

<b>Title</b>	<b>Demonstrate knowledge of alcoholic and non-alcoholic beverages for service on board an aircraft</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of: alcoholic beverages, and non-alcoholic beverages served on board an aircraft; and an alcohol server's responsibility on board an aircraft.
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<b>Classification</b>	Aviation > Flight Attendants
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definition

*Enterprise procedures* refer to the expected performance required by the enterprise in which credit for this unit standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, and Civil Aviation Authority of New Zealand (CAA) documentation.

### 2 Legislation relevant to this unit standard includes: Sale and Supply of Alcohol Act 2012; Food Act 2014; Sale and Supply of Alcohol Regulations 2013; and their subsequent amendments.

### 3 Standard industry texts referred to in, or applicable to, this unit standard include but are not limited to – Lillicrap, D., and Cousins, J., *Food and Beverage Service 9<sup>th</sup> Edition* (London: Hodder Education, 2014).

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of alcoholic beverages served on board an aircraft.

Range may include but is not limited to – beer, liqueurs, spirits, wine.

### Performance criteria

1.1 Alcoholic beverages offered by the enterprise are identified.

1.2 Base ingredients for alcoholic beverages are explained in accordance with standard industry texts.

- 1.3 Common mixers for alcoholic beverages are identified.
- 1.4 Storage equipment for alcoholic beverages is identified.
- 1.5 Safety and hygiene requirements for alcoholic beverage service equipment are identified and explained in accordance with enterprise procedures.

## Outcome 2

Demonstrate knowledge of non-alcoholic beverages served on board an aircraft.

Range may include but is not limited to – soft drinks, mineral water, fruit juices, tea, coffee.

### Performance criteria

- 2.1 Non-alcoholic beverages offered by the enterprise are identified.
- 2.2 Base ingredients for non-alcoholic beverages are explained in accordance with standard industry texts.
- 2.3 Refrigeration and storage equipment are identified.
- 2.4 Safety and hygiene requirements for non-alcoholic beverage service equipment are identified and explained in accordance with enterprise procedures.

## Outcome 3

Demonstrate knowledge of an alcohol server's responsibility on board an aircraft.

### Performance criteria

- 3.1 Requirements for alcohol service and consumption are identified and explained in accordance with enterprise procedures and legislative requirements.

Range may include but is not limited to – service to minors, intoxicated passengers, drunk and disorderly behaviour, safe drinking guidelines.

- 3.2 Alcohol absorption at altitude and in an aircraft environment is explained in terms of the different effects on the human body.
- 3.3 Customer condition before and during the service of alcohol is monitored for signs of intoxication.
- 3.4 Intervention techniques designed to restrict intoxication of passengers and maintain passenger safety are described in accordance with enterprise procedures and legislative requirements.

Range may include but is not limited to – asking for and checking identification, slowing service, stopping or refusing service.

- 3.5 Server responsibilities are identified and explained in accordance with enterprise procedures and legislative requirements.

<b>Planned review date</b>	31 December 2024
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 August 2005	31 December 2017
Review	2	12 December 2008	31 December 2017
Review	3	19 March 2015	N/A
Revision and Rollover	4	30 September 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.