

Title	Assess the operational readiness of domestic airport terminal services		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to assess the operational readiness of: public amenities at a domestic airport; baggage handling facilities at a domestic airport; and the domestic airport terminal for passenger facilitation.
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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 a domestic 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.
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- 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.
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1.3 Concessions are assessed in accordance with enterprise procedures.

Range concessions may include but are not limited to – banking, retail.

Outcome 2

Assess the operational readiness of baggage handling facilities at a domestic 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 domestic airport terminal for passenger facilitation.

Performance criteria

3.1 Security facilities at a domestic 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.

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	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
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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.