



**Australian Government**

# **AVII0010 Provide assistance to transit and arriving passengers**

**Release: 1**

# **AVII0010 Provide assistance to transit and arriving 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 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.

## **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 outcomes.

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

- |                                                               |                                                                                                                                                                                                 |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Greet transit passenger</b>                              | <b>1.1</b> Transit passenger is greeted in accordance with workplace customer service procedures                                                                                                |
|                                                               | <b>1.2</b> 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                             |
|                                                               | <b>1.3</b> Transit passenger queries concerning flight and transit arrangements are answered accurately, courteously and in accordance with workplace customer service standards and procedures |
| <b>2 Greet arriving passenger</b>                             | <b>2.1</b> Arriving passenger is greeted in accordance with workplace customer service procedures                                                                                               |
|                                                               | <b>2.2</b> Arriving passenger is directed to baggage carousel area and/or terminal exit and transport services                                                                                  |
|                                                               | <b>2.3</b> Arriving passenger with international connections is directed to relevant terminal/check-in area                                                                                     |
|                                                               | <b>2.4</b> Arriving passenger queries and concerns are answered courteously in accordance with workplace customer service standards and procedures                                              |
| <b>3 Check in passenger for next leg using manual process</b> | <b>3.1</b> Passenger name is identified and confirmed on passenger list for nominated flight in accordance with manual procedures                                                               |
|                                                               | <b>3.2</b> Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures                                |
|                                                               | <b>3.3</b> Passenger is advised of changes in flight arrangements, including delays, cancellations and gate changes                                                                             |
|                                                               | <b>3.4</b> Passenger seating preference on aircraft is sought or confirmed from loyalty program preference profile                                                                              |
|                                                               | <b>3.5</b> Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements                                            |
|                                                               | <b>3.6</b> Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated using appropriate workplace procedures                        |

- |                                                                             |                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>4 Check in transit passenger for next leg using computerised process</b> | <b>4.1</b> Passenger name and indicated flight are entered into the system in accordance with computerised procedures and relevant workplace procedures                                             |
|                                                                             | <b>4.2</b> Passenger booking for the next leg of the flight is confirmed on the system and passenger is advised of any changes in flight arrangements                                               |
|                                                                             | <b>4.3</b> Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures                                    |
|                                                                             | <b>4.4</b> Passenger aircraft seating preference is sought or confirmed from loyalty program preference profile                                                                                     |
|                                                                             | <b>4.5</b> Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements                                                |
|                                                                             | <b>4.6</b> Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated in accordance with workplace procedures                           |
| <b>5 Respond to passenger problems</b>                                      | <b>5.1</b> Problems arising for an arriving or transit passenger are promptly identified and clarified in accordance with workplace procedures                                                      |
|                                                                             | <b>5.2</b> Hazards are identified, risks are assessed and hazard management implemented                                                                                                             |
|                                                                             | <b>5.3</b> Options for resolving identified problems are explored in consultation with passenger and appropriate staff in accordance with workplace procedures and relevant regulatory requirements |
|                                                                             | <b>5.4</b> Passenger check-in problems not immediately resolved are referred to appropriate supervisor or other relevant staff for action in accordance with workplace procedures                   |
| <b>6 Issue boarding pass for next leg of flight</b>                         | <b>6.1</b> On finalisation of check-in procedures, a manual or electronic boarding pass is issued and presented to passenger in accordance with workplace procedures                                |
|                                                                             | <b>6.2</b> Passenger attention is drawn to relevant details on boarding pass, including flight code, boarding gate and required boarding time                                                       |
| <b>7 Direct transit passenger</b>                                           | <b>7.1</b> Passenger is directed to transit lounge and facilities in                                                                                                                                |

**to transit lounge**

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 AVII2008 Provide assistance to transit and arriving 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 AVII0010 Provide assistance to transit and arriving passengers

## Modification History

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

## 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 actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- 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
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- 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 and procedures for providing appropriate services for transit and arriving passengers
- baggage check-in limits and requirements
- check-in records/documentation
- features, amenities, transit club lounges and departure gate locations at designated airports
- passenger identification requirements
- principles of customer service
- problems that may occur when assisting transit and arriving passengers and appropriate action that should be taken in each case, including:
  - 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
- 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 assisting transit and arriving passengers 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.

## 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>