

Title	Direct operations in an operations control room at an airport		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: assign and coordinate tasks from an operations control room; liaise with other responding agencies; and manage operations control room health and safety standards at an airport.
----------------	--

Classification	Aviation > Airport Operations
-----------------------	-------------------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Definitions
Operations control room refers to a facility where operational activities are coordinated, which may include allocation of resources, receipt and transmission of information, security control, and operational command and/or control.
The term *airport* refers to aerodrome as per Civil Aviation Rules.
- 2 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, Health and Safety at Work Act 2015, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.
- 3 People intending to work as an airport security officer require an Airport Identity Card issued by The Director of the Civil Aviation Authority, New Zealand.
- 4 Security duties, roles, and responsibilities are governed by a range of standard and special instructions or orders under Civil Aviation Rules and the New Zealand National Aviation Security Programme.
- 5 This unit standard may be assessed against in an aviation workplace in real or simulated situations, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of an aviation workplace.

Outcomes and performance criteria

Outcome 1

Assign and coordinate tasks from an operations control room at an airport.

Performance criteria

- 1.1 Tasks are assigned in accordance with enterprise procedures.
- 1.2 Assigned tasks are coordinated in accordance with enterprise procedures, and available human resources.

Outcome 2

Liaise with other responding agencies at an airport.

Range other agencies may include but are not limited to – New Zealand Police, Fire and Emergency New Zealand, ambulance, Aviation Security Services, RNZAF Force Protection, contractors;
evidence of four is required.

Performance criteria

- 2.1 Agencies to be contacted are identified in accordance with enterprise procedures.
- 2.2 Assistance is requested, and incident details and location are provided in accordance with enterprise procedures.
- 2.3 Requests for assistance from responding agencies are actioned in accordance with enterprise procedures.
- 2.4 Support for responding agencies is coordinated in accordance with enterprise procedures.
- 2.5 Reports and records are completed in accordance with enterprise procedures.

Outcome 3

Manage operations control room health and safety standards at an airport.

Performance criteria

- 3.1 Control room health and safety issues are managed in accordance with enterprise procedures.
- 3.2 All tasks and duties are executed in compliance with occupational health and safety legislation and in accordance with enterprise procedures.

Replacement information	This unit standard and unit standard 25201 replaced unit standard 17350.
--------------------------------	--

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 November 2008	31 December 2016
Review	2	24 October 2014	31 December 2023
Review	3	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028
--	------

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.