

<b>Title</b>	<b>Manage disruptive and unlawful behaviour at an airport</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are, at an airport, able to: monitor passenger behaviour; identify and resolve disruptive and unlawful activity; take action to control unlawful behaviour; and report and document incidents.
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<b>Classification</b>	Aviation > Airport Operations
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definition  
The term *airport* refers to aerodrome as per Civil Aviation Rules.
- 2 Reference to enterprise procedures means that all activities must comply with the requirements contained in the current airport exposition, current airport company manuals and procedures, where applicable, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 1990, relevant Civil Aviation Rules, Aviation Crimes Act 1972, Aviation Security Services Policies and Procedures, New Zealand Defence Force (NZDF) Policy.

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### Outcomes and performance criteria

#### Outcome 1

Monitor passenger behaviour at an airport.

#### Performance criteria

- 1.1 Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour in accordance with enterprise procedures.

Range may include but is not limited to – stations/stops, buses/coaches, amenities, depots/other transport facilities, cafeterias, toilets, ticket offices, Security Designated Aerodromes and environs, any place the Director of Civil Aviation may deem necessary.

1.2 Potential problem situations are quickly identified, and steps taken to defuse the situation in accordance with enterprise procedures.

Range problem situations may include but are not limited to – arguments, hostilities, verbal abuse, physical abuse, graffiti, lack of compliance with no smoking signs, lack of compliance with civil aviation rules, drunken behaviour.

1.3 Incidents which breach legislation are identified, and appropriate action is taken in accordance with enterprise procedures.

1.4 Surveillance equipment is operated within legal and workplace parameters in accordance with enterprise procedures.

## **Outcome 2**

Identify and resolve disruptive and unlawful activity at an airport.

### **Performance criteria**

2.1 The nature of disruptive and unlawful behaviour is accurately assessed and, if possible, conflict is resolved using relevant conflict resolution strategies in accordance with enterprise procedures.

2.2 Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate in accordance with enterprise procedures.

2.3 Assistance is sought from other staff and external support services where necessary in accordance with enterprise procedures.

2.4 The situation is resolved, and follow-up action is implemented in accordance with enterprise procedures.

## **Outcome 3**

Take action to control unlawful behaviour at an airport.

### **Performance criteria**

3.1 Assistance is sought from other staff and external support services where necessary in accordance with enterprise procedures.

3.2 The nature of the offence and the consequences of the behaviour are clearly communicated to the offender in accordance with enterprise procedures.

3.3 Staff involvement in the removal, detention, or arrest of offender(s) is undertaken in accordance with legislative requirements and enterprise procedures.

## **Outcome 4**

Report and document incidents at an airport.

**Performance criteria**

- 4.1 Incidents are reported using the appropriate document format in accordance with enterprise procedures.
- 4.2 All documentation is drafted in accordance with enterprise procedures.

<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	16 July 2015	31 December 2023
Review	2	29 July 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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 ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.