

41091**Assess operational readiness of domestic airport terminal services**

Kaupae Level	4
Whiwhinga Credit	8
Whāinga Purpose	People credited with this skill standard are able to assess the operational readiness of domestic airport terminal services, ensuring a focus on safety, compliance, and coordination.

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Assess the operational readiness of public amenities at a domestic airport.	a. Assess transport facilities.
	b. Assess building facilities.
	c. Assess concessions.
2. Assess the operational readiness of baggage handling facilities at a domestic airport.	a. Assess baggage handling facilities.
3. Assess the operational readiness of the domestic airport terminal for passenger facilitation.	a. Assess security facilities at a domestic airport terminal.
	b. Assess customer service 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.

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.

Rauemi | Resources

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

Enterprise procedures.

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	18 December 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 8888.		
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.