Title	Complete check-in for single passenger without baggage		
Level	3	Credits	6

Purpose	People credited with this unit standard are able to: prepare workstation and check-in for a single passenger without baggage; display and check flight information; display and check passenger details; accept passenger onto flight; and finalise passenger check-in process.

Classification	Aviation > Airport Customer Service

Available grade	Achieved

Guidance Information

All tasks are to be carried out in accordance with enterprise procedures, the enterprise being the organisation carrying out the work. Enterprise procedures referred to in this unit standard are the applicable procedures found in the following: enterprise exposition, manufacturer publications, government and local body legislation.

Outcomes and performance criteria

Outcome 1

Prepare workstation and commence check-in for a single passenger without baggage.

Performance criteria

1.1 Workstation is prepared, and sufficient stationery is available for check-in transactions to be performed.

Range may include but is not limited to – clear rubbish, boarding passes, bag tags, other labels or tags, writing pads, pens, stamps.

1.2 Check-in computer terminal, and printers are prepared for operation.

1.3 Passenger is greeted and details are obtained.

Range details may include but are not limited to – surname, flight number, destination.

Outcome 2

Display and check flight information.

Performance criteria

2.1   Flight information is displayed and checked.

          Range   must include but is not limited to – correct date, correct departure
                       port, flight status.

Outcome 3

Display and check passenger details.

Performance criteria

3.1   Passenger name is accessed and name details are displayed.

3.2   Passenger details are checked and any amendments are made.

          Range   details may include but are not limited to – e-ticket indicator, ticket
                       information, class of travel, seating, frequent flyer details, special
                       service requests, on-carriage, passport, visas.

Outcome 4

Accept passenger onto flight.

Performance criteria

4.1   Passenger is accepted onto flight and boarding pass is issued.

          Range   may include but is not limited to – passenger category, baggage
                       details, destination, boarding pass manual entry, boarding pass
                       automatic entry.

Outcome 5

Finalise passenger check-in process.

Performance criteria

5.1   Documentation is returned to the passenger and the departure process is
          explained.

          Range   may include but is not limited to – boarding pass, passport, ticket.

5.2   Passenger is directed to the departure area and farewelled.

          Range   may include but is not limited to – lounge for airline rewards
                       passengers, departure gates.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	15 April 2011	31 December 2019
Review	2	29 March 2018	N/A
Rollover and Revision	3	29 June 2023	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 Ringa hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.