

## XXX41 Manage passengers on board an aircraft

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<p>The purpose of this skill standard is to provide people with the necessary knowledge and skills to manage passengers on board an aircraft.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Aviation (Flight Attendant) (Level 4) with optional strand in Operator Specific Operational Flight Attending [Ref: 2881].</p>

### Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Manage passengers on board an aircraft.	a. Greet and provide assistance during passenger seating.
	b. Identify, seat and provide care for passengers requiring specific assistance or attention.
2. Apply the elements of crew resource management on board an aircraft.	a. Demonstrate teamwork skills on board an aircraft.
	b. Demonstrate decision-making skills in an emergency situation on board an aircraft.
	c. Demonstrate communications skills on board an aircraft.
	d. Demonstrate threat and error management skills on board an aircraft.
	e. Maintain situational awareness on board an aircraft.
3. Apply conflict management on board an aircraft.	a. Apply conflict management techniques for dealing with disruptive and unruly passengers.

## **Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria**

### ***Assessment specifications:***

Enterprise procedures refer to the expected performance required by the enterprise in which credit for this skill standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, New Zealand Defence Force policy, and Civil Aviation Authority of New Zealand (CAA) documentation.

Flight attendant is used as a generic term, and therefore includes other terms used in different aviation enterprises, e.g. purser, cabin attendant, and cabin crew.

Evidence for all outcomes must be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

All activities relevant to this standard must reflect ngā kaupapa (articles) of te Tiriti o Waitangi OR the principles of the Treaty of Waitangi.

All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Programme developers are encouraged to consider weaving the concepts of Manaakitanga through the learning and assessment of this standard. Manaakitanga is an ethic of thoughtfulness, generosity and caring for others. Manaakitanga acknowledges a whānau-centred approach towards improving the quality of life, the fostering of respectful relationships and to enhance the mana of others health and well-being.

### ***Ngā momo whiwhinga | Grades available***

Achieved

### **Ihirangi waitohu | Indicative content**

#### Passengers on board an aircraft

- Use of culturally appropriate language.
- Passengers are attended to promptly.
- Techniques for dealing with expected and unexpected situations e.g. specific needs passengers identified from the manifest, double allocated seats, intoxicated passengers, etc.
- Passenger and service areas cleanliness.
- Identify, seat, and provide care for passengers.
- Use of equipment provided for the care of passengers requiring specific assistance.
- Passengers requiring specific assistance or attention seated and provided with ongoing care e.g. seniors, caregivers with infants and/or children, unaccompanied minors, passengers with disabilities and/or conditions requiring specific care, prison escorts.
- Own actions and attitudes towards passengers with specific needs.

#### Crew Resource Management

- Effective teamwork on board an aircraft e.g. physical tasks, emergency situations, etc.
- Effective decision-making in an emergency situation e.g. upholding the law, seeking assistance from personnel, reporting to the flight crew.
- Communication onboard an aircraft. Style of communication e.g. assertive, aggressive, supportive, submissive, and key communication concepts e.g. read-back, feedback, barriers to communication.
- Principles of threat and error management on board an aircraft.

- Solutions to threats and/or errors e.g. avoiding, trapping, mitigating.
- Common behaviours from crew members toward threats and/or errors e.g. pro-active, reactive, inactive.
- Principles of situational awareness on board an aircraft.
- Key elements that contribute to situational awareness e.g. experience, training, health, attitude, management skills, spatial orientation, workplace skills.
- Skills of situational awareness e.g. monitor, anticipate, evaluate, consider.
- Red flags in relation to situational awareness e.g. fixation, preoccupation, ambiguous situations, complacency, distraction, confusion, unresolved discrepancy, mental overload, lack of overview, deviation from standard operating procedures.

#### Conflict Management

- Principles of conflict management on board an aircraft.
- Importance of conflict management for personal safety, passenger safety, aircraft safety.
- Conflict management techniques e.g. accommodate, avoid, collaborate, compromise, dictate, ignore.
- Personal behavioural style adapted to deal with disruptive and unruly passengers.

#### Rauemi | Resources

- Aircrew Conflict Management: Divisions and Continuity within the Ranks of the Majors  
<https://onlinelibrary.wiley.com/doi/abs/10.1002/9781119751342.ch9>

#### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa   Standard Setting Body</b>	Ringa Hora Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai   DASS classification</b>	Service Sector > Aviation > Flight Attendants
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga   CMR</b>	0028

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1		N/A
<b>Kōrero whakakapinga   Replacement information</b>	This skill standard replaced unit standards 21843, 25453, 25455.		
<b>Rā arotake   Planned review date</b>	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.