



| NSW Department of Education

Travel Attendant

Travel attendants provide services for the safety and comfort of passengers in aircraft, ships and railway sleeping cars.

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Job title examples

- Flight Attendant
- Passenger Service Attendant
- Cabin Steward / Crew
- Steward

What travel attendants do

- manage safety and emergency procedures and make public announcements
- coordinate the sale of goods to passengers and completion of any customs and immigration documentation which may be required
- conduct safety checks and demonstrations of safety equipment and procedures
- assist passengers in emergency drills, carry out emergency procedures, assist and direct passengers in emergencies
- check passengers' tickets and direct them to seats and cabins
- tidy aircraft, ship and railway cabins, and receive and stow food, equipment and cabin baggage
- operate galleys, prepare and heat food for passengers, and serve refreshments and meals
- distribute reading material, pillows, blankets and other amenities for the comfort of passengers

Main employing industries

- Transport, postal and warehousing

Qualifications

The following government subsidised qualifications are available in NSW:

Certificate III in Aviation (Cabin Crew) available as a traineeship or qualification.

Certificate III in Rail Customer Service available as a traineeship or qualification.

Course fees: You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

Job prospects and pay

- There are around 3,325 travel attendants working in NSW.
- Over the next four years, employment in this occupation is expected to grow in NSW.

Average weekly full-time earnings (before tax):

- Travel attendants: \$1,361
- All occupations: \$1,200

Related jobs

- Tourism or travel adviser
- Gallery, museum and tour guide
- Waiter



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, joboutlook.gov.au, based on ABS Characteristics of Employment Survey, August 2014