

Field Service Sector

Registration of skill standards and review of unit standards for *Airport Customer Service*

Subfield	Domain	ID
Aviation	Airport Customer Service	27230-27237

Ringa Hora Services Workforce Development Council has completed the review of the unit standards listed above.

Date new versions published

November 2025

Planned review date

December 2030

Summary

Ringa Hora Services Workforce Development Council has reviewed the unit standards listed above. As part of the rollout of skill standards, the review panel agreed to create a new suite of skill standards to support the aviation industry.

Development and consultation occurred from June to August 2025 with the involvement of subject matter experts from aviation and training providers, by email and through online meetings, to co-create new aviation skill standards and consider feedback to ensure the new skill standards would be fit for purpose. Changes were made to the skill standards from feedback and confirmed by the subject matter experts.

Main changes

- Eight unit standards were set to expire and replaced by five skill standards to integrate theory and practical components of the standards.

Category C unit standards will expire at the end of December 2027.

Impact on Consent and Moderation Requirements (CMR)

Skill standards are covered in CMR 0112.

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 for single passenger without baggage	3	6	C
40996	Complete check-in for a single passenger travelling without baggage	3	6	

ID	Title	Level	Credit	Review Category
27231	Complete check-in for multiple passengers travelling together with checked baggage	3	10	C
27232	Demonstrate knowledge of on-carriage and in-carriage, and entries in the DCS as part of the check-in process	3	4	C
27233	Use a Departure Control System (DCS) to confirm international travel eligibility	3	4	C
27234	Demonstrate knowledge of international travel documents and check key features of a passport and visa	3	2	C
40997	Complete check-in for groups of passengers travelling together with checked baggage	3	15	
27235	Process fragile and oversize baggage items for carriage by air	3	3	C
40998	Process fragile and oversized baggage items for carriage by air	3	3	
27236	Provide assistance for an unaccompanied minor travelling by air	3	4	C
40999	Provide assistance to an unaccompanied minor travelling by air	3	4	
27237	Provide assistance to passengers with a disability at an airport	3	6	C
41000	Support passengers with disabilities in an airport environment	3	6	