



Higher National Unit specification: general information

Unit title: Airline and Airport Operations

Unit code: H297 34

Superclass: ZE

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Unit purpose

The purpose of this Unit is to give an insight into the various non-routine situations and passenger requirements that check-in supervisors at international airports are responsible for dealing with. In addition, this Unit provides an introduction to the role of an airport operator (eg BAA Limited).

This Unit is suitable for those who wish to pursue a career with an airline, or a handling agent, dealing with passengers on the ground, or with an airport operator at an international airport terminal.

This Unit can be undertaken as an optional Unit in the HN frameworks in Travel and Tourism or as a stand-alone Unit.

On completion of the Unit the candidate should be able to:

- 1 Describe the role and responsibilities of a check-in supervisor in relation to non-routine situations and passenger requirements.
- 2 Explain the role and functions of an international airport operator.

Recommended prior knowledge and skills

Entry to this Unit is at the discretion of the centre. However it would be useful if candidates had some prior knowledge or experience in customer service. It would also be beneficial if candidates had already achieved Units in *Airport Ground Operations* at level 5 and/or 6.

General information (cont)

Unit title: Airline and Airport Operations

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The assessment exemplar for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

Higher National Unit specification: statement of standards

Unit title: Airline and Airport Operations

Unit code: H297 34

The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment.

Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe the role and responsibilities of a check-in supervisor in relation to non-routine situations and passenger requirements.

Knowledge and/or Skills

- ◆ Procedures for providing assistance to pre-booked passengers with non routine requirements
- ◆ Procedures for providing assistance to ad hoc passengers with non routine requirements
- ◆ Procedures for dealing with non routine situations
- ◆ Legal requirements and airline policies

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ describe what procedures should be followed to provide assistance for two pre-booked passengers with non-routine requirements.
- ◆ describe what procedures should be followed to provide assistance for two ad hoc passengers with non-routine requirements.
- ◆ describe what procedures should be followed when dealing two with non-routine situations.
- ◆ describe the airline policy and legal documentation required for each of the above.
- ◆ describe the implications, including legal action likely to be taken against an airline or individual staff member, if policies are not adhered to.

Higher National Unit specification: statement of standards (cont)

Unit title: Airline and Airport Operations

Outcome 2

Explain the role and functions of an international airport operator.

Knowledge and/or Skills

- ◆ Role and functions of an international airport operator:
 - Airport security for passengers, staff and visitors to an international airport terminal.
 - Screening of high risk passengers or passengers to high risk areas.
 - Passenger facilities.
 - Ramp Operations.
 - Air traffic control tower.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain the role and functions of an international airport operator, this should include:
 - Airport security requirements for passengers, staff and visitors to an international airport terminal.
 - Screening procedures for high risk passengers or passengers to high risk areas.
 - Passenger facilities provided by an international airport operator, taking into account staffing at busy times. At least three of the following facilities should be included: Customs and Immigration, Retail Concessions, Toilets, Seating Areas, Smoking Areas and Cleaning.
 - Ramp operations: Baggage, Aircraft Stands, Aircraft Servicing (eg refuelers, caterers, security, cleaning, etc).
 - The air traffic control tower.

Higher National Unit specification: support notes

Unit title: Airline and Airport Operations

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is intended for those who wish to pursue a career with an airline, or a handling agent, dealing with passengers on the ground, or with an airport operator at an international airport terminal.

It focuses on the responsibilities of a check-in supervisor when dealing with non routine situations and passenger requirements and provides progressions from the Units in *Airport Group Operations* at SCQF levels 5 and 6. It also provides an introduction to the role and functions of an international airport operator.

Guidance on the delivery of this Unit

This Unit can be undertaken as an optional Unit in the HN frameworks in Travel and Tourism or as a stand-alone Unit.

Delivery of Outcome 1 should recreate simulated scenarios which could arise at a check-in area in an international airport terminal and require the candidate to deal with each scenario efficiently and effectively, whilst assuming the role of a check-in supervisor. Throughout the Unit, candidates should demonstrate their competency in their knowledge and understanding, when dealing with the following non routine situations and passenger requirements:

- ◆ Unaccompanied Minors, WCHR, WCHS, WCHC, liaising with and reserving paramedics if appropriate, pregnant passengers, and any other passenger who have requested a MAAS (Meet and Assist)
- ◆ Over-bookings, and both voluntary and involuntary re-routings, due to airline cancellations resulting from weather conditions, technical problems, late inbound aircraft arrival, aircraft diversions, as well as an airport evacuation.
- ◆ Out of gauge baggage, passengers travelling with live animals, passengers travelling with weapons/munitions.
- ◆ Explaining the options available when dealing with passengers who have been denied boarding for any reason; (health; disease, plaster cast, lack of appropriate vaccinations, late term of pregnancy, drunk and/or disorderly, inappropriate passport/visas/paperwork, etc)

Delivery of Outcome 2 should cover the main roles and functions of the airport operator in the day to day running of an international airport terminal.

Higher National Unit specification: support notes (cont)

Unit title: Airline and Airport Operations

The following should be covered:

- ◆ Security: in the terminal and air-side, high risk passengers, high risk areas.
- ◆ Safety: emergency services.
- ◆ Customs and Immigration: screening, passport control, prohibited and restricted items, quarantine.
- ◆ Facility management: allocation of check-in areas, toilets, smoking areas, seating areas, car parking, cleaning, advertising space, outdoor space.
- ◆ Retail: duty-free shops, shops and services concessions, food and beverage outlets, catering.
- ◆ Ramp operations: allocation of gates, aircraft parking and stands, bridges/stairs, runway traffic, aircraft servicing (eg cleaning, catering, refueling), baggage and cargo handling (beltloaders, baggage carts, cargo dollies, cargo loaders), wheelchair lifts, hydraulic mules, deicing.
- ◆ Air traffic control tower: manage control of traffic on the ground as well as in the air, communication with the pilot.

Guidance on the assessment of this Unit

Outcome 1 could be delivered by use of a mini case study (closed-book) or a series of 3 short role plays, with supplementary questions.

Outcome 2 could be assessed by multiple choice or extended answer questions (closed-book), a short report, or a presentation

Assessment Guidelines

Outcome 1

Scenarios which could be delivered as a mini case study, or indeed a series of short role plays, with supplementary questions, dealing with a variety of pre-booked passengers requiring varying levels of assistance as detailed in content and context notes.

Scenarios to be dealt with effectively and efficiently which could arise on an ad hoc basis, such as dealing with passengers who have been denied boarding for various reasons, including over-bookings, voluntary and involuntary re-routings due to airline cancellations, airport evacuations, irregular passenger baggage, etc.

Outcome 2

Candidates would be required to write a short report, answer questions, or present their information demonstrating their understanding of the role and function of an International Airport Operator

Candidates will be required to provide evidence to demonstrate their Knowledge by preparing a short report (600–800words), or a short presentation to cover the role of an Airport Operator in an International Airport, or by answering set questions.

Higher National Unit specification: support notes (cont)

Unit title: Airline and Airport Operations

Online and Distance Learning

This Unit could be delivered by distance learning so long as the candidate has access to appropriate reference resources required for completion of the Unit. However, it should be noted there is a substantial amount of lecturer input which may restrict self-learning by the candidate.

Opportunities for developing Core Skills

Communication — Written Communication (Reading) at SCQF level 6

In both Outcomes, where candidates are required to read and interpret appropriate complex information from a variety of sources containing specialised vocabulary such as Data Protection requirements, Equality legislation requirements, immigration and customers requirements, security procedures, safety checks, emergency procedures, policy documents, etc, in order to investigate the roles of a check-in supervisor and an airport operator, they will be demonstrating the Core Skill component of Written Communication (Reading).

Communication — Written Communication (Writing) at SCQF level 5

In Outcomes 2 if candidates select and present structured information, using specialist vocabulary which is appropriate to the industry to produce a report on the role of an airport operator of an international airport, they will be demonstrating the Core Skill component of Written Communication (Writing).

Information and Communication Technology (ICT) — Accessing Information at SCQF level 5

In both Outcomes, where candidates will use a variety of electronic sources (international airport operators, International Air Transport Association, Customs and Excise and other government department websites), to research, analyse and evaluate information on the roles of a check-in supervisor and an airport operator, they will be demonstrating the Core Skill component of Accessing Information.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date
02	Correction to typing error on page 4.	22/03/13

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General information for candidates

Unit title: Airport and Airline Operations

This Unit is designed to give you an insight into the role of a check-in supervisor at an international airport terminal. In addition, this Unit will give you an introduction to the role of an airport operator (eg BAA Limited).

You will find out about the responsibilities of a check-in supervisor in relation to non routine passenger requirements and situations, as well as, the variety of functions that an airport operator is responsible for providing.

On completion of the Unit you should be able to:

- 1 Describe the role and responsibilities of a check-in supervisor in relation to non-routine situations and passenger requirements.
- 2 Explain the role and functions of an international airport operator.

To complete this Unit successfully, you will have to achieve a satisfactory level of performance in both Outcomes. Towards the end of the Unit you will be assessed on all the areas that you will have covered in class and through your own research and investigations.

The Unit also provides you with the opportunity to develop Core Skills components in *Communication* at SCQF level 5 and 6, and *Information and Communication Technology (ICT)* at SCQF level 5.