



Australian Government

AVII2008 Provide assistance to transit and arriving passengers

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to provide assistance to transit and arriving passengers, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes greeting transit and arriving passengers, checking in passengers using manual and computerised processes, responding to passenger problems, issuing boarding pass for next leg of flight, and directing transit passengers to transit lounges.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of ground operations personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision as a single operator or within a team environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Greet transit passenger

2 Greet arriving passenger

3 Check in passenger for next leg using manual process

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Transit passenger is greeted in accordance with workplace customer service procedures
- 1.2 Transit passenger is asked for boarding pass and/or name and details of their flight and destination, and is directed to relevant terminal/check-in area
- 1.3 Transit passenger queries concerning flight and transit arrangements are answered accurately, courteously and in accordance with workplace customer service standards and procedures
- 2.1 Arriving passenger is greeted in accordance with workplace customer service procedures
- 2.2 Arriving passenger is directed to baggage carousel area and/or terminal exit and transport services
- 2.3 Arriving passenger with international connections is directed to relevant terminal/check-in area
- 2.4 Arriving passenger queries and concerns are answered courteously in accordance with workplace customer service standards and procedures
- 3.1 Passenger name is identified and confirmed on passenger list for nominated flight in accordance with manual procedures
- 3.2 Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures
- 3.3 Passenger is advised of changes in flight arrangements including delays, cancellations and gate changes
- 3.4 Passenger seating preference on aircraft is sought or confirmed from loyalty program preference profile
- 3.5 Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements
- 3.6 Passenger check-in is confirmed on flight management

- systems, and suitable and available aircraft seating is allocated using appropriate workplace procedures
- 4 Check in transit passenger for next leg using computerised process**
- 4.1 Passenger name and indicated flight are entered into the system in accordance with computerised procedures and relevant workplace procedures
- 4.2 Passenger booking for the next leg of the flight is confirmed on the system and passenger is advised of any changes in flight arrangements
- 4.3 Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures
- 4.4 Passenger aircraft seating preference is sought or confirmed from loyalty program preference profile
- 4.5 Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements
- 4.6 Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated in accordance with workplace procedures
- 5 Respond to passenger problems**
- 5.1 Problems arising for an arriving or transit passenger are promptly identified and clarified in accordance with workplace procedures
- 5.2 Hazards are identified, risks are assessed and hazard management is implemented
- 5.3 Options for resolving identified problems are explored in consultation with passenger and appropriate staff in accordance with workplace procedures and relevant regulatory requirements
- 5.4 Passenger check-in problems not immediately resolved are referred to appropriate supervisor or other relevant staff for action in accordance with workplace procedures
- 6 Issue boarding pass for next leg of flight**
- 6.1 Passenger check-in problems not immediately resolved, are referred to appropriate supervisor or other relevant staff for action in accordance with workplace procedures
- 6.2 Passenger attention is drawn to relevant details on boarding pass including flight code, boarding gate and required boarding time

- 7 Direct transit passenger to transit lounge**
- 7.1 Passenger is directed to transit lounge and facilities in accordance with workplace procedures
 - 7.2 Passengers subscribing to a loyalty scheme and/or airline club are advised of location of appropriate lounge and facilities in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

- Problems during passenger arrival/ transit check-in must include:
- delayed or cancelled flight
 - lack of understanding of terminal layout
 - incoming flight late arrival
 - no record of passenger booking for next leg of flight
 - possession or prohibited items on passenger or in cabin or checked-in baggage

Unit Mapping Information

This unit replaces and is equivalent to AVII2008B Provide assistance to transit and arriving passengers.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>