

40944

Manage unlawful and disruptive behaviour at an airport

Kaupae Level	4
Whiwhinga Credit	8
Whāinga Purpose	People credited with this skill standard are able to manage unlawful and disruptive behaviour at an airport in support of aviation security and safety, contributing to airport security and operational effectiveness.

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Manage unlawful and disruptive behaviour at an airport.	<ul style="list-style-type: none"> a. Monitor passenger behaviour at an airport. b. Identify and resolve unlawful and disruptive activity at an airport. c. Take action to control unlawful behaviour at an airport. d. Report and document incidents at an airport.

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

Assessment specifications:

Assessments must be conducted in an active or simulated 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, where applicable, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 2023, relevant Civil Aviation Rules, Aviation Crimes Act 1972, Aviation Security Service Policies and Procedures, New Zealand Defence Force (NZDF) Policy.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Monitoring passenger behaviour

- Key areas within an airport that require monitoring (e.g. terminals, transport hubs, amenities).
- Types of inappropriate behaviour and recognising signs of disruptive conduct (e.g. verbal abuse, intoxication, non-compliance with signage or rules).
- Observation and situational awareness, and techniques for effective monitoring and early detection of issues.
- Use of surveillance equipment.
- De-escalation techniques.

Identifying and resolving unlawful and disruptive activity

- Understanding unlawful versus disruptive behaviour.
- Types of unlawful behaviour (e.g. assault, vandalism, breaches of aviation rules).
- Use of conflict resolution strategies.
- Implementing isolation strategies to safely separate individuals from the public to reduce risk.
- Collaboration protocols with other airport staff or emergency services.
- Post-incident procedures for affected individuals.

Taking action to control unlawful behaviour

- Communication with offenders.
- Detention and arrest procedures, roles and limits of aviation security and when to involve police.
- Ensuring personal and public safety during interventions.

Reporting and documenting incidents

- Incident reporting formats (e.g. templates, digital tools).
- Accuracy, objectivity, and compliance for documentation standards.
- Confidentiality and data protection.

Rauemi | Resources

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

Enterprise procedures.

Pārongo Whakaū Kounga | 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 28999.		
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.