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| **1XXXXX** | **Outline the roles, services, and business requirements needed to support the civil aviation industry in New Zealand** |

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| **Kaupae |** Level | 2 |
| **Whiwhinga |** Credit | 3 |
| **Whāinga |** Purpose | People credited with this skill standard have an introductory understanding of personnel roles, services, and business requirements needed to support the civil aviation industry in New Zealand. This skill standard is intended for learners pursuing foundational knowledge in aviation. |

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

| **Hua o te ako |** Learning outcomes  | **Paearu aromatawai |** Assessment criteria |
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| 1. Outline the roles, services, and business requirements needed to support the civil aviation industry in New Zealand.
 | 1. Outline the roles of service delivery inter-relationships, support personnel, and services that are required to sustain a commercial passenger aviation organisation.
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| 1. Distinguish between personnel that are required to be licensed for safety purposes in the civil aviation industry and those that require other professional qualifications for employment.
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| 1. Outline the range of departments, their roles and the inter-relationships for an aviation organisation.
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**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

The level of knowledge required in this skill standard is that of someone who is exploring different opportunities in the civil aviation industry in New Zealand rather than that of someone who has worked in any of the roles or departments.

The level of knowledge expected of Civil Aviation Rules Part 43 and Part 145 is an awareness of their purpose rather than an in-depth understanding of the rules.

*Definitions:*

*Part 43* refers to establishing the minimum standard of maintenance considered necessary to ensure the continued validity of an aircraft’s airworthiness certificate.

*Part 145* refers to the certification requirements for organisations wishing to conduct aircraft maintenance activities in New Zealand and the operating requirements for the continuation of that certification.

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

Achieved

**Ihirangi waitohu |** Indicative content

Service delivery roles

* Pilots
* Cabin crew
* Ground staff

Support personnel

* Engineers
* Baggage handlers
* Cleaners

Support services

* Caterers
* Travel agents
* Air traffic control
* Crash fire services

Roles with licensing requirements

* Licensing requirements for pilots, engineers, and air traffic controllers, which could include education, experience, examinations, and character (fit and proper person).

Roles with other competency and qualification requirements

* Examples are those required for administration staff, operational staff, ramp staff, and security staff.

Departments and their roles

* Business requirements as they relate to:
	+ Management
	+ Legal support
	+ Administration
	+ Accountancy
	+ Quality assurance
	+ The roles of Part 43 and Part 145 requirements.
* The role of engineers in an aviation operations department and their relationship with other departments in an aviation organisation.

**Rauemi |** Resources

* Civil Aviation Rules Part 43 ([www.aviation.govt.nz/assets/rules/consolidations/Part\_043\_Consolidation.pdf](http://www.aviation.govt.nz/assets/rules/consolidations/Part_043_Consolidation.pdf)) and Part 145 ([www.aviation.govt.nz/assets/rules/consolidations/Part\_145\_Consolidation.pdf](http://www.aviation.govt.nz/assets/rules/consolidations/Part_145_Consolidation.pdf))

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Service Sector > Aviation > Aviation - Core |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0112 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration  | 1 | [dd mm yyyy] | N/A |
| **Kōrero whakakapinga |** Replacement information | This skill standard replaced unit standard 19587. |
| **Rā arotake |** Planned review date | 30 December 2030 |

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz to suggest changes to the content of this skill standard.