

FIELD	SERVICE SECTOR
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Review of *Aviation and Tourism* unit standards

Subfield	Domain	Id
Aviation	Flight Attendants	9244, 9245, 21838-21846
Tourism	Visitor Services	18227

The Aviation, Tourism and Travel Training Organisation has completed the review of the unit standards listed above.

Date new versions published **December 2008**

Planned review date **December 2014**

Summary of review and consultation process

The National Certificate in Aviation (Flight Attendants) [Ref: 1193] had a poor uptake due to issues with assessment of unit standards. Consultation with Air New Zealand and other major operators in the New Zealand domestic passenger market was undertaken. The aim was to review the National Certificate in Aviation (Flight Attendants) [Ref: 1193] and its associated unit standards.

The consultation groups were asked to consider the following:

- The currency of the unit standards and their suitability for existing and future qualifications.
- The appropriateness of unit standards to their domain.
- The accuracy and appropriateness of their content.
- Whether levels and credits were commensurate with performance outcomes and training needs.
- Any gaps in skills and/or knowledge that could be captured by the development of new unit standards.
- The assessability of the unit standards.

Main changes resulting from the review

- Elements and performance criteria were amended to improve clarity and consistency and bring the unit standards up to date.
- Purpose statements were amended to accommodate changes to the elements.
- Special notes were amended to update references, definitions, legislation, and to enable assessment in some cases.
- Range statements were amended to clarify evidence requirements and to enable assessment in some cases.
- Four new unit standards were developed to cover gaps in skills and knowledge.
- The title of unit standard 18227 was changed and the credit value decreased to better reflect reviewed content.
- Unit standards 21838 and 21839 were replaced by a unit standard 25457.
- The credit value of unit standard 9244 was decreased to better reflect its reviewed content.

Unit standards categorised as category C expire at the end of December 2011.

Impact on existing provider accreditations

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following ATTTO qualifications are affected by the outcome of this review and are currently being reviewed to take account of the changes.

Qualification title	Classification or standard in the qualification
National Certificate in Aviation (Flight Attendants) [Ref: 1193]	9244, 18227, 21838, 21839
National Certificate in Travel (Level 3) [Ref: 0112]	18227
National Certificate in Tourism (Tour Leadership) [Ref: 0902]	18227

Review Categories and changes to classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Field Service Sector
Subfield Aviation
Domain Flight Attendants

Id	Title	Level	Credit	Review Category
9244	Demonstrate ability to manage air services emergencies	4	14 10	B
9245	Identify, as a flight attendant, major aircraft components	2	2	B
21838	Manage basic medical issues affecting aircrew and passengers	3	5	C
21839	Demonstrate knowledge of human physiology applicable to environments at altitude	2	3	C
25457	Demonstrate knowledge of and manage aviation medicine relating to aircrew and passengers	3	4	

Id	Title	Level	Credit	Review Category
21840	Demonstrate knowledge of alcoholic and non-alcoholic beverages for service on board an aircraft	2	3	B
21841	Provide food and beverage services on board an aircraft	4	6	B
21842	Demonstrate knowledge of and comply with food hygiene requirements on board an aircraft	2	4	B
21843	Demonstrate ability to manage passengers on board an aircraft	4	4	B
21844	Demonstrate knowledge and use of aircraft safety and emergency equipment	3	3	B
21845	Carry out in-flight fire fighting procedures on board an aircraft	4	3	B
21846	Manage, as a flight attendant, safety procedures on board an aircraft throughout a flight	4	6	B
25453	Demonstrate knowledge of crew resource management on board an aircraft	4	4	New
25454	Demonstrate knowledge of security risks on board an aircraft	3	4	New
25455	Demonstrate knowledge of and apply conflict management on board an aircraft	4	3	New
25456	Demonstrate knowledge of in-flight passenger sales service	2	2	New

Subfield Tourism
Domain Visitor Services

Id	Title	Level	Credit	Review Category
18227	Demonstrate knowledge of support mechanisms for visitors with special needs Demonstrate knowledge of support mechanisms for customers with specific needs	3	3 2	B