

Title	Manage the load of items for screening by X-ray screening equipment at an airport		
Level	4	Credits	2

Purpose	People credited with this unit standard are able to: manage the load of items for screening by X-ray screening equipment at an airport; control the loading of items onto X-ray equipment conveyor belt; provide assistance to persons with special needs; and process a diplomatic bag and courier.
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Classification	Aviation > Airport Operations
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Available grade	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 Service Policies and Procedures, New Zealand Defence Force (NZDF) Policy.

Outcomes and performance criteria

Outcome 1

Manage the load of items for screening by X-ray screening equipment at an airport.

Performance criteria

- 1.1 The load of items is monitored, and appropriate action is taken to maintain a steady flow through the X-ray screening equipment in accordance with enterprise procedures.

Range items may include but are not limited to – bags, cabin baggage, strollers, wheelchairs, walking frames and sticks, goods, hold baggage, packages, personal effects, work equipment, tools of trade, display/promotional items.

- 1.2 Customer service standards and procedures are applied when controlling the flow of items through the X-ray screening equipment in accordance with enterprise procedures.
- 1.3 Issues interfering with the flow of items through the X-ray screening equipment are identified and appropriate action is taken to resolve issues concerned in accordance with enterprise procedures.

Outcome 2

Control the loading of items onto X-ray equipment conveyor belt.

Performance criteria

- 2.1 Loading of items onto the X-ray belt is controlled in accordance with enterprise procedures.
- 2.2 Appropriate advice is provided regarding items likely to be identified by screening equipment in accordance with enterprise procedures.
- 2.3 Appropriate assistance is provided to help persons place their carry-on bags and personal effects on the X-ray belt in accordance with enterprise procedures.
- 2.4 The physical position of items is controlled in accordance with enterprise procedures.

Outcome 3

Provide assistance to persons with special needs.

Performance criteria

- 3.1 Persons with special needs are identified and assisted in accordance with enterprise procedures.

Range may include but is not limited to – person in a wheelchair who may or may not be able to stand unassisted; person not in a wheelchair but who requires a walking aid; person who is hearing impaired; person who is vision impaired; person who requires the assistance of a carer; person who is accompanied by an assistance or companion animal (e.g. a guide dog); person who has medical needs such as requiring oxygen equipment.

- 3.2 Persons with special requirements are appropriately assisted to enter the screening point in accordance with enterprise procedures.

Outcome 4

Process a diplomatic bag and courier.

Performance criteria

- 4.1 Items with diplomatic status are identified and verified in accordance with enterprise procedures.
- 4.2 Items with diplomatic status are processed in accordance with enterprise procedures.
- 4.3 Diplomatic courier is processed in accordance with enterprise procedures.

Planned review date	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

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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.