

UNIT 19: HANDLING AIR PASSENGERS



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Unit code: T/602/5684

QCF Level 3: BTEC National

Credit value: 4

Guided learning hours: 35

UNIT 19: MANAGING CONFLICT IN AVIATION

AIM AND PURPOSE

The aim of this unit is to develop learners' understanding of the processes, facilities and services provided for passengers travelling through airports, and also knowledge of the services and facilities provided by different types of airline

UNIT INTRODUCTION

The processing of passengers as they pass through airports is high profile and at the core of the travel experience. For many, it will be the first and last contact they will have with airline staff on their journey. Increasing volumes of passenger traffic, increased security restrictions, increased check-in options and an increasing demand for punctuality and profitability all place pressure on those trying to deliver competitive and efficient passenger handling. Understanding the processes involved and the mandatory and optional services and facilities available to departing and arriving passengers at airports is key to being able to meet these requirements as part of the travel experience. It is essential to also understand how these are coordinated across the many organisations and stages of the process, including efficient monitoring and management of passenger flows. The unit enables learners to develop a knowledge and understanding of the facilities and services available to both arriving and departing passengers, how the processes are shared and coordinated across organisations, recognising the increasing trend towards online checking in. Across the unit there is recognition that many passengers are both arriving and departing, i.e. they are transiting or transferring. Part of the effective handling of passengers involves those who are seeing them off or meeting them on arrival, and these needs are also recognised. Learners will have the opportunity to develop their understanding of how to achieve efficient passenger flows, while looking at the passenger's journey through the airport and exploring potential congestion 'pinch points' and how they can be overcome.

Learning Outcomes:

1. LO1. Understand how departing passenger handling processes, facilities and services are co-ordinated
2. LO2. Understand how arriving passenger handling processes, facilities and services are co-ordinated
3. LO3. Understand how to monitor and maintain efficient passenger flow.

LO1. Understand How Departing Passenger Handling Processes, Facilities And Services Are Co-Ordinated.

CLASS DISCUSSION AND ACTIVITIES

LESSON DELIVERY

1. Essential facilities and services:

- Departure information
- Self-service check-in/online check-in and baggage drop
- Manual check-in (baggage acceptance, security questions, documentation checks including to
- Determine right of entry to destination and confirm id, boarding card issue, gate information)
- Security screening/searching
- Departure lounges (public and private)
- Boarding (security checks, preferential boarding, provision of air-bridges or coaches and/or steps)

2. Optional facilities and services:

- Off airport, e.g. Local accommodation, transport (public transport, taxi, private cars), car parking
- On airport, e.g. Car parking, inter-terminal transport, retail outlets (tax free, non-tax free), catering facilities, children's play areas, leisure areas, business lounges, wifi, faith rooms, baggage trolleys, airline customer service/sales desk, financial and business facilities, medical centre

3. Special passenger-handling services and facilities:

- Passengers with reduced mobility (PRM), e.g. Wheelchair assistance, airport buggies, ambulift
- Unaccompanied minors
- Communication services, e.g. Braille, non-English speakers
- Vips

4. Roles and responsibilities of airport operators in relation to departing passenger-handling processes:

- Operation of terminal building
- Airport security including passenger and baggage security, e.g. screening and searching
- Baggage trolleys
- Providing information and updating arrival/departure boards

5. Roles and responsibilities of airlines in relation to departing passenger-handling processes:

- Customer service/sales desks
- Check-in options, e.g. online check-in, self-service kiosks
- Differences between full-service airline and low-cost airline

6. . Roles and responsibilities of airlines/ground handlers in relation to departing passenger-handling processes:

- Check-in (compiling passenger load, seat allocation, issue of boarding cards, documentation checks, initial security checks, baggage acceptance including restricted articles and hand baggage control)
- Boarding processes (gate checks, preferential boarding, provision of air-bridges or coaches and/or steps, escort to aircraft from gate)
- Special passenger handling, e.g. PRM, unaccompanied minors, VIPs
- Medical considerations, e.g. stretcher cases, oxygen equipment

7. Roles and responsibilities of regulatory and control organisations involved in the departing passenger handling process:

- Civil Aviation Authority (CAA), e.g. monitoring passenger and baggage security checks
- UK Border Agency (authorising repayment of VAT to overseas visitors)
- Police intervention, e.g. deportations, anti-terrorist police

8. Roles and responsibilities of other service providers involved in the departing passenger-handling process:

- Public And Private Transport
- Airport Hotels (Courtesy Buses)
- Car Parking
- Bureau De Change

- Retail Outlets
- Catering Facilities

9. Coordinating processes for departing passenger handling:

- Reasons for intra-organisation and inter-organisation coordination
- Methods and systems used to facilitate coordination, e.g. pre-shift and post-shift briefings, control
- Room functions, gate allocation, boarding commencement time
- Action when shortfalls or breakdowns in systems, procedures and practices occur, e.g. check-in IT
- System failure, late arriving aircraft delaying boarding, bad weather situations, late gate change

UNIT 19: LO1 GRADED ASSIGNMENTS GUIDELINES

LO 1: P1 – P2 - P3 - P4 - P5 - P6 - M1

ASSIGNMENT TITLE: Arriving and Departing Passengers

ASSESSMENT METHOD: Presentation

CASE STUDY/SCENARIO: You work for a large ground handling company, and have been invited by a major airline to give a presentation on how departing and arriving passenger-handling processes, facilities and services are coordinated.

P1. To achieve a Pass Grade for P1, the evidence must show that you are able to: **Describe the facilities and services provided to departing passengers.**

To achieve P1, Learners should base their descriptions on one or more airports to ensure full coverage of the unit content. Learners can support their evidence with annotated diagrams and maps of airports.

P2. To achieve a Pass Grade for P2, the evidence must show that the learner is able to: **Analyze of the roles and responsibilities of organisations involved in the departing passenger-handling process.**

To achieve P2, Learners should firstly identify the organisations involved in the handling process, for example the airport operator, the airline, the ground handler, the regulatory and control authorities, and other service providers and then outline the process, for example checking in, security screening, embarkation including special passenger handling. Learner evidence should show that they understand what and who is involved in the departing passenger-handling process and how the processes fit together and flow to facilitate the passenger's journey through the airport to embarkation.

P3. To achieve a Pass Grade for P3, the evidence must show that the learner is able to: **explain how departing passenger-handling processes are coordinated both within organisations (intra) and between organisations (inter).**

To achieve P3, Learners should include examples of the methods used to support and illustrate their evidence. Evidence should cover all items listed in the unit content. Learners should include at least two examples of actions taken when shortfalls or breakdowns occur.

P4. To achieve a Pass Grade for P4, the evidence must show that the learner is able to: **Describe the facilities and services provided to arriving and transferring passengers.**

To achieve P4, Learners should base their descriptions on one or more airports to ensure full coverage of the unit content. Learners can support their evidence with annotated diagrams and maps of airports.

P5. To achieve a Pass Grade for P5, the evidence must show that the learner is able to: **Analyse of the roles and responsibilities of organisations involved in the arriving passenger-handling process.**

To achieve P5, Learners should firstly identify the organisations involved in the handling process, for example the airport operator, the airline and the ground handler and the regulatory and control authorities and then outline the process, for example disembarkation including special passenger handling, immigration, baggage reclaim, customs. Learner evidence should show that they understand what and who is involved in the arriving passenger-handling process and how the processes fit together and flow to facilitate the passenger's journey through the airport from disembarkation to leaving the terminal. Learners should include reference to transit and transfer passengers.

P6. To achieve a Pass Grade for P6, the evidence must show that the learner is able to: **Explain how arriving passenger-handling processes (including transit and transfer passenger handling) are coordinated both within organisations (intra) and between organisations (inter).**

To achieve P5, Learners should include examples of the methods used to support and illustrate their evidence. Evidence should cover all items listed in the unit content. Learners should include at least two examples of actions taken when shortfalls or breakdowns occur.

M1. To achieve a Pass Grade for M1, the evidence must show that the learner is able to: **analyse the coordination of handling processes, facilities and services in UK airports for departing and arriving passengers.**

This is an expansion of P1, P2, P3, P4, P5 and P6 and will be achieved by learners who demonstrate some depth of understanding of the processes and organisations involved, and of airport facilities and services. It is not expected that learners will produce an additional piece of work for M1, but rather that the evidence for P1 to P6 will be developed, with thorough coverage across the range.

UNIT 19: HANDLING AIR PASSENGERS SCORE SHEET

Learning Outcome	Students Must Meet ALL The Following Requirements For PASS Grade	ACHIEVED	
		YES	NO
LO 1: Understand How Departing Passenger Handling Processes, Facilities And Services Are Coordinated	1. For P1: Describe facilities and services provided for passengers departing from airports. Support your evidence with annotated diagrams and maps of airports.		
	2. For P2: Analyse the roles and responsibilities of the different organisations involved in the passenger handling process (firstly identify the organisations and then outline the process).		
	3. For P3: Explain how departing passenger handling processes are co-ordinated		
	4. For P4: Describe facilities and services provided for passengers arriving at airports		
	5. For P5: Analyse the roles and responsibilities of the different organisations involved in the passenger handling process		
	6. For P6: Explain how arriving passenger handling processes are co-ordinated		
	7. For M1: Analyse the co-ordination of handling processes, facilities and services of UK airports for departing and arriving passengers		
	THE STUDENT'S WRITTEN REPORT USING POWERPOINT IS:		
	8. Carrying Out the command in P1 And P4: To Describe which means: "Give an account, including all the relevant characteristics, qualities, or events."		
	9. Carrying Out the command in P2, P5 & M1: To Analyze which means: "Examine methodically and in detail, typically in order to explain and interpret it."		
	10. Carrying Out the command in P3 & P6: To Explain which means: "To give account of the purposes or reason."		
	11. Evidence of adequate research based on accuracy and depth of content shared.		
	12. Discussing the topics and perspectives related to your research findings and the Course Content..		
	13. Acceptable level of College Diction exhibited: Attitude, Tone, Grammar, Usage and Sentence Structures.		
	14. Presenting Tables and/or graphs that accurately capture the data represented.		
15. Meeting Professional Guidelines For Power Point Presentation.			
The Student Is Awarded A: PASS Grade MERIT Grade DISTINCTION Grade			
Signature Of Lecturer	Name Of Assessor: _____ Date Of Assesment _____		

LO2. Understand How Arriving Passenger Handling Processes, Facilities And Services Are Coordinated.

CLASS DISCUSSION AND ACTIVITIES

LESSON DELIVERY

1) Essential services and facilities for passengers arriving at airports:

- Disembarkation, e.g. Provision of air-bridge, steps, coach to terminal, escorts for walking to terminal
- Disembarkation for passengers with special needs, e.g. Prm, unaccompanied minors
- Baggage, e.g. Reclaim, lost and damaged assistance, oversized baggage pick-up
- Transfer and transit passengers, e.g. Assistance, lounges

2) Optional services and facilities for passengers arriving at airports:

- for meeting arriving passengers, e.g. arrivals information, meeting areas, short stay parking
- for onward travel, e.g. hotels and courtesy coaches, public transport, private transfers, car hire
- other, e.g. tourist information, currency exchange, left luggage, catering, and retail outlets

3) Regulatory and control services and facilities for passengers arriving at airports:

- UK Border Agency, e.g. passport and visa checks, customs (prohibited items, duty payments)
- Port Health, e.g. checks for infectious diseases, particularly at times of major outbreaks

4) Roles and responsibilities of airport operators in relation to arriving passenger-handling processes, for example:

- Baggage security (passenger, staff, public)
- Baggage reclaim area
- Information desks
- Facilities for meeting passengers
- Onward transport signage
- Short-term parking

5) Roles and responsibilities of airlines/ground handlers in relation to arriving passenger-handling processes:

- Disembarkation, e.g. Provision of air-bridge or coach and/or steps, escorts for unaccompanied minors
- Special services (prn including wheelchair assistance, ambulift, buggies)
- Lost/damaged baggage assistance
- Transit and transfer passenger process and control (dependent on country of origin and country of destination), e.g. Baggage and security procedures, minimum connecting times, missed connection procedures

6) Roles and responsibilities of regulatory and control organisations in relation to arriving passenger-handling processes:

- Port Health, e.g. Processes for infectious diseases
- UK Border Agency, e.g. Immigration (valid documentation checks, asylum seeker process) and
- Customs (prohibited items and duty payments)
- Police intervention, e.g. Anti-terrorist police, Special Branch

7) Coordinating processes for arriving passenger handling:

- Reasons for intra-organisation and inter-organisation coordination
- Methods and systems used to facilitate coordination, e.g. Control room functions, gate allocation,
- Escorting passengers, monitoring baggage delivery area
- Action when shortfalls or breakdowns in systems, procedures and practices occur, e.g. Arrival information display system failure, lost unaccompanied minor, bad weather delays, baggage carousel breakdown

UNIT 19: LO2 GRADED ASSIGNMENTS GUIDELINES

LESSON: P7, P8, P9 & M2

ASSIGNMENT TITLE: Efficient Passenger Flow

ASSESSMENT METHOD: Report

CASE STUDY/SCENARIO: You work for a large ground handling company, and have been asked to analyse the key areas prone to congestion and the measures used to overcome congestion problems

P7. To achieve a Pass Grade for P7, the evidence must show that you are able to: **Outline the passenger journey through the airport for both departing and arriving passengers, including transfer and transit passengers.**

To achieve P7, Evidence should be in the form of annotated maps with arrows or flow charts identifying the locations and sequences of the facilities and services both mandatory and optional.

P8. To achieve a Pass Grade for P8, the evidence must show that you are able to: **Identify areas prone to congestion.**

To achieve P8, Learners should identify areas which are likely to become congested during disruptions, for example bad weather. This evidence can be linked to P9.

P9. To achieve a Pass Grade for P9, the evidence must show that you are able to: **Explain the measures used to overcome congestion problems.**

To achieve P9, Learners should provide at least one of each type of measure as listed in the unit content (scheduling, check-in, communication, monitoring and boarding) should be included. Learners should also include at least two examples of additional measures undertaken at times of major disruption to conclude their evidence. This evidence can be linked with P8.

M2. To achieve a Pass Grade for M2, the evidence must show that you are able to: **Analyse the key areas prone to congestion and the measures used to overcome congestion problems.**

This is an expansion of P7, P8 and P9 and will be achieved by learners who are able to identify key areas of congestion and demonstrate some depth of understanding of the measures used to overcome problems. It is not expected that learners will produce an additional piece of work for M2, but rather that the evidence for P7 to P9 will be developed, with thorough coverage across the range demonstrating a sound awareness of how and where congestion is likely to occur and how this can be overcome.

UNIT 19: HANDLING AIR PASSENGERS SCORE SHEET

NAME OF STUDENT:

DATE:

Learning Outcome	Students Must Meet ALL The Following Requirements For PASS Grade	ACHIEVED		
		YES	NO	
LO 2. Understand how arriving passenger handling processes, facilities and services are coordinated	1. For P7: Outline the passenger journey through the airport.			
	2. For P8: Identify areas prone to congestion.			
	3. For P9: Explain what measures can be used to overcome congestion problems			
	4. For M2 Analyse measures used to overcome problems in key areas prone to congestion			
	THE STUDENT'S WRITTEN REPORT IS:			
	5. Carrying Out the command in P7: To Outline which means: “Give summary or general description.”			
	6. Carrying Out the command in P8: To Identify which means: “Give an account that addresses a range of ideas and arguments.”			
	7. Carrying Out the command in P9: To Discuss which means: “Make an idea or situation clear to someone by describing it in more detail or revealing relevant facts”			
	8. Carrying Out the command in M1: To Analyze which means: “Examine methodically and in detail, typically in order to explain and interpret it.”			
	9. Discussing the topics and perspectives related to your research findings and the Course Content with specific examples.			
	10. Using clearly defined headings for each question eg. P1, P2, M1 etc.			
	11. Citing reliable sources used in your work whether paraphrased or directly quoted.			
	12. Using Harvard Referencing Style properly.			
		13. Acceptable level of College Writing exhibited: Spelling, Punctuation, Grammar, Usage and Sentence Structures.		
	14. Meeting Professional Guidelines for Report			
	The Student Is Awarded A: PASS Grade MERIT Grade DISTINCTION Grade	YES	NO	
Signature Of Lecturer	Name Of Assessor: _____ Date Of Assessment _____			

UNIT 9: LO3 GRADED ASSIGNMENTS GUIDELINES

LO3: D1

ASSIGNMENT TITLE: How to Improve Passenger Flow

ASSESSMENT METHOD: Interview/questioning (panel or one to one)

CASE STUDY/SCENARIO: You work for a large ground handling company, and have been asked to meet with your senior managers to discuss the handling processes, facilities and services of a major UK airport, making recommendations to improve passenger flow.

D1. To achieve a Pass Grade for D1, the evidence must show that you are able to: **Evaluate airport passenger handling processes, facilities, services and efficient passenger flow, highlighting good practice and areas for improvement.**

This is a natural expansion of all the pass and merits criteria, where learners include some evaluation within their work, making judgements on good practice and suggesting areas for improvement. Learners should present their recommendations for improvements to passenger flow verbally with visual supporting evidence, or in writing.

UNIT 19: HANDLING AIR PASSENGERS SCORE SHEET

NAME OF STUDENT:

DATE:

Learning Outcome	Students Must Meet ALL The Following Requirements For PASS Grade	ACHIEVED	
		YES	NO
LO 3: Understand how to monitor and maintain efficient passenger flow	1. For D1 : Evaluate the handling processes, facilities and services of a major UK airport, making recommendations to improve passenger flow		
	THE STUDENT’S INTERVIEW/QUESTION IS:		
	2. Carrying Out the command in D1 : To Evaluate which means: “ Make a qualitative judgement taking into account different factors and using available knowledge/experience/evidence.”		
	3. Evidence of adequate research based on accuracy and depth of content shared.		
	4. Discussing the topics and perspectives related to your research findings and the Course Content. .		
	5. Acceptable level of College Diction exhibited: Attitude, Tone, Grammar, Usage and Sentence Structures.		
	6. Presenting Tables and/or graphs that accurately capture the data represented.		
	7. Meeting Professional Standards For An Interview.		
	The Student Is Awarded A: PASS Grade MERIT Grade DISTINCTION Grade		
Signature Of Lecturer			
Name Of Assessor:	Date Of Assessment		