



Australian Government

AVII0009 Check in aircraft passengers

Release: 1

AVII0009 Check in aircraft passengers

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 check in aircraft passengers in compliance with relevant regulatory requirements and national operating standards.

It includes greeting passengers, checking in passengers using manual and computerised processes, and checking in baggage. It also includes responding to problems during check-in, issuing boarding passes and directing passengers to security gates.

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.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

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| 1 Greet passenger | 1.1 Passenger is greeted in accordance with workplace customer service procedures |
| | 1.2 Passenger is asked for name and flight details |
| | 1.3 Photographic identification is requested from passenger and identity is confirmed |
| | 1.4 Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements |
| 2 Check in passenger using manual process | 2.1 Passenger name is identified and confirmed on passenger list for nominated flight in accordance with manual check-in procedures |
| | 2.2 Passenger seating preference on aircraft is sought and allocated where possible |
| | 2.3 Passenger check in is recorded on passenger list and a suitable and available aircraft seat is allocated in accordance with flight requirements, seating plan, zoning weight and balance restrictions, and workplace procedures |
| | 2.4 Passenger is advised of changes in flight arrangements, including delays, cancellations and gate changes |
| 3 Check in passenger using computerised process | 3.1 Passenger name and indicated flight are entered into the system in accordance with computerised procedures and relevant workplace procedures |
| | 3.2 Passenger flight booking is confirmed on the system |
| | 3.3 Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures |
| | 3.4 Passenger aircraft seating preference is sought or confirmed from loyalty program preference profile |
| | 3.5 Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated in accordance with workplace procedures |
| 4 Check in baggage | 4.1 Passenger is requested to present baggage for check in |
| | 4.2 All weighing equipment is checked for serviceability |

and weighing scales are calibrated in accordance with workplace procedures

- 4.3** Cabin baggage items are checked to ensure they fall within allowable passenger baggage requirements, and passenger is courteously advised to check in non-compliant cabin baggage items with other items in aircraft hold
- 4.4** Passenger checked-in baggage is weighed on scales in accordance with workplace procedures and compared to passenger class of travel allowable limits
- 4.5** Passenger is advised and arrangements made for excess baggage payment for baggage above allowable limit but permissible under excess baggage rules, in accordance with workplace procedures
- 4.6** Passenger is advised about baggage above allowable limit where excess is not permissible under regulatory requirements, and is requested to take appropriate action to reduce baggage weight to within allowable limit in accordance with workplace procedures
- 4.7** Baggage details are recorded on aircraft baggage list and entered into computer system in accordance with workplace procedures for type of check-in process being used
- 4.8** Baggage is labelled in accordance with workplace procedures using either manually or printer-produced tags in accordance with system being used, including overweight, oversize or fragile labels as required
- 4.9** Passenger loyalty program baggage labels are applied as required
- 4.10** Passenger baggage is placed on baggage belt or cart in preparation for aircraft loading
- 4.11** Passenger baggage check-in record is attached to ticket or boarding pass sleeve
- 4.12** Baggage is handled at all times in accordance with work health and safety (WHS) regulations and workplace procedures

5 Respond to problems during check in

- 5.1** Problems arising during check in are promptly identified and clarified in accordance with workplace procedures

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| | 5.2 | Hazards are identified, risks are assessed and hazard management implemented |
| | 5.3 | Options to resolve identified problems are explored in consultation with passenger and other 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 | |
| | 6.1 | On finalisation of check-in procedures, a manual or electronic boarding pass is issued and presented to passenger 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 passenger to security gate | |
| | 7.1 | Passenger is directed to security gate 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII2007 Check in aircraft passengers.

Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVII0009 Check in aircraft passengers

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to aircraft passengers
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline standards for providing appropriate check-in services for passengers
- baggage check-in limits and requirements
- check-in records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- passenger identification requirements
- principles of customer service
- problems that may occur when checking in passengers for aircraft flights and appropriate action that should be taken in each case
- problems during check-in, including:
 - delayed or cancelled flight
 - excess baggage
 - late check in
 - no record of passenger claimed booking
 - overweight or oversize cabin baggage
 - possession or prohibited items on passenger or in cabin or checked-in baggage
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS regulations
- risks that exist when checking in passengers for aircraft flights and related risk control procedures and precautions
- seat allocation procedures.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

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