

Recruitment – FAQ for FA's



What are the Stages of the Recruitment Process?

1. **Apply on-line** (ensure all the screening questions have been answered). If your application is progressed, you will be invited to a virtual interview.
2. **A virtual Interview**. If your application is progressed you will be invited to an in person interview.
3. **The Face-to-Face Interview** (Assessment Day).
4. If your application is progressed beyond the Assessment Day, the next stage is **Reference checks**.
5. If your application is progressed, you will be placed on the '**Active Hold File**'.
6. At this point you will need to undertake a **Swim Assessment**.
7. Once the business needs arise, and all documentation is in order, an **Offer to Attend Ground School** will be given. A **Drug & Alcohol Test** will need to be completed at this time and a negative result provided before attending Ground School.
8. **Ground School** – this will be for 3 weeks in Wagga Wagga.
9. Upon successful completion of Ground School, a full time vacancy will be offered when one becomes available.
10. If a vacancy is not available at the end of Ground School, you will be placed on the hold file awaiting a start date.

How do I apply to be a Flight Attendant with Regional Express?

Due to the volume of interest in this position we do not accept hard copy applications. You must apply online via one of the following:

Expression of Interest

To register your interest for future positions if vacancies aren't currently available, visit our Careers webpage (<https://careers.rex.com.au/>) and select "Register" under the Flight Attendant Expressions of Interest section, then "Apply for this job".

Current Vacancies

Current vacancies that exist at any of our locations within the Rex network will be posted via our Careers webpage and other external sites. Please submit your application via "Apply for this job".

Applying via an External Website

If you apply via an external site, such as SEEK or Indeed, you must follow the instructions to submit your application via our Careers webpage.

Screening Questions

IMPORTANT: In all cases when applying for a Flight Attendant position with Rex, you must complete the screening questions. If you do not complete **all of the screening questions, your application cannot be progressed.**

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Once I have applied, what do I need to do if my details have changed or my application needs to be updated?

If you need to update any details, you will need to submit a new application.

What should I expect once I have applied?

We accept applications all year round, however interviews will not commence until we have an operational requirement. Therefore, it may be some time before you hear from us in regards to an interview.

When recruitment needs arise, we will review our database for applicants who meet the minimum criteria (**screening questions must have been completed to be invited to a virtual interview**) and make contact to arrange a virtual interview..

Your application will remain on file either until you request that it be removed or until you are invited to an interview.

I do not have a current First Aid and/or Responsible Service of Alcohol certificate but I am booked in to complete a course prior to the interview. Am I still able to apply?

Yes, as long as you are able to show receipt of booking and you pass the course prior to attending a Ground School.

How old do I need to be?

You must be over the age of 18 years (service of alcohol is required as part of the role).

I am 172/173cm tall, and the maximum height is 173cm. Can I still apply?

Yes, however you will require a medical certificate stating your exact height to ensure it is below the maximum height limit before being offered a position on our Ground School. The height restrictions are for Work Health & Safety reasons.

IMPORTANT: If you are taller than 173cm, we cannot progress your application.

Does experience play a part in being progressed?

Yes, customer service experience plays a very important role, however previous flying experience is not mandatory.

What is involved in the Virtual Interview?

If you complete **ALL** the screening questions and your application is progressed, then you will be invited to a 10-minute virtual interview, via Microsoft Teams.

What is involved in the Assessment Day/In Person Interview?

If I am invited to attend an Assessment Day, what can I expect?

The exact location and time/s of the Assessment Day will be advised via email.

A typical Assessment Day consists of a group interview in the morning with successful applicants invited to return in the afternoon for an individual interview with the panel.

IMPORTANT: You will need to make yourself available for the entire day.

What will I need to bring to the Assessment Day?

Please bring the following with you on the day:

- A photocopy of your current resume
- A photocopy of your photo identification – passport or driver's license or 18+ card
- A photocopy of the following, your:
 - o First Aid Certificate or receipt of booking
 - o Responsible Service of Alcohol Certificate (issued within the past 3 years) or receipt of booking
 - o Citizenship or Residency
 - o Evidence of:
 - Completion of a minimum 3 years of secondary education in Australia or New Zealand, or
 - Working in Australia or New Zealand for at least 3 of the last 5 years, or
 - Working in the UK, Ireland or USA for at least 3 of the last 5 years, or
 - Completion of the International English Language Testing System (IELTS) with an overall grade of 5.5.

What happens after the Assessment Day?

If it is determined you will progress, we will conduct written reference checks with people that have directly supervised or managed you in previous roles, please ensure you have contacted your referees. This will be done after the Assessment Day.

How long will it take until I hear the results from the Assessment Day?

We will endeavour to advise you of the results from the Assessment Day, as soon as possible but usually within 2 weeks. **We are unable to provide feedback on your interview.**

What is the process if I am successful?

If you are successful through the full recruitment process, you will be placed on our 'Active Hold File' for up to 12 months awaiting an invitation to attend training known as a 'Ground School'. We will keep in regular contact and you should advise us as soon as possible if your circumstances change whilst on the Active Hold File.

Please note, after 3 months on the Active Hold File, you will need to re-complete the application form which is supplied at the Assessment Day, prior to attending a Ground School. This is to ensure we have the most up-to-date information on file.

You will need to complete and pass a Swim Assessment and a Drug & Alcohol Test prior to attending Ground School.

What is a Swim Assessment?

If you are successful through the recruitment process and placed on our Active Hold File, we will ask you to complete a Swim Assessment. This is at your own cost and prices vary according to your local pool. You will be required to demonstrate that you can swim 50 meters in freestyle, breaststroke or sidestroke unaided

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and tread water for three (3) minutes unaided without stopping. You are required to wear a pair of lightweight pants and a short sleeve shirt for the assessment.

What are the Drug & Alcohol test requirements?

Drug and alcohol testing is required just prior to attending Ground School. This test is at your own cost, generally around \$110 (depending on location). Random drug and alcohol testing is conducted throughout employment.

What can I expect at Ground School?

Ground School is conducted at the Australian Airline Pilot Academy (AAPA) located in Wagga Wagga. Training rooms, accommodation, recreational facilities and a cafeteria are conveniently located on site. Flights to and from Wagga Wagga will be provided along with accommodation and breakfast, lunch and dinner.

Should you be invited to attend our Ground School you can expect a 3-week rigorous training course that is both physically and intellectually challenging covering topics such as:

- Emergency procedures,
- Dangerous Goods,
- Security,
- First Aid,
- Civil Aviation Safety Authority Regulations,
- Company Policies and Procedures – including in-flight announcements,
- In-flight Service Procedures,
- Grooming and Presentation, and
- Passenger Handling

Am I employed during Ground School?

Yes, you will be employed as a casual employee for Ground School.

What physical components are required during Ground School training?

You will be required to demonstrate the following:

- how to extinguish a fire,
- how to swim at least 50 metres in clothing and demonstrate the use of a life jacket,
- how to operate the emergency exits (movement of door and window exits 15kg and 10kg), and
- self-defense techniques

Good overall health is required to meet the requirements of this position.

During my Ground School training, will I be required to work on weekends and Public Holidays?

Participants may be required to attend on weekends and public holidays.

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Is there a dress code when I attend Ground School?

Yes, you are required to wear business attire during the training period. Grooming and presentation must be of a high standard; these standards are advised prior to attending Ground School.

What happens once Ground School has been successfully completed?

You will be placed on a hold file and offered a full time position when one becomes available. Please note, some of our positions are limited tenure covering Parental Leave.

Once I am offered full time employment...

Will I have any further training?

Yes, you will be required to complete comprehensive training at every stage. Depending on the gap time between Ground School and full time work commencing:

- You may be given further training on the ground prior to in-flight training.
- The in-flight training will take approx. 2-3 weeks and then there is a final assessment.
- Ongoing assessments, of which there are several during the course of the year, are part of the role.

Will I be required to work away from home?

Yes, you may be required to stay away overnight and on occasions multiple nights.

How many nights will I be away in one week?

This depends on your 'home' base; sometimes there will be no overnights and sometimes 2 or 3 overnights per week. Regardless of the home base, we require you to be flexible.

Is the position full time?

Yes, all new positions are awarded at full time status.

Can I elect to be part time?

There are provisions for part time, after an allotted period of time.

Will I have weekends and public holidays off?

No, weekends and public holidays are regular working days. All the work is shift work.

Am I entitled to discounted airline travel?

Yes, you will be entitled to staff travel with Rex after an allotted period of time.

Can I transfer to another base?

Yes, you can transfer to another base after the first 6 months has been completed in the initial base **and** subject to positions being available (transfers are allocated on length of service).