

**41090****Assess operational readiness of international airport terminal services**

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	12
<b>Whāinga   Purpose</b>	People credited with this skill standard are able to assess the operational readiness of international airport terminal services, ensuring a focus on safety, compliance, and coordination.

**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. Assess the operational readiness of public amenities at an international airport.	a. Assess transport facilities.
	b. Assess building facilities.
	c. Assess concessions.
2. Assess the operational readiness of baggage handling facilities at an international airport.	a. Assess baggage handling facilities.
3. Assess the operational readiness of the international airport terminal for passenger facilitation.	a. Assess security facilities at an international airport terminal.
	b. Assess customer service facilities.
4. Assess the operational readiness of border facilities at an international airport.	a. Assess arrival and departure facilities.
	b. Assess border control facilities.
	c. Assess screening facilities.

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

Transport facilities could include buses, taxis, car parks, access roads, disabled access.

Building facilities could include lighting, signs, air conditioning and heating, toilets, stairs, escalators.

Concessions could include banking, retail, food outlet.

Baggage handling facilities could include trolleys, conveyers, carousels.

Customer service facilities could include signage, information services, first aid, availability of documentation, airline facilities.

Border control facilities could include Ministry for Primary Industries, Aviation Security Service, New Zealand Police, New Zealand Customs Service, Sterile Border, Immigration New Zealand.

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.

**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.

**Operational readiness** refers to the state in which all systems, processes, infrastructure, personnel, and safety measures are fully prepared and capable of supporting safe, efficient, and compliant airport operations. It ensures that the airport can deliver its intended services without disruption, meeting regulatory, operational, and customer experience standards.

**Ngā momo whiwhinga | Grades available**

Achieved

**Ihirangi waitohu | Indicative content**

Assessing public amenities

- Transport facilities: layout, access, and flow of buses, taxis, car parks, access roads, and disabled access.
- Building facilities: infrastructure such as lighting, signage, HVAC systems, toilets, stairs, and escalators.
- Concessions: commercial services like banking, retail, and food outlets, and their role in passenger experience.

Assessing baggage handling facilities

- Baggage systems: function and layout of trolleys, conveyers, and carousels.
- Operational checks: identifying common issues and maintenance needs.
- Health and safety: manual handling protocols and hazard identification.

Assessing terminal readiness

- Security facilities: layout and function of screening areas, surveillance, and access control.
- Customer service facilities: signage, information desks, first aid, documentation availability, and airline counters.
- Passenger experience: accessibility, wayfinding, and service responsiveness.

## Assessing border facilities

- Arrival and departure zones: flow management, signage, and queuing systems.
- Border control agencies: roles and responsibilities of MPI, Customs, Immigration NZ, Police, and Aviation Security.
- Screening processes: screening of people, baggage, cargo, animals, and aircraft.

## Rauemi | Resources

[Civil Aviation Rule Part 139 Aerodromes – Certification, Operation and Use](#)

Enterprise procedures.

## Pārongo Whakaū Kounga | Quality assurance information

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

<b>Hātepe  </b> Process	<b>Putanga  </b> Version	<b>Rā whakaputa  </b> Review Date	<b>Rā whakamutunga mō te aromatawai  </b> Last date for assessment
<b>Rēhitatanga  </b> Registration	1	18 December 2025	N/A
<b>Kōrero whakakapinga  </b> Replacement information	This skill standard replaced unit standard 8887.		
<b>Rā arotake  </b> Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.