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.

Classification	Aviation > Airport Operations

Available grade	Achieved

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.

Planned review date	31 December 2026

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	N/A

Consent and Moderation Requirements (CMR) reference	0028

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.