

Title	Manage passenger facilitation at a domestic airport		
Level	5	Credits	10

Purpose	People credited with this unit standard are able to manage the co-ordination of airlines and ground handling agencies and manage passenger facilitation support systems at a domestic airport.
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Classification	Aviation > Airport Operations
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Available grade	Achieved
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Guidance Information

- 1 This unit 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.
- 2 Definition
The term *airport* refers to aerodrome as per Civil Aviation Rules.
- 3 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 1990, Airport Authorities Act 1966, 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, NZDF Policy.

Outcomes and performance criteria

Outcome 1

Manage the co-ordination of airlines and ground handling agencies at a domestic airport.

Range safe, orderly, expeditious.

Performance criteria

- 1.1 The facilitation of passengers is co-ordinated, and any deficiencies are addressed in accordance with enterprise procedures.
- 1.2 Baggage handling is co-ordinated, and any deficiencies are addressed in accordance with enterprise procedures.

Outcome 2

Manage passenger facilitation support systems at a domestic airport.

Performance criteria

- 2.1 Systems for the supply and maintenance of equipment are managed and any deficiencies are addressed in accordance with enterprise procedures.
- Range may include but is not limited to – carousels, baggage trolleys.
- 2.2 Systems for the supply and maintenance of signage are managed and any deficiencies are addressed in accordance with enterprise procedures.
- Range information, direction;
evidence for two of each is required.
- 2.3 Systems for the receipt and processing of complaints are managed and any deficiencies are addressed in accordance with enterprise procedures.
- Range evidence of three complaints is required.
- 2.4 Procedures to maintain passenger flow rates are managed and any deficiencies are addressed in accordance with enterprise procedures.
- Range includes but is not limited to – cleaning, maintenance.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 June 1998	31 December 2014
Revision	2	8 May 2001	31 December 2014
Revision	3	22 July 2005	31 December 2014
Review	4	18 February 2011	31 December 2016
Review	5	24 October 2014	31 December 2023
Review	6	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.