

Title	Provide assistance for an unaccompanied minor travelling by air		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to complete: documentation; departure procedures; and arrival procedures, for an unaccompanied minor.
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Classification	Aviation > Airport Customer Service
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Available grade	Achieved
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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
Unaccompanied minor refers to a child, aged between 5 and 11 years inclusive, travelling without somebody 15 years or older.
 - 3 Documentation could be written or digital.
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Outcomes and performance criteria

Outcome 1

Complete documentation for an unaccompanied minor.

Performance criteria

- 1.1 Documentation for an unaccompanied minor is completed.

Range	may include but is not limited to – age, name, language, address at origin, address at destination, telephone numbers, names of people seeing unaccompanied minor off, names of people meeting unaccompanied minor, medication requirements and any special instructions.
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Outcome 2

Complete departure procedures for an unaccompanied minor.

Performance criteria

2.1 Check-in process is completed and any baggage is tagged.

2.2 Unaccompanied minor is assisted with departure formalities.

Range may include but is not limited to – customs, immigration, security, boarding gate.

2.3 Unaccompanied minor and documentation are handed over to the cabin crew.

Outcome 3

Complete arrival procedures for an unaccompanied minor.

Performance criteria

3.1 Unaccompanied minor is met at the aircraft door and documentation is obtained from cabin crew.

3.2 Unaccompanied minor is assisted with arrival formalities.

Range may include but is not limited to – immigration, customs, collecting baggage.

3.3 Hand over of unaccompanied minor to authorised contact person is completed.

Range must include but is not limited to – verify identification of contact person, documentation given to contact person.

Planned review date	31 December 2025
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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
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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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.