

Title	Provide assistance to passengers with a disability at an airport		
Level	3	Credits	6

Purpose	People credited with this unit standard are able to: demonstrate an awareness of, and appropriate responses to, passengers with a disability; and assist passengers with disabilities.
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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
Passenger assistance refers to assisting customers with specific needs who request to be provided with assistance to complete their journey within an airport terminal on departure and/or arrival.
- 3 Assessments may be conducted in a simulated environment.

Outcomes and performance criteria

Outcome 1

Demonstrate an awareness of, and appropriate responses to, passengers with a disability.

Range evidence is required for three different disabilities, one of which must be a passenger requiring a wheelchair.

Performance criteria

- 1.1 Types of disability and passenger assistance needs are identified.

Range types may include but are not limited to – visually impaired (BLND), hearing impaired (DEAF), physical disability requiring a wheelchair for across the ramp or the steps or for all (WCHR, WCHS, WCHC), intellectual or psychological disability or elderly and needs assistance (MAAS).

- 1.2 Appropriate responses to passengers with a disability are identified.

Outcome 2

Assist passengers with disabilities.

Range evidence is required for three different disabilities; one of which must be a passenger requiring a wheelchair.

Performance criteria

- 2.1 Passenger is greeted and assisted.

Range may include but is not limited to – address person by name, speak at normal pace and volume, guide person, face the person, written communication, confirmation of understanding, prepare wheelchair, assist passenger into and/or out of wheelchair, push wheelchair, speak clearly and in a respectful manner, use uncomplicated conversation.

- 2.2 Passenger is assisted with airport formalities.

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

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.