



**Australian Government**

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

# **AVII2008B Provide assistance to transit and arriving passengers**

**Revision Number: 1**

## **AVII2008B Provide assistance to transit and arriving passengers**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to provide assistance to transit and arriving passengers, 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**

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Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority.

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 provision of assistance to transit and arriving passengers on 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Greet transit passenger</b>                                            | <ul style="list-style-type: none"><li>1.1 Transit passenger is greeted in accordance with workplace customer service procedures</li><li>1.2 Transit passenger is asked for their boarding pass and/or their name and details of their flight and destination and directed to the relevant terminal/check-in area</li><li>1.3 Transit passenger's queries concerning their flight and transit arrangements are answered accurately, courteously and in accordance with workplace customer service standards and procedures</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>2 Greet arriving passenger</b>                                           | <ul style="list-style-type: none"><li>2.1 Arriving passenger is greeted in accordance with workplace customer service procedures</li><li>2.2 Arriving passenger is directed to the baggage carousel area and/or terminal exit and transport services</li><li>2.3 Arriving passenger with international connections is directed to the relevant terminal/check-in area</li><li>2.4 Arriving passenger's queries and concerns are answered courteously in accordance with workplace customer service standards and procedures</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>3 Check in passenger for next leg using manual process</b>               | <ul style="list-style-type: none"><li>3.1 When manual procedures are being followed, passenger's name is identified and confirmed on the passenger list for the nominated flight</li><li>3.2 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</li><li>3.3 Passenger is advised of any changes in flight arrangements including delays, cancellations and gate changes</li><li>3.4 Where possible, passenger's seating preference on the aircraft is sought</li><li>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</li><li>3.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures and regulatory requirements</li></ul> |
| <b>4 Check in transit passenger for next leg using computerised process</b> | <ul style="list-style-type: none"><li>4.1 When computerised procedures are being followed, passenger's name and indicated flight are entered into the system using relevant workplace procedures</li><li>4.2 Passenger's booking for the next leg of the flight is confirmed on the system and the passenger is advised of any changes in flight arrangements</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| <b>ELEMENT</b>                                      | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                           |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | 4.3 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                  |
|                                                     | 4.4 Where relevant, passenger's seating preference on the aircraft is sought or if in a loyalty program confirmed from their preference profile                                                                       |
|                                                     | 4.5 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                            |
|                                                     | 4.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures                                                                    |
| <b>5 Respond to a passenger's problems</b>          | 5.1 A problem arising for an arriving or transit passenger 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 appropriate 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 appropriate supervisor or other relevant staff for appropriate action in accordance with workplace procedures                          |
| <b>6 Issue boarding pass for next leg of flight</b> | 6.1 On finalisation of check-in procedures, a manual or computer-produced boarding pass is issued and presented to the transit 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                                                               |
| <b>7 Direct transit passenger to transit lounge</b> | 7.1 Passenger is directed to the transit lounge and facilities in accordance with 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:

- 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 and procedures for providing appropriate services for transit and arriving passengers
- Check-in records/documentation
- Baggage check-in limits and requirements
- Features, amenities, transit club lounges and departure gate locations at designated airports
- Risks that exist when assisting transit and arriving passengers and related risk control procedures and precautions
- Problems that may occur when assisting transit and arriving passengers and appropriate action that should be taken in each case

### REQUIRED KNOWLEDGE AND SKILLS

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

### Required skills:

- Communicate effectively with others when providing assistance to transit and arriving passengers
- Read and interpret instructions, regulations, procedures and other information relevant to transit and arriving passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to transit and arriving passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing assistance to transit and arriving 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 providing assistance to transit and arriving passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when providing assistance to transit and arriving passengers
- Apply precautions and required actions to minimise, control or eliminate potential hazards that may exist with the transit and arrival of passengers
- Monitor and anticipate operational problems and hazards and take appropriate action

**Required knowledge:**

- 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 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 providing assistance to transit and arriving 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.

- |                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assistance to transit and arriving passengers may be provided:                                                    | <ul style="list-style-type: none"><li>• by day or night</li><li>• at international, domestic and regional airports</li><li>• at an arrival gate, transit lounge or service desk</li><li>• for both short and/or long haul services</li><li>• in any category of service, including economy, business class, first class</li><li>• in accordance with regulatory and operational requirements</li></ul>        |
| Performance may be demonstrated:                                                                                  | <ul style="list-style-type: none"><li>• in an appropriately simulated workplace situation</li><li>• at an operational airport</li></ul>                                                                                                                                                                                                                                                                       |
| Check-in procedures may include:                                                                                  | <ul style="list-style-type: none"><li>• manual check-in processes</li><li>• computerised check-in processes</li></ul>                                                                                                                                                                                                                                                                                         |
| Problems during passenger arrival/transit check-in may include:                                                   | <ul style="list-style-type: none"><li>• lack of understanding of terminal layout</li><li>• possession or prohibited items on person or in cabin or checked-in baggage</li><li>• late arrival of incoming flight</li><li>• no record of the passenger's booking for next leg of flight</li><li>• delayed or cancelled flight</li></ul>                                                                         |
| Persons consulted may include:                                                                                    | <ul style="list-style-type: none"><li>• passengers</li><li>• other cabin crew and flight crew members</li><li>• ground staff, including those in supervisory positions</li><li>• catering staff</li><li>• ground support staff</li><li>• technical staff</li></ul>                                                                                                                                            |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"><li>• company procedures</li><li>• enterprise procedures</li><li>• organisational procedures</li><li>• established procedures</li><li>• standard operating procedures</li></ul>                                                                                                                                                                                             |
| Information/documents may include:                                                                                | <ul style="list-style-type: none"><li>• sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to passenger check-in processes</li><li>• airline transit service checklists, procedures and instructions and job specifications including both manual and computerised processes where applicable</li><li>• workplace customer service standards, policies and procedures</li></ul> |

## RANGE STATEMENT

Applicable regulations and legislation may include:

- 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
- 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