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| Unit Title: Aircraft Boarding and Arrival Services | | |
| URN: F/601/6468 |  |  |
| Credit Value: 4 |  |  |
| Level: 2 |  |  |

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|  | **Assessment Method** | **Evidence Ref.**  **Page number, Method** | **Assessor Decision**  **Sign and Date** |
| **You must be able to:** | | | |
| **1. Be able to board passengers onto aircraft.** | | | |
| 1.1 Prepare for the boarding process. |  |  |  |
| 1.2 Carry out the boarding process. |  |  |  |
| 1.3 Explain what information is needed before boarding the flight. |  |  |  |
| 1.4 Identify the types of passengers who may need pre-boarding. |  |  |  |
| 1.5 Identify the main boarding duties. |  |  |  |
| 1.6 Describe the safety and security requirements associated with boarding passengers. |  |  |  |
| 1.7 Describe all post-boarding procedures. |  |  |  |
| **2. Be able to make boarding announcements.** | | | |
| 2.1 Make professional announcements using the correct voice techniques and body language. |  |  |  |
| 2.2 Explain the appropriate times to make passenger announcements. |  |  |  |
| 2.3 Describe how to make clear professional announcements using correct voice techniques. |  |  |  |
| 2.4 Explain how body language can affect the announcement. |  |  |  |
| 2.5 Explain the consequences of poor announcements. |  |  |  |

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|  | **Assessment Method** | **Evidence Ref.**  **Page number, Method** | **Assessor Decision**  **Sign and Date** |
| **3. Be able to deal effectively with problems during boarding.** | | | |
| 3.1 Deal effectively with passenger problems at the gate. |  |  |  |
| 3.2 Explain how to deal effectively with any discrepancies at the gate. |  |  |  |
| 3.3 Explain the de-controlling procedures in order to comply with regulatory standards. |  |  |  |
| 3.4 Describe the procedure for dealing with transit passengers. |  |  |  |
| **4. Be able to escort arriving passengers safely.** | | | |
| 4.1 Collect relevant information before meeting the flight. |  |  |  |
| 4.2 Meet and escort passengers safely. |  |  |  |
| 4.3 Describe the importance of flight-arrival information. |  |  |  |
| 4.4 Explain the methods available for moving passengers from the aircraft to a terminal. |  |  |  |
| 4.5 Explain the Health and Safety responsibilities of the arrivals agent. |  |  |  |
| 4.6 Describe the authorities to which passengers need to be directed to. |  |  |  |
| 4.7 Describe the procedures for meeting and escorting passengers safely. |  |  |  |

**Learner declaration of authenticity:**

I declare that the work presented for this unit is entirely my own work.

Learner signature: Date:

**Assessor sign off of completed unit:**

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this unit.

Assessor name:

Signature: Date: