

Why are Inflight Support Crew Member being recruited at this time?

- The recruitment of Inflight Support Crew Members currently is aimed at expanding our pool of available resources to meet the growing demands of current and future training requirements. By recruiting additional team members, we can ensure adequate support for training programs and enhance the overall efficiency and effectiveness of our operations.

Who can apply for an Inflight Support Crew role and what skills and attributes are required?

- Virgin Australia Cabin Crew members who have completed 12 months of service
- Crew who demonstrates a track record of reliability and meet rostering requirements consistently
- Excellent verbal and written communication skills
- Must have exemplary knowledge of current A4 and B9, SOP, SEP, and Virgin Australia Service standards
- A shining example of positive behaviours, an unwavering commitment to our company values, and a strong dedication to your role as Cabin Crew
- Excellent grooming standards

Are Cabin Managers able to apply for Inflight Support Crew?

- The exclusive position of Inflight Support Crew is reserved solely for Cabin Crew Members.

How many positions will be awarded?

- Multiple positions are available in the advertised base.

Will an application guarantee an interview?

- Every application will undergo a thorough review and assessment based on the specified role requirements and eligibility criteria.
- Candidates who meet the position requirements and receive endorsement from their Leader, Crew Culture, will be shortlisted and invited to interview.

When, where and how will the interview take place?

- Shortlisted candidates will receive interview details, and interviews will be conducted either in-person or via Microsoft Teams.

Are current Ad hoc instructors and Ad hoc Line Checkers eligible to apply?

- Ad hoc instructors who hold the rank of Cabin Crew (CC) can hold both positions and are welcome to apply.
- Ad hoc Line Checkers who hold the rank of Cabin Crew (CC) are not eligible to apply as they currently already hold a Line Training position.



How will the role of Inflight Support Crew effect my Preferential Bidding System (PBS) requests?

- Whenever operationally feasible, the cabin crew rostering team will prioritise fulfilling Cabin Crew Member bids before assigning training flying, specifically DDO requests, early/late Sign-On's, and single/multiday trips.
- Inflight Support Crew training flying may involve single or multiday trips
- Unless there are operational constraints, Inflight Support Crew training flying will not be assigned to ISH flights to Japan.

Will I be rostered Short Haul International sectors when I perform the IFSC role?

- You will be rostered domestic sectors when rostered the IFSC role, however Short Haul International sectors may be rostered by exception, pending operational requirements.

How does being an IFSC impact trip swapping my duties?

- As an IFSC, you will be able to continue to swap your rostered duties. However, you would need to ensure the swap is in line with the current trip swap policy, and EA requirements. Additionally, you would also need to ensure if you are rostered an IFSC duty that you are swapping with another IFSC.

If successful what is the financial compensation and when does the new program come into effect?

- From the first pay period commencing 26 May, we will increase the IFSC allowance from \$15 to \$25 per sector for all crew who hold the IFSC qualification (including Senior Crew). This means that a 4-sector IFSC duty will now attract the same \$100 payment as a Line Checker or ADHOC Instructor duty.
- From RP07 (10 June 2024), as an IFSC you will be rostered a minimum 2 supernumerary sectors to enable you to focus on observing and supporting the new operating crew member.

If successful, how many days per RP will I be required to perform the IFSC role?

- Inflight Support Crew Members play a crucial role in assisting the Crew Training Department by providing Line Flying support to ensure compliance with crew qualification regulations for new and returning Cabin Crew members.
- Flexibility in rostering is essential for the IFSC role to accommodate varying line training schedules. It is important to note that some roster periods may involve multiple 'Training Flights,' while others may have minimal, or no training flights scheduled.
- The IFSC role is an additional responsibility, and you will retain your primary role as a Cabin Crew member.

If unsuccessful, when can I reapply for the IFSC role?

- If you have previously applied for the IFSC role and been unsuccessful, you will need wait 6 months from the date of your last application before reapplying. During this time, you are encouraged to seek feedback from your LCC.

