

Title	Demonstrate ability to manage passengers on board an aircraft		
Level	4	Credits	4

Purpose	People credited with this unit standard are, on board an aircraft, able to: provide assistance during passenger seating; and demonstrate ability to identify, seat and provide care for passengers requiring specific assistance or attention.
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Classification	Aviation > Flight Attendants
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Available grade	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 Evidence for this unit standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

Outcomes and performance criteria

Outcome 1

Provide assistance during passenger seating.

Performance criteria

1.1 Passengers are attended to promptly and in accordance with enterprise procedures.

1.2 Techniques for dealing with expected and unexpected situations are explained in accordance with enterprise procedures.

Range expected situations may include but are not limited to – specific needs passengers identified from the manifest;
unexpected situations may include but are not limited to – specific needs passengers not indicated on the manifest, double allocated seats, intoxicated passengers.

1.3 Passenger and service areas are kept clean and clear of rubbish.

Outcome 2

Demonstrate ability to identify, seat and provide care for passengers requiring specific assistance or attention.

Performance criteria

2.1 Use of enterprise equipment provided for the care of passengers requiring specific assistance is demonstrated in accordance with enterprise procedures and manufacturer's instructions.

2.2 Passengers requiring specific assistance or attention are identified, seated and provided with ongoing care according to enterprise procedures.

Range may include but is not limited to – seniors, caregivers with infants and/or children, unaccompanied minors, passengers with disabilities and/or conditions requiring specific care, prison escorts.

2.3 Own actions and attitudes towards passengers with specific needs are analysed in terms of their impact on the passenger, passenger's escort and other passengers or witnesses.

Range a minimum of two situations must be analysed.

Planned review date	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

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