

Title	Demonstrate knowledge of and apply conflict management on board an aircraft		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: explain why conflict management is important on board an aircraft; and demonstrate knowledge of and apply conflict management techniques for dealing with disruptive and unruly passengers.
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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 outcome 2 must 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

Explain why conflict management is important on board an aircraft.

Range personal safety, passenger safety, aircraft safety.

Performance criteria

- 1.1 Importance of conflict management for safety is explained in accordance with enterprise procedures.

Outcome 2

Demonstrate knowledge of and apply conflict management techniques for dealing with disruptive and unruly passengers.

Range evidence is required of two conflict management scenarios on board an aircraft.

Performance criteria

- 2.1 Conflict management techniques are identified and described in terms of their intended outcome and relationship to enterprise procedures.
- Range conflict management techniques may include but are not limited to – accommodate, avoid, collaborate, compromise, dictate, ignore.
- 2.2 Personal behavioural style is adapted to deal with disruptive and unruly passengers in accordance with enterprise procedures.
- 2.3 Conflict management techniques are selected and applied in accordance with enterprise procedures.

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Status information and last date for assessment for superseded versions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	12 December 2008	31 December 2017
Review	2	19 March 2015	N/A
Revision and Rollover	3	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.