

40938 Direct operations from an operations control room at an airport

Kaupae Level	5
Whiwhinga Credit	5
Whāinga Purpose	<p>People credited with this skill standard are able to direct operations from an operations control room at an airport.</p> <p>This skill standard is intended for airport employees or contractors only, as airside assessment opportunities are restricted to those persons holding an Airport Identity Card issued by the New Zealand Civil Aviation Authority under the sponsorship of an airport employer, or New Zealand Defence Force (NZDF) equivalent.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Direct operations from an operations control room at an airport.	a. Assign and coordinate tasks from an operations control room at an airport.
	b. Liaise with other responding agencies at an airport.
	c. Manage health and safety standards of the operations control room at an airport.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Examples of other responding agencies could include New Zealand Police, Fire and Emergency New Zealand, ambulance, Aviation Security Services, NZDF Force Protection, contractors.

Security duties, roles, and responsibilities are governed by a range of standard and special instructions or orders under Civil Aviation Rules and the New Zealand National Aviation Security Programme.

Assessments must be conducted in an active airport environment to ensure practical application to reflect the standards of an aviation workplace.

Evidence presented for assessment against this skill standard must be in accordance with enterprise procedures.

Definitions:

Aerodrome means any defined area of land or water intended or designed to be used either wholly or partly for the landing, departure, and surface movement of aircraft; and includes any building, installations, and equipment on or adjacent to any such area used in connection with the aerodrome or its administration.

The term *airport* refers to aerodrome as per Civil Aviation Rules.

Reference to *enterprise procedures* means that all activities must comply with the requirements contained in the current airport exposition, current airport company manuals and procedures, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 2023, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

Operations control room refers to a facility where operational activities are coordinated, which may include allocation of resources, receipt and transmission of information, security control, and operational command and/or control.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Assigning and coordinating tasks from an operations control room at an airport

- Role and function of an airport operations control room.
- Communication protocols (e.g. radio, phone, digital systems).
- Prioritisation of tasks based on urgency, safety, and operational impact.
- Resource management – understanding availability and deployment of human resources.
- Use of control room systems (e.g., task management software, incident logging tools).
- Scenario-based training to simulate task coordination under pressure.

Liaising with other responding agencies at an airport

- Roles and responsibilities of key responding agencies, such as: New Zealand Police, Fire and Emergency New Zealand, Ambulance Services, Aviation Security Service, RNZAF Security Forces, Contractors.
- Inter-agency communication protocols and terminology.
- Incident response procedures and escalation pathways.
- Information sharing – what, when, and how to communicate.
- Support coordination – logistics, access control, and safety.
- Documentation and reporting – formats, timing, and legal considerations.

Managing operations control room health and safety standards at an airport

- Health and Safety at Work Act 2015 – key obligations.
- Hazard identification and risk management in a control room environment.
- Emergency procedures (e.g. fire, evacuation, medical).
- Fatigue management, shift work, and ergonomics.
- Incident reporting and investigation processes.
- Enterprise health and safety procedures and reporting systems.
- Creating a safety culture in high-pressure environments.

Rauemi | Resources

[CAA Advisory Circular AC140-1 Aviation Security Service Organisations – Certification](#)

Enterprise procedures.

[Health and Safety at Work Act 2015](#)

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Aviation > Airport Operations
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	27 November 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 25202.		
Rā arotake Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz to suggest changes to the content of this skill standard.