



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AVIL2001B Manage a check-in queue**

**Revision Number: 1**

## **AVIL2001B Manage a check-in queue**

### **Modification History**

Not applicable.

### **Unit Descriptor**

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This unit involves the skills and knowledge required to manage a check-in queue, including organising the queue, combing the queue for passengers requiring urgent service, identifying and moving passengers to the front of the queue whose flights are about to start boarding, providing information to passengers in the queue and responding to queries from queue members. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in accordance with relevant workplace procedures.

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 and protocols to manage check-in queues 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
<b>1 Organise queue</b>	<p>1.1 Queue is organised using appropriate signage, barriers and other resources in accordance with workplace procedures</p> <p>1.2 Any breaches of queue protocol are identified and appropriate action is taken to courteously advise the passengers concerned of the correct procedures to be followed</p> <p>1.3 Progress of the queue is monitored and appropriate action is taken to adjust servicing resources and/or reorganise queue in situations where the queue becomes excessively long/short or requires reorganisation due to late boarding passengers</p>
<b>2 Comb queue for passengers requiring urgent or express service</b>	<p>2.1 Queue is combed at appropriate times to identify passengers who have priority need for rapid check-in in accordance with workplace procedures</p> <p>2.2 Passengers identified as having priority needs for check-in are moved to the head of the queue</p> <p>2.3 Passengers without baggage are directed to proceed to express check-in or the gate customer service desk</p> <p>2.4 Appropriate explanations are provided to other passengers in the queue of the reasons for the priority service</p>
<b>3 Provide information/special assistance to passengers in queue</b>	<p>3.1 Passengers are provided with relevant information on queuing arrangements and boarding progress using public address systems and other communication systems in accordance with workplace procedures</p> <p>3.2 Where appropriate, information is provided to individual passengers on matters relevant to their check-in</p> <p>3.3 Passengers are given appropriate information on delays and cancelled or re-organised flight progress using public address systems and other communication systems in accordance with workplace procedures</p> <p>3.4 Passengers that require special assistance, such as the elderly, families with infants or people with disabilities, are identified</p>
<b>4 Respond to queries from queue members</b>	<p>4.1 Queries from passengers in a queue are courteously received and interpreted in accordance with workplace customer service standards</p> <p>4.2 Appropriate responses are given to passenger enquiries in accordance with workplace procedures</p> <p>4.3 Where a response cannot be immediately provided, the query is referred to an appropriate supervisor or other staff for appropriate action</p>

## 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
- Relevant OH&S procedures and regulations
- Relevant equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards and procedures for managing a check-in queue
- Workplace procedures for providing appropriate assistance and advice to passengers awaiting check-in for an aircraft flight
- Resources and equipment used during queue management
- Risks that exist when communicating with passengers during check-in procedures and related risk control procedures and precautions
- Problems that may occur when communicating with passengers during check-in procedures and appropriate action that should be taken in each case

#### Required skills:

- Communicate effectively with others when managing a check-in queue
- Read and interpret instructions, regulations, procedures and other information relevant to a check-in queue
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a check-in queue
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing a check-in queue
- 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 managing a check-in queue in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing a check-in queue
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing a check-in queue
- 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
- Work systematically with required attention to detail without injury to self or others, or

**REQUIRED KNOWLEDGE AND SKILLS**

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 managing a check-in queue

# 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.

Queue management may be conducted:

- at international, domestic and regional airports
- for both short and/or long haul services
- in any category of service, including economy, business class, first class and airline club
- in accordance with enterprise and operational requirements

Performance may be demonstrated:

- in an appropriately simulated workplace situation
- at an operational airport

Queuing resources may include:

- signs
- fixed barriers
- portable barriers
- queuing carpets
- public address systems
- two-way radios and mobile phones

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 check-in operations
- airline procedures and instructions and job specifications
- emergency procedures
- flight passenger schedules
- 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



## **RANGE STATEMENT**

- equal opportunity and anti-discrimination legislation
- industrial relations and workplace compensation legislation

## **Unit Sector(s)**

Not applicable.

## **Competency field**

**Competency Field**                      L - Resource Management