Title	Complete check-in for multiple passengers travelling together with checked baggage		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to: prepare workstation and commence check-in for multiple passengers travelling together with checked baggage; display and amend passengers' details; process passengers' baggage; accept passengers onto flight; and finalise the check-in process.

Classification	Aviation > Airport Customer Service

Available grade	Achieved

Guidance Information

1   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.

2   Definition
        Multiple passengers refer to at least two people travelling together.

3   It is recommended that candidates hold credit for Unit 27230, *Complete check-in for single passenger without baggage,* before being assessed against this unit standard.

Outcomes and performance criteria

Outcome 1

Prepare workstation and commence check-in for multiple passengers travelling together with checked 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, activate and zero baggage scale.

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

1.3   Passengers are greeted and details are obtained.

           Range   details may include but is not limited to – number of people
                        travelling, surnames, flight number, destination, date, passports,
                        visas.

Outcome 2

Display and amend passengers' details.

Performance criteria

2.1   Passengers' names are accessed and name details are displayed.

2.2   Passengers' details are checked and any amendments are made.

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

Outcome 3

Process passengers' baggage.

Performance criteria

3.1   Security and dangerous goods procedures are followed.

           Range   procedures may include but are not limited to – ask security and
                        dangerous goods questions, name on baggage, querying baggage
                        contents (liquids, aerosols, gels).

3.2   Passengers' checked baggage is assessed and recorded.

           Range   may include but is not limited to – number of bags, fragile,
                        oversized, pre-existing damage, weight of individual bags, total
                        weight of pooled baggage.

3.3   Excess baggage is identified and options are discussed with passenger.

Outcome 4

Accept passengers onto flight.

Performance criteria

4.1   Passengers are accepted onto flight and boarding passes are issued.

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

4.2   Baggage tags are issued and attached.

    Range   may include but is not limited to – thermal, heavy, priority, fragile, standby, limited release.

Outcome 5

Finalise the check-in process.

Performance criteria

5.1   Documentation is returned to all passengers and the departure process is outlined.

    Range   may include but is not limited to – boarding passes, passports, tickets, baggage receipts.

5.2   Passengers are directed to the next area and farewelled.

    Range   may include but is not limited to – lounge for airline rewards passengers, departure gates, fragile and oversize baggage area, special handling desk, ticketing desk, bag drop area.

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.