

Ensuring you are **fit to fly**

Making sure our Cabin Crew role is the right career for you





Being **fit to fly** as a Virgin Atlantic crewmember



It's important at the outset of this recruitment process that we give you a feel for what's involved at each stage of the process of becoming a Cabin Crew member, and potential health considerations. Being a member of our Cabin Crew is a very responsible role which is regulated in the UK by the Civil Aviation Authority (CAA).

As you can imagine, the role itself is performed in a unique working environment requiring a high level of social interaction within confined spaces and it is also a physically demanding and safety critical role.



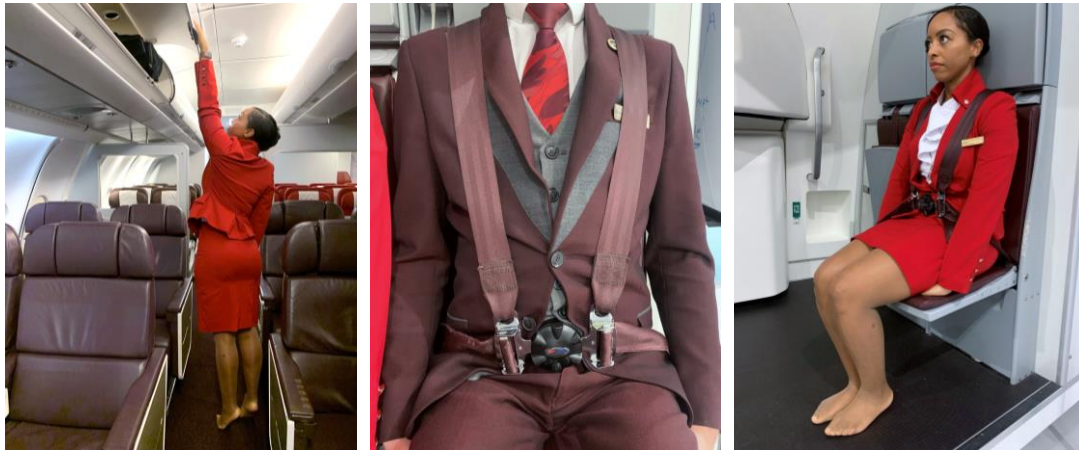
At Virgin Atlantic our ethos is very much not to just accept difference but to celebrate and thrive on it and we will do all we reasonably can do to support any medical conditions and physical impairments. It is however only fair that we set expectations as there is a minimum level of physical fitness required to perform the role of Cabin Crew and certain medical conditions may be incompatible with the intrinsic requirements of the role and/or the rigorous training requirements.

**Virgin Atlantic
Resourcing Team**

Assessment Centre

Attending our Cabin Crew assessment day

If successful in your on-line application and online assessment, you will be invited to an Assessment Centre where you will be asked to perform some tasks directly related to safety aspects of working within the cabin environment. These tasks include:



A **height and reach test** will be carried out to ensure that all cabin crew can close an overhead locker and retrieve emergency equipment.

Check that you can **fit into a crew seat without the use of an extension seatbelt**.

Check that you are able to **assume a semi brace and full brace position** as required for take-off/landing and any emergency situations.

At the Assessment Centre you will also be asked to participate in a group exercise and memory task. The purpose of the group exercise is for us to see how you work in a team and demonstrate how you are able to communicate your ideas, analyse information, respectfully listen to suggestions of others and be flexible and supportive. The reason for the memory task is that as a member of cabin crew, you will need to remember a lot of information both during the training course and when you're operating, including requests from customers and directions from your on-board managers during flights.



Training & qualifying

Our training course and obtaining a Cabin Crew Attestation

Training centre

On successful selection following the Assessment Centre, you will be invited to attend Virgin Atlantic's training course. This is a rigorous and intensive 5 week course, split into three subject areas:

- Safety & Security;
- AvMed (Aviation Medicine) and
- Service

These include:

- Classroom-led sessions,
- Practical sessions (including a swimming element),
- Daily tests,
- Exams - both written and verbal - and
- Final assessments.

Before training commences, pre-course digital learning modules must be completed successfully.

Cabin Crew Attestation (CCA)

At the end of training, providing all examinations and familiarisation flights have been completed successfully and subject to you being certified medically fit to fly by a CAA approved aeromedical examiner (reassessed periodically), if you don't have this already, you should receive a Cabin Crew Attestation (CCA) on behalf of the CAA. This is effectively a license to allow you to work as cabin crew.



Physical fitness and health requirements

Ensuring you fit to fly

While you are not required to share any medical information with us at this stage, it is important that we explain that there are certain minimum levels of physical fitness required to perform the role of cabin crew; and, certain health conditions which may either prevent us from offering you the role or for which we may make reasonable adjustments (in accordance with the Equality Act 2010).

We are committed to good practice in employing and retaining people with disabilities. Many people with pre-existing health conditions work successfully as cabin crew and our recruitment and pre-employment health screening processes aim to assist those with health conditions successful perform the role. However, given the unique working environment and safety critical aspects of the role, there may be certain aspects of the role and/or training that we are unable to reasonably remove, modify or adjust.

Therefore, to allow you to make an informed decision about whether the role of cabin crew is right for you, we set out in the table below a summary of the minimum physical fitness criteria for cabin crew followed by a summary of aspects of the role that will be relevant to health conditions together with details of certain conditions that may be impacted.

While we will look to support you with any health conditions as best as we reasonably can, it's important that you are aware of this information at the start of your recruitment journey. If in any doubt you might want to discuss this with your GP, or any other healthcare professional involved in your care. It should be noted that all offers of employment are subject to applicants being medically certified fit to fly by an Aeromedical Examiner as required in the UK by the Civil Aviation Authority (CAA).

Further information can be found on the CAA website by clicking [here](#).

Cabin Crew requirements

The minimum physical fitness criteria for Cabin Crew



Arm reach

Have an arm reach of 210cm so that you are able to access emergency equipment stowed at height (without shoes).



Brace position

Be able to brace with feet flat on the floor while sitting in a cabin seat which is 45cm off the floor.



Crew seat

You must be able to fit into a crew seat and fasten the seatbelt (without an extension seat belt).



Swimming ability

You must be able to swim unaided, fit a life jacket in water, pull own body weight and enter a slide raft unaided.



Working at heights

You must feel confident working with heights e.g. ability to descend an aircraft escape slide nine metres above the ground.



Remaining calm





Have the ability to stay calm and deal with emergencies and take control of people when required.






Cabin Crew requirements (cont.)




Safety/functional requirement

Health requirement summary:

The decision about any individual's medical suitability to fly as cabin crew for Virgin Atlantic will be that of a CAA approved Virgin Atlantic Physician

	Safety/functional requirement	Health requirement
	Safety role: Cabin crew must be able to participate fully in any aircraft emergency and not at increased risk of incapacitation.	You must be free of any health condition with increased and unacceptable risk of medical incapacitation from safety role: for example, uncontrolled asthma, severe or frequent migraine, poorly controlled insulin dependent diabetes, epilepsy (with certain exceptions), severe allergy or anaphylaxis, heart rhythm disorders etc.
	Manual handling: Cabin crew must be able to stand, walk, kneel, climb stairs, lift, bend, push, pull, kneel, use aircraft emergency slides, open aircraft doors, and use fire fighting equipment.	You must be capable of undertaking safely the tasks listed for example, unaffected by significant on-going back or joint or other problems. You must be stable on your feet and able to hold on to stable objects in case of turbulence.
	Confined spaces: Cabin crew must be able to wear smoke hoods during training and in event of an emergency.	Claustrophobia can be a problem though may be treatable.
	Communication: Cabin crew must be able to communicate effectively in an emergency including in the presence of high levels of background noise and/or in low visibility.	You must have adequate hearing. You must be able to shout loudly and repeatedly

	Safety/functional requirement	Health requirement
	<p>Food handling: Cabin crew must be able to conduct safely their food handling duties.</p>	<p>There must be no increased risk of transmissible disease or recurrent diarrhoea from any cause e.g. past typhoid, paratyphoid, food poisoning, TB, intestinal worms or parasites, recurring boils or skin infections, discharge or infection of eyes, ears or nose, or skin rash on exposed parts.</p>
	<p>Vision: Cabin crew must be able to see adequately for the role, wearing spectacles or contact lenses if needed.</p>	<p>Vision must be adequate for the role, including in low light conditions, being approximately equivalent to that needed for car driving in the UK and needed to read small printed text.</p>
	<p>Working irregular hours and jet lag: Cabin crew must be able to cope with frequent travel between time zones, and with irregular patterns of sleep and meals.</p>	<p>Some disturbances of mood, sleep, or eating, insulin dependent diabetes, and some inflammatory bowel conditions can be aggravated by such work factors.</p>
	<p>Infection risk: Virgin Atlantic's current routes travel to areas where diseases not common in the UK are present, such as Yellow Fever, Typhoid Fever, and Malaria.</p> <p>COVID-19 also continues to present an ongoing problem and some of our destinations require proof of vaccination against COVID-19 prior to entering.</p>	<p>You should not have any health condition which could put you at increased risk of harm from infectious disease. The following may present challenges:</p> <ul style="list-style-type: none"> ▪ Any problems with your spleen such as surgical removal or enlarged spleen ▪ Immune suppression from any cause. ▪ Any conditions that mean that you are unable to have vaccinations required to enter any of our destinations, particularly Yellow Fever ▪ Being unable to take preventative measures against malaria for example, being unable to take medication to protect against malaria.
	<p>Hypoxia: Any health condition which could increase the risk of problems from hypoxia (lower levels of oxygen in the blood resulting from the lower pressure in the cabin during flight).</p>	<p>Severe anaemia, abnormalities of haemoglobin (haemoglobinopathy).</p>

	Safety/functional requirement	Health requirement
	<p>Air pressure change: Cabin crew must be able to work in the reduced cabin air pressure conditions and low humidity in flight, and cope with cabin air pressure change.</p>	<p>Cabin pressure change can present a problem for those with trapped gas in the body including the ears, sinuses, teeth, thoracic cavity, bowel. e.g. Eustachian tube problems, recurrent sinusitis, history of some lung problems.</p>
	<p>Emotional resilience: Cabin crew must not be at risk by virtue of isolation from home and family or by the “lifestyle” and hours worked or by interactions with passengers and others.</p>	<p>It certainly helps to have good emotional resilience when working as cabin crew. Some chronic or recurrent conditions such as psychosis, depression, eating disorder, alcoholism, drug dependence, fear of flying, fear of heights, mental abnormality, fatigue syndromes and claustrophobia may need medical evaluation of fitness for work.</p>
	<p>Relative isolation from medical care: Cabin crew must not be at increased risk of coming to harm as a result of being remote from medical help on long flight sectors or at some locations overseas.</p>	<p>You must be free of any health condition which could threaten life or incapacitate you e.g. uncontrolled asthma, though asthma may be acceptable if mild and well controlled on suitable treatment, cardiac rhythm or circulation problems, epilepsy in certain circumstances etc.</p>

Certain neurodiversity conditions may impact a number of the safety or functional requirements listed above. For example, some conditions may be characterised by impaired reading and writing; impaired social interaction, and particular patterns of behaviour; and/or demonstrated by inattention, hyperactivity or impulsiveness which may impair work functioning. While such conditions themselves will not mean you are unfit to perform the role of cabin crew, certain conditions will require additional medical assessments and reasonable adjustments will be made wherever possible, subject to the need to maintain safety related protocols or procedures .

Need to talk to us?

We are more than happy to talk through any reasonable adjustments you may need

If you'd like to discuss any visible and/or non-visible health conditions and/or the need for reasonable adjustments during the recruitment process, including at the Assessment Centre, please contact Resourcing by clicking [here](#), and we'd be more than happy to discuss. Any information you do choose to share with us will be treated confidentially and shared with the relevant teams to help you on this journey with us so that we can consider:

- If you are capable of undertaking safely the necessary assessments and training required to assess your ability to meet certain requirements of the role;
- If you are suitable in health terms to undertake safely your role as cabin crew; and
- Whether any reasonable adjustments can be made to the recruitment process.

If you are successful at the Assessment Centre, we will contact you separately to ask whether you would like to discuss any reasonable adjustments for the training centre and/or the role itself.

Further information relating to how your personal data is processed can be found within Virgin Atlantic's [Employee/Recruitment Privacy Notice].



