

41105 Manage passenger facilitation for a domestic airport

Kaupae Level	5
Whiwhinga Credit	10
Whāinga Purpose	<p>People credited with this skill standard are able to manage passenger facilitation for a domestic airport, ensuring a focus on safety, compliance, coordination, and communication.</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. Manage the coordination of airlines and ground handling agencies for a domestic airport.	a. Coordinate the facilitation of passengers, and address any deficiencies, in a safe, orderly, and expeditious manner.
	b. Coordinate baggage handling, and address any deficiencies, in a safe, orderly, and expeditious manner.
2. Manage passenger facilitation support systems for a domestic airport.	a. Manage systems for the supply and maintenance of equipment and address any deficiencies.
	b. Manage systems for the supply and maintenance of signage and address any deficiencies.
	c. Manage systems for the receipt and processing of complaints and address any deficiencies.
	d. Manage procedures to maintain passenger flow rates and address any deficiencies.

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

Assessment specifications:

Supply and maintenance of equipment could include carousels, baggage trolleys.

Procedures to maintain passenger flow rates could include cleaning, maintenance.

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, Arms Act 1983, Building Act 2004, Fire and Emergency New Zealand Act 2017, Health and Safety at Work Act 2015, Hazardous Substances and New Organisms Act 1996, Health Act 1956, Resource Management Act 1991, Smokefree Environments and Regulated Products Act 1990, local district plan, International Civil Aviation Organization (ICAO) Airport Services Manual, International Air Transport Association (IATA) conventions, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Managing coordination of airlines and ground handling agencies

- Overview of domestic airport operations and passenger facilitation processes.
- Roles and responsibilities of airlines, ground handling agencies, airport operations staff.
- Principles of safe, orderly, and expeditious passenger movement.
- Communication and coordination protocols between airlines and ground handlers.
- Identifying and resolving deficiencies in passenger check-in and boarding processes, baggage handling and reconciliation.
- Use of airport systems and tools for coordination (e.g. flight information systems, baggage tracking).
- Incident reporting and escalation procedures.

Managing passenger facilitation support systems

- Types of passenger facilitation equipment (e.g. baggage trolleys, carousels).
- Maintenance schedules and service level agreements.
- Reporting and addressing equipment faults or deficiencies.
- Types of signage: information versus directional.
- Signage placement and visibility considerations.
- Processes for updating signage.
- Accessibility and multilingual considerations.

- Channels for receiving passenger complaints (e.g. in-person, digital, third-party).
- Complaint logging and tracking systems.
- Techniques for resolving complaints and providing feedback.
- Factors affecting passenger flow (e.g. cleaning schedules, maintenance disruptions).
- Monitoring and responding to congestion or delays.
- Coordination with cleaning and maintenance teams.
- Use of data and analytics to improve flow efficiency.

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 13423.		
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.