

Unit Title: Working In Passenger Aviation
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJD474
Ofqual Unit Code: R/504/9383

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the range of employment opportunities within the passenger aviation sector.	1.1	Identify the main jobs available working in the passenger aviation sector.
		1.2	Describe the main personal qualities and qualifications needed for a selection of the roles identified.
2.	Know how passengers are processed through the airport.	2.1	Describe standard check-in processes.
		2.2	Explain the purpose of specific airport security measures.
		2.3	Describe how baggage items are processed through the airport.
		2.4	Describe the key stages of boarding a plane.
		2.5	Describe role government enforcement agencies in processing passengers.
		2.6	Explain how passengers with special requirements are supported through the airport.
3.	Know the role of cabin crew.	3.1	Outline the different roles cabin crew may have to undertake.
		3.2	Describe the responsibilities associated with the cabin crew roles.
4.	Understand the importance of industry standards in an airline and airport context.	4.1	Explain the importance of grooming and uniform standards.
		4.2	Explain the importance of time keeping.

Assessment Guidance:

NA

Additional Information:

NA