

Title	Assess the operational readiness of international airport terminal services		
Level	4	Credits	12

Purpose	People credited with this unit standard are able to assess the operational readiness of: public amenities at an international airport; baggage handling facilities at an international airport; the international airport terminal for passenger facilitation; and border facilities at an international airport.
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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, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 1990, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

Outcomes and performance criteria

Outcome 1

Assess the operational readiness of public amenities at an international airport.

Performance criteria

- 1.1 Transport facilities are assessed in accordance with enterprise procedures.

Range areas to assess may include but are not limited to – buses, taxis, car parks, access roads, disabled access; evidence of five is required.

- 1.2 Building facilities are assessed in accordance with enterprise procedures.

Range areas to assess may include but are not limited to – lighting, signs, air conditioning and heating, toilets, stairs, escalators; evidence of five is required.

1.3 Concessions are assessed in accordance with enterprise procedures.

Range concessions may include but are not limited to – banking, retail; evidence is required of three concessions.

Outcome 2

Assess the operational readiness of baggage handling facilities at an international airport.

Performance criteria

2.1 Baggage handling facilities are assessed in accordance with enterprise procedures.

Range facilities may include but are not limited to – trolleys, conveyors, carousels; evidence of two is required.

Outcome 3

Assess the operational readiness of the international airport terminal for passenger facilitation.

Performance criteria

3.1 Security facilities at an international airport terminal are assessed in accordance with enterprise procedures.

3.2 Customer service facilities are assessed in accordance with enterprise procedures.

Range service facilities may include but are not limited to – signage, information services, first aid, availability of documentation, airline facilities; evidence of five is required.

Outcome 4

Assess the operational readiness of border facilities at an international airport.

Performance criteria

4.1 Arrival and departure facilities are assessed in accordance with enterprise procedures.

4.2 Border control facilities are assessed in accordance with enterprise procedures.

Range border control facilities may include but are not limited to – Ministry for Primary Industries, Aviation Security Service, New Zealand Police, New Zealand Customs Service, Sterile Border, Immigration New Zealand; evidence of five is required.

4.3 Screening facilities are assessed in accordance with enterprise procedures.

Range may include but is not limited to screening of – an area, people, baggage, cargo, animals, aircraft; evidence of four is required.

Replacement information	This unit standard was replaced by skill standard 41090.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 December 1996	31 December 2016
Review	2	27 April 2000	31 December 2016
Revision	3	22 July 2005	31 December 2016
Review	4	21 November 2008	31 December 2016
Review	5	24 October 2014	31 December 2023
Review	6	29 July 2021	31 December 2027
Review	7	18 December 2025	31 December 2027

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>.