

Field Service Sector**Review of *Airport Customer Service* unit standards**

Subfield	Domain	ID
Aviation	Airport Customer Service	27230-27237

ServicelQ has completed the review of the unit standards listed above.

Date new versions published

March 2018

Planned review date

December 2023

Summary

The purpose of this review was to update legislation, definitions, industry terminology, and to tidy up performance criteria according to change of processes.

Main changes

- All guidance information was updated.
- Unit standards were transferred onto the new template.
- Titles for 27230, 27231, 27232 and 27236 were updated to better reflect unit standard content.
- Performance criteria were updated as technology and processes have changed.
- Last date of assessment was added.

The last date for assessment of superseded versions of Category B unit standards is December 2019

Detailed list of unit standards – 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

Service Sector > Aviation > Airport Customer Service

ID	Title	Level	Credit	Review Category
27230	Complete check-in transaction for single passenger without baggage Complete check-in for single passenger without baggage	3	6	B

ID	Title	Level	Credit	Review Category
27231	Complete check-in for multiple passengers travelling with baggage Complete check-in for multiple passengers travelling together with checked baggage	3	10	B
27232	Demonstrate knowledge of on-carriage and in-carriage and add or amend details as part of a check-in transaction Demonstrate knowledge of on-carriage and in-carriage, and entries in the DCS as part of the check-in process	3	4	B
27233	Use a Departure Control System (DCS) to confirm international travel eligibility	3	4	B
27234	Demonstrate knowledge of international travel documents and check key features of a passport and visa	3	2	B
27235	Process fragile and oversize baggage items for carriage by air	3	3	B
27236	Provide assistance for unaccompanied minors who are travelling by air Provide assistance for an unaccompanied minor travelling by air	3	4	B
27237	Provide assistance to passengers with a disability at an airport	3	6	B