Australian Government

Department of Education, Employment and Workplace Relations

AVII2007B Check in aircraft passengers

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

AVII2007B Check in aircraft passengers

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit involves the skills and knowledge required to check in passengers for a commercial aircraft flight, including greeting passengers, checking in passengers using either manual or computerised processes and checking in both cabin and hold baggage. It also includes the skills and knowledge required to respond to problems during check-in, process check-in records, issue boarding passes and direct passengers to the security gate. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit	Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.
	Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.
	Work is performed under some supervision usually within a team environment.
	Work involves the application of customer service principles and procedures, regulations, safety codes and protocols to the checking-in of passengers for commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills   This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Greet passenger	1.1 Passenger is greeted in accordance with workplace customer service procedures
	1.2 Passenger is asked for their name and details of their flight
	1.3 Photographic identification is requested from the passenger and their identity is confirmed
2 Check in passenger using manual process	2.1 When manual procedures are being followed, passenger's name is identified and confirmed on the passenger list for the nominated flight
	2.2 Where possible, passenger's seating preference on the aircraft is sought
	2.3 Passenger's check-in is recorded on the passenger list and a suitable and available aircraft seat is allocated
	2.4 Passenger is advised of any changes in flight arrangements including delays, cancellations and gate changes
3 Check in passenger using computerised process	3.1 When computerised procedures are being followed, passenger's name and indicated flight are entered into the system using relevant workplace procedures
	3.2 Passenger's booking for the flight is confirmed on the system
	3.3 Should the passenger's name not be found in bookings for the flight, appropriate action is taken in discussion with the passenger to resolve the problem in accordance with workplace procedures
	3.4 Where relevant, passenger's seating preference on the aircraft is sought or if in a loyalty program confirmed from their preference profile
	3.5 Passenger is advised of prohibited items that are not allowed to be carried onto an aircraft or carried in baggage in accordance with workplace procedures and regulatory requirements
	3.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures
4 Check in baggage	4.1 Where applicable, passenger is requested to present her/his baggage for check-in
	4.2 Items of cabin baggage are checked to ensure that they fall within number, size and weight requirements, and if not, the passenger is courteously advised that relevant items must be checked in together with any other items for carriage in the aircraft's hold
	4.3 Passenger's checked-in baggage is weighed on the scales in accordance with workplace procedures

ELEMENT	PERFORMANCE CRITERIA
	4.4 Baggage weight is compared to allowable limits for the passenger's class of travel
	4.5 If baggage is above the allowable limit but still permissible under excess baggage rules, passenger is advised and arrangements are made for excess baggage payment in accordance with workplace procedures
	4.6 If baggage is above the allowable limit and the excess is not permissible under regulatory requirements, passenger is advised in accordance with workplace procedures and requested to take appropriate action to reduce baggage weight to within the allowable limit
	4.7 Baggage details are recorded on the aircraft's baggage list and entered into the computer system dependent on the workplace procedures for the type of check-in process being used
	4.8 Baggage is labelled in accordance with workplace procedures using either manually or printer-produced tags dependent on the system being used, including overweight, oversize or fragile labels where applicable
	4.9 Where loyalty services apply, baggage is tagged with the appropriate label
	4.10 Passenger's baggage is placed on the baggage belt or cart, as applicable
	4.11 Passenger's baggage check-in record is attached to their ticket or boarding pass sleeve
	4.12 Baggage is handled at all times in accordance with OH&S regulations and workplace procedures
5 Respond to problems during check-in	5.1 A problem arising during check-in is promptly identified and clarified in accordance with workplace procedures
	5.2 Options for the resolution of the identified problem are explored in consultation with the passenger and other staff in accordance with workplace procedures and any relevant regulatory requirements
	5.3 Where a problem cannot be immediately resolved, the problem is referred to an appropriate supervisor or other relevant staff for action in accordance with workplace procedures
6 Issue boarding pass	6.1 On finalisation of check-in procedures, a manual or computer-produced boarding pass is issued and presented to the passenger in accordance with workplace procedures
	6.2 Passenger's attention is drawn to relevant details on the boarding pass including the flight code, the boarding gate and the required boarding time
7 Direct passenger to	7.1 Passenger is directed to the security gate in accordance with

ELEMENT	PERFORMANCE CRITERIA
security gate	workplace procedures
	7.2 Where applicable, passengers subscribing to a loyalty scheme and/or airline club are advised of the location of the club lounge and the facilities available in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to check-in procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards for providing appropriate check-in services for passengers
- Check-in records/documentation
- Baggage check-in limits and requirements
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when checking in passengers for aircraft flights and related risk control procedures and precautions
- Problems that may occur when checking in passengers for aircraft flights and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when checking in aircraft passengers
- Read and interpret instructions, regulations, procedures and other information relevant to checking in aircraft passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when checking in aircraft passengers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when checking in aircraft passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when checking in aircraft passengers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when checking in aircraft passengers
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards

- Implement OH&S procedures and relevant regulations

- Identify and correctly use equipment required when checking in aircraft passengers

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts • Resources for assessment include: • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or • access to an appropriate range of relevant operational situations in the workplace • In both real and simulated environments, access is required to: • relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests • Practical assessment must occur: • through activities in an appropriately simulated environment at the registered training organisation, and/or • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Check-in services may be provided:	• by day or night • at international, domestic and regional airports • at a boarding gate, baggage check-in, service desk or valet service check-in • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise and operational requirements
Performance may be demonstrated:	• in an appropriately simulated workplace situation • at an operational airport
Check-in procedures may include:	• manual check-in processes • computerised check-in processes
Problems during check-in may include:	• late check-in • excess baggage • overweight or oversize cabin baggage • possession or prohibited items on person or in cabin or checked-in baggage • no record of the passenger's claimed booking • delayed or cancelled flight
Persons consulted may include:	• passengers • other crew members • ground staff • catering staff • aircraft resourcing staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	• sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to passenger check-in processes • airline check-in checklists, procedures and instructions and job specifications including both manual and computerised processes where applicable

RANGE STATEMENT

	• workplace customer service standards, policies and procedures
	• lists of items prohibited for carriage on aircraft
	• check-in equipment operational manuals
	• emergency procedures
	• flight passenger schedules
	• information on terminal facilities, club lounges and departure gates
	• induction and training materials
	• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	• relevant Civil Aviation Safety Regulations and Civil Aviation Orders
	• relevant OH&S legislation
	• environmental protection legislation
	• equal opportunity and anti-discrimination legislation
	• relevant customs and quarantine regulations
	• relevant Australian Standards
	• industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field   I - Customer Service