

**41056****Outline the roles, services, and business requirements needed to support the civil aviation industry in New Zealand**

<b>Kaupae   Level</b>	2
<b>Whiwhinga   Credit</b>	3
<b>Whāinga   Purpose</b>	<p>This skill standard is intended for learners pursuing foundational knowledge in aviation.</p> <p>People credited with this skill standard will be able to outline the roles, services, and business requirements needed to support the civil aviation industry in New Zealand.</p>

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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Outline the roles, services, and business requirements needed to support the civil aviation industry in New Zealand.	a. Outline the roles of service delivery inter-relationships, support personnel, and support services that are required to sustain a commercial passenger aviation organisation.
	b. Distinguish between personnel that are required to be licensed for safety purposes in the civil aviation industry and those that require other professional qualifications for employment.
	c. Outline the range of departments, their roles and the inter-relationships for an aviation organisation.

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

The level of knowledge required in this skill standard is that of someone who is exploring different opportunities in the civil aviation industry in New Zealand rather than that of someone who has worked in any of the roles or departments.

The level of knowledge expected of Civil Aviation Rules Part 43 and Part 145 and their associated Advisory Circulars is an awareness of their purpose rather than an in-depth understanding of the rules.

*Definitions:*

*Part 43* refers to establishing the minimum standard of maintenance considered necessary to ensure the continued validity of an aircraft's airworthiness certificate.

*Part 145* refers to the certification requirements for organisations wishing to conduct aircraft maintenance activities in New Zealand and the operating requirements for the continuation of that certification.

**Ngā momo whiwhinga | Grades available**

Achieved

**Ihirangi waitohu | Indicative content**

- Service deliverers' inter-relationships with pilots, cabin crew, ground staff, and customer service representatives.
- Support personnel such as engineers, baggage handlers, cleaners, and ramp personnel.
- Support services provided by those such as caterers, air traffic control, weather forecasters, and fire services.

**Roles with licensing requirements**

- Licensing requirements for pilots, engineers, and air traffic controllers, which could include education, experience, examinations, and the fit and proper person test.

**Roles with other competency and qualification requirements**

- Examples are those required for administration staff, operational staff, ramp staff, and security staff.

**Departments and their roles**

- Business requirements as they relate to:
  - management
  - legal support
  - administration
  - accountancy
  - quality assurance.
- Part 43 and Part 145 requirements.
- The role of engineers in an aviation operations department and their relationship with other departments in an aviation organisation.

**Rauemi | Resources**

- Civil Aviation Rules Part 43 ([www.aviation.govt.nz/rules/rule-part/part-43/](http://www.aviation.govt.nz/rules/rule-part/part-43/)) and Part 145 ([www.aviation.govt.nz/rules/rule-part/part-145/](http://www.aviation.govt.nz/rules/rule-part/part-145/)) and their associated Advisory Circulars ([www.aviation.govt.nz/rules/advisory-circulars/](http://www.aviation.govt.nz/rules/advisory-circulars/)).

**Pārongo Whakaū Kounga | Quality assurance information**

<b>Ngā rōpū whakatau-paerewa   Standard Setting Body</b>	Transport Industry Skills Board
<b>Whakaritenga Rārangi Paetae Aromatawai   DASS classification</b>	Service Sector > Aviation > Aviation - Core
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga   CMR</b>	0112

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	26 February 2026	N/A
<b>Kōrero whakakapinga   Replacement information</b>	This skill standard replaced unit standard 19587.		
<b>Rā arotake   Planned review date</b>	31 December 2030		

Please contact Transport Industry Skills Board at [qualifications@transportisb.nz](mailto:qualifications@transportisb.nz) to suggest changes to the content of this skill standard.