several milestones to mark and influence changes in this role:

- Male flight attendant recruitment into Australian domestic airlines 1981
- Female Pilot recruitment - 1980's
- Australian Deregulation - 1991
- Introduction of Australian low-cost airlines - mid-1990's
- RSA guidelines - mid 1990's
- 9/11/2001
- Sars Virus 2002
- GFC 2008
- Covid lockdown 2020-2022

The biggest game changer was the 9/11 event, where Legislation, Standard Operating Procedures, Security Training and Civil Aviation Safety Regulations changed forever. As we see many transformations occurring within the airline industry it is natural for staff to become tense and apprehensive. Although in the past, airline ground staff, flight and cabin crew have had annual training in handling hijackers, a kamikaze mission prior to 9/11 was not in any scenario. The suicidal behaviour of hijackers has mandated a total revision of emergency procedures in the aircraft cabin. As a result of the events of 9/11, new procedures and modifications to aircraft have been implemented to deal with any terrorist threat in order to make air travel completely safe again. Fortunately, incidents like those of 9/11 are extremely rare. Stringent safety requirements on civil aviation aircraft and tightened security procedures are now reassuring to any passenger and for anyone considering a career as a flight attendant.

- In the early flying era, cabin crew were weighed every month and if found to be overweight, they were grounded until they fell within the required weight/height ratio.
- Air Hostesses could not wear glasses, have marks or scars on their face or bodies, or have tattoos. If they had a pimple, acne or cold sores, they were immediately grounded on fully-paid Cosmetic Leave.

- Married ladies were not deemed suitable, nor had maternity leave been an option, therefore the average life of an air hostess averaged two years only. With the introduction of casual or part-time flying, cabin crew are eligible for marriage/parent/carer's leave and no longer have to miss canteen duty, sports/swimming carnivals, playgroup, etc.
- Air Hostesses were trained to treat their passengers as if they were guests in their own home, i.e. to sit down in a spare seat and talk to passengers or take children to the cockpit. Sadly, these days, the inflight service workload has increased, there are never any spare seats and all passengers are treated with suspicion. Cabin crew now undergo terrorism training, self-defence classes, weapons identification and annual security training.
- Having a nursing background was always mandatory due to their medical knowledge and ability to cope in stress or pressure situations. This has not been the case since the 1970's and applicants are now asked to give examples of situations with proven examples where they have operated under pressure, met deadlines or worked in an emergency/stress situation.
- As evidenced during the covid pandemic, cabin crew wear many hats in their role and were easily employed into secondary employment into industries such as security, medical, retail, customer service, hospitality, etc.
- Cabin crew are the business face of an airline and are the last circuit breaker of a passenger's positive or negative experience. They are given education in training school - to think like a business owner, and learn about frequent flyer programmes, customer service excellence, customer service recovery, how to bring back return business etc.

Q: “ARE SCHOOL LEAVERS MATURE ENOUGH TO PERFORM THE ROLE OF CABIN CREW?”

A: As an 18-year-old, you need to ask yourself: “Am I confident enough to handle any medical or aircraft safety emergency?” “Am I confident to deal with a hijacking situation?”, “Am I confident to evacuate passengers out of a burning aircraft?” This is the reality of the role of cabin crew - the primary reason for being on board is SAFETY and you could be faced with any of the above situations on your first flight out of training school.

All in-flight service, i.e., serving food and beverages is secondary. Most 18-year-olds have just left school and have not developed their ‘people skills’; they probably have NOT had a lot of experience dealing with all walks of life, that is, we meet everyone onboard an aircraft from royalty, heads of countries, politicians, high-profile celebrities, sporting teams, passengers who don’t speak your language, families, rock groups, unaccompanied children, nervous passengers, difficult passengers, etc, etc, etc.

Our advice is to go out and build up experience in a customer-facing job, for example, hospitality, wait staff, retail shop assistants, etc., where you are dealing with the public every day. You can build up your confidence and experience very quickly, particularly when dealing with a difficult or a dissatisfied customer. A Christmas Casual position is a good starting point.

Depending on the country, flight attendants should be 18 or 21 years old due to alcohol service requirements. If you feel you are not ready to take on all cabin crew responsibilities, it is recommended that you find a job for a couple of years in a customer-facing industry. Get a trade or tertiary qualification - just in case flying does not work out for you.

I have trained some exceptional 18-year-olds who have been successful in gaining a position as cabin crew, and I have since flown with them. The one common factor with these capable, young people is their very solid history in customer-facing casual or part-time jobs whilst still at school.

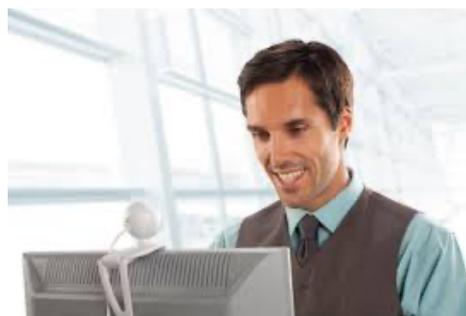


VIDEO INTERVIEWS

If the video interview is face-to-face, dress appropriately in business attire and treat the video interview as a face-to-face interview. This includes hair, nails, jewellery and makeup. Be aware of the background behind you. Whilst speaking you do not want to find the interviewer distracted by looking at the backdrop behind you, e.g. a messy room or listening to crying babies and barking dogs. A video interview is an official stage in the interview process, therefore each recruiter (in Australia) must observe all EEO and Discrimination laws. Again, do not chew gum during the video interview. Further information can be found at www.predictivehire.com.au, www.HireVue.com.au, www.glassdoor.com.au or www.flipbase.com.au. YouTube also has many good hints on Airline Video Interviews. The guidelines below can be applied to all industries:

Online video interviews are generally required to be completed within three business days (72 hours) and failure to complete the interview within this time may result in the application deemed unsuccessful. **Interview Tip:** Relax, smile, be yourself. Thank the interviewer for their time. Remember the interviewer's name. It is recommended to:

- A log-on username and password may be required. You may be issued with an application reference number or interview code.
- You may record using a webcam, a mobile device (mobile app) or you may have to upload a video.
- Conduct the interview in a quiet area, free of distractions and disturbances.
- Ensure you are in a brightly lit room with good lighting and no glare or reflections.
- The recording must not be blurred or unstable. Position your phone, iPad, laptop or similar on a steady surface to avoid any shaking or vibration.
- Position the camera at the same height as the top of your head so that you can look directly into the camera.
- Ensure your internet connection is strong and will not cut out.
- The airline may provide information or a short training video to learn about what is expected.
- The airline may provide a contact email address or contact phone number if you experience any difficulties.
- You may receive an acknowledgement that the interview is complete and has been received by the recruitment team. If you do not receive an acknowledgement, and if contact details are provided, it is recommended that you contact the recruitment team.



CABIN CREW ENTRY REQUIREMENTS - MINIMUM & MAXIMUM HEIGHTS

The guidelines below will give clarification if your students are worried about height restrictions:

- QANTAS: 163 – 183cm
- QANTASLINK: 158 – 183cm
- REX Airlines: No minimum stated – to 173cm
- VIRGIN AUST: Able to reach 180cm on flat feet – no taller than 197cm
- VIRGIN Atlantic: Able to reach 210cm without shoes on
- ALLIANCE Airlines: Tall enough to reach safety equipment in an overhead locker and Short enough so you don't bang your head. Typically, 163-183cm
- COBHAM Aviation: 163 – 183cm
- COBHAM Regional: 160 – 180cm
- SKIPPERS Aviation: No minimum stated. To a maximum of 173cm
- EMIRATES Airlines: Females 160 and males 168cm minimums. 212cm arm reach whilst barefoot on tiptoes
- ETIHAD Airways: 210cm arm reach whilst barefoot on tiptoes
- ETIHAD Inflight chefs: 210cm arm reach whilst barefoot on tiptoes
- QATAR Airways: 212cm arm reach whilst barefoot on tiptoes
- BRITISH Airways: 158 – 186cm
- EASYJET: 157.5 – 190cm
- NETWORK Aviation: Min 160cm – no maximum stated
- MAROOMBA Airlines: Not stated
- AIR NEW ZEALAND: 160 – 185cm
- AIR NORTH: No minimum stated – to 175cm
- SMARTLYNX: Min 165cm
- RAAF Crew attendants: No minimum or maximum height stated.
- CATHAY PACIFIC: Minimum arm reach of 208 cm
- CORPORATE AIR: No minimum stated – to a maximum of 173cm
- FLY DUBAI: Minimum 158cms without shoes
- GULF AIR: Minimum 156cm – no maximum stated
- HAINAN Airlines: 212cm arm reach whilst barefoot on tiptoes
- JETSTAR Airways: Able to reach 210cm without shoes on. A Functional Assessment test may be conducted if the applicant's height is borderline
- SKYTRADERS: Not stated
- TUI Airways: 158cm but must reach height of 2.03m (6'2") without shoes
- NEXUS AIRLINES 163cm to 183 cm

