

Competency Standard

UNIT TITLE: PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE		NOMINAL HOURS: 30
UNIT NUMBER: D2.TTG.CL3.17		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to deliver assistance to arriving and departing passengers, generally between transport terminals and other locations including accommodation venues		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Provide assistance for arrival passengers</p> <p>1.1 <i>Check itinerary of arriving passengers to identify and action alterations as required</i></p> <p>1.2 <i>Confirm transport arrangements, where applicable</i></p> <p>1.3 <i>Greet passengers</i></p> <p>1.4 <i>Provide local information to passengers</i></p> <p>1.5 <i>Advise passengers regarding check-in procedures at accommodation venues, where appropriate</i></p> <p>1.6 <i>Direct passengers to appropriate transport location for transfer</i></p> <p>1.7 <i>Use terminal facilities to assist in meeting arriving passengers</i></p> <p>1.8 <i>Record passenger arrivals and other comments</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to staff who deliver assistance to arriving and departing passengers, generally between transport terminals and other locations including accommodation venues, within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Travel Agencies 3. Tour Operation <p><i>Check itinerary of arriving passengers</i> may be related to:</p> <ul style="list-style-type: none"> • Identifying names and carriers of incoming passengers • Comparing known itinerary against known changes to scheduled transportation, such as delays, cancellations and re-routing • Determining whether or not changes need to be made to scheduled transportation • Contacting carriers to make appropriate changes on behalf of the passenger • Noting possible options for changes to scheduled transportation to present to passenger. 	

<p>1.9 <i>Facilitate movement of baggage from terminal to meet passenger needs</i></p> <p>1.10 <i>Follow lost baggage procedures, where required</i></p> <p>1.11 <i>Liaise with staff from other businesses to facilitate passenger arrival at, and use of, their products and services</i></p> <p>Element 2: Provide assistance for departure customers</p> <p>2.1 <i>Check itinerary of departing passengers to identify and action alterations as required</i></p> <p>2.2 <i>Organise the departure of passengers from their location</i></p> <p>2.3 <i>Verify departing passengers using a departures list</i></p> <p>2.4 <i>Facilitate movement of baggage from departing passenger location to terminal</i></p> <p>2.5 <i>Advise departing passengers regarding legal and other procedures applying to their departure</i></p> <p>2.6 <i>Solicit feedback from departing guests on products and services</i></p> <p>2.7 <i>Facilitate check-in of departing passengers at the terminal</i></p>	<p><i>Confirm transport arrangements</i> will include:</p> <ul style="list-style-type: none"> • Contacting carrier • Verifying that scheduled transportation is confirmed by date, time and departure destination. <p><i>Greet passengers</i> may include:</p> <ul style="list-style-type: none"> • Welcoming passengers • Encouraging feelings of goodwill • Building rapport with the passengers • Employing appropriate interpersonal skills. <p><i>Provide local information</i> may include:</p> <ul style="list-style-type: none"> • Supplying local map and set of tourism information brochures and leaflets • Advising details of transfers from the terminal to the accommodation venue • Providing details and arrangements regarding sight-seeing tours and side-trips that are included as part of the stop-over at this destination • Explaining the local time, currency, exchange rates and money changing facilities • Providing advice on tipping and the accommodation venue • Advising on the layout of the local area, the accommodation venue and the immediate vicinity • Providing an overview of destination information • Providing verbal advice regarding specific needs, wants and preferences • Advising passengers of options and making suggestions. <p><i>Advise passengers regarding check-in procedures</i> may include:</p> <ul style="list-style-type: none"> • Providing venue details and information • Explaining booking details
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- Describing documentation required by the venue at check-in in relation to personal identification and security for the room
 - Describing details of the check-in process including details of any pre-registration that has occurred
 - Issuing vouchers, where applicable.
- Accommodation* may include:
- Hotels, motels and guest houses
 - Resorts and bed and breakfast providers
 - Caravan parks and camping grounds.
- Transport location* may include:
- Airports
 - Bus and coach terminals
 - Taxi ranks/stands
 - Train stations
 - Shipping ports.
- Terminal facilities* may include:
- Public address systems
 - Airside access
 - Designated group meeting areas
 - Internal communication systems between terminal and parking facilities.
- Record passenger arrivals* may include:
- Using internally generated documentation, such as an Arrivals List, to verify actual arrival of passenger
 - Noting time of arrival, where required

- Recording passengers who do not arrive as a No Show
- Including details of reason for No Show, where known
- Noting accompanying baggage for each passenger, where required.

Facilitate movement of baggage may include:

- Establishing transport arrangements for baggage
- Supervising the movement of baggage
- Matching movement of baggage to locations in accordance with schedules/passenger movement
- Using checking procedures to ensure the correct baggage is transported for the appropriate passenger, including baggage tagging and recording.

Follow lost baggage procedures may include:

- Recording details and description of baggage claimed to have been lost
- Capturing details of the passenger, including their next destination, duration at that location and immediate ongoing itinerary
- Conducting immediate search for the baggage
- Notifying other staff to involve them in the baggage search
- Apologising to passenger
- Providing passenger with host enterprise on-the-spot compensation, where applicable
- Advising passenger regarding claims procedure against the company
- Advising passenger regarding insurance claims, where applicable
- Advising passenger regarding applicable terms and conditions
- Comforting passenger.

Liaise with staff from other businesses may include:

- Notifying other businesses that passengers have arrived at the terminal and/or that they have departed the terminal *en route* to their business

- Providing group details as appropriate for individual business types, which may include names, numbers, age, profile, identified issues and requirements, baggage, time restrictions, and confirmation of payment/deposits already made.

Check itinerary of departing passengers may include:

- Identifying names of departing passengers and carriers
- Comparing known itinerary against known changes to scheduled transportation arrangements, such as delays, cancellations, re-routing
- Determining whether or not changes need to be made to scheduled transportation
- Contacting carriers to make appropriate changes on behalf of the passenger
- Noting possible options for changes to scheduled transportation to present to passenger
- Confirming with carriers that scheduled transportation arrangements still apply and are 'good to go'.

Organise the departure of passengers from their location may include:

- Advising passengers of pick-up time for transfer from the accommodation venue, or other location
- Specifying the exact pick-up point
- Explaining personal identification needed for the transfer
- Liaising with the venue to minimise disruption to their standard operating procedures, including arrangements for pre-payment of stay to speed up check-out, payment of outstanding charges by tour captain rather than individual passengers, scheduling the transfer at a time that does not coincide with a busy time at the venue and if necessary, using agency staff to assist with procedures such as baggage handling
- Advising passengers to undertake standard departure checks, such as returning room keys, checking to ensure no items left in rooms, recovering items left in safety deposit boxes, checking to make sure they have tickets, passports and visas.

	<p><i>Verify departing passengers</i> may include:</p> <ul style="list-style-type: none"> • Checking departing passengers against documentation, such as a Departures List and/or Passenger Manifests • Confirming the identity of departing passengers • Checking the documentation of departing passengers • Passing on information regarding changes made to scheduled itinerary, including the reasons for those changes and the knock-on impacts, if any, those changes will have to other itinerary arrangements • Confirming baggage details. <p><i>Facilitate movement of baggage from departing passenger location to terminal</i> may include:</p> <ul style="list-style-type: none"> • Advising passengers of details in relation to their baggage for transportation/transfer, including identification, security, maximum allowable and weight limitations • Identifying the location where baggage is to be placed for pick-up • Making arrangements with baggage carriers • Making payments, as applicable • Encouraging passengers to check rooms to ensure no baggage is left behind • Making physical inspections of sites to check for baggage • Using bag tags to identify baggage by passenger. <p><i>Advise departing passengers</i> may include:</p> <ul style="list-style-type: none"> • Providing information regarding departure and other similar host country government requirements • Assisting passengers in relation to their duty free entitlements and other arrangements, such as claiming back the Goods and Services Tax (GST) for monies spent within the country • Assisting with advice in relation to completing out-going passenger cards and general
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procedures applicable at the terminal

- Describing security related requirements, including restrictions on items that may be packed and carried
- Providing information and advice regarding their next destination

Feedback from departing guests may include:

- Verbal or written feedback
- Formal and informal feedback
- Notifying passengers of post tour options for providing feedback.

Facilitate check-in of departing passengers may include:

- Organising terminal facilities to support efficient group departure, including arranging for extra staff such as interpreters, sufficient trolleys, putting barriers and tapes in place to create appropriate lane marking and meeting spaces/areas for incoming group transfers for check-in prior to departure
- Notifying carriers of verification of passenger details based on data captured during transfer from accommodation to terminal
- Pre-preparing departure documentation and procedures to the greatest extent possible prior to check-in of departing passengers
- Verifying with passengers that they have, or have completed, the required documentation to facilitate their departure
- Verifying and assisting passengers in complying with host country or carrier departure requirements.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to delivering arrival and departure assistance to passengers
- Knowledge of the host country legislation, regulations and requirements in relation to arriving and departing travellers, including knowledge of payments due for inbound and

	<p>outbound passenger movement</p> <ul style="list-style-type: none"> • Principles of customer service, group dynamics and group control • Ability to use mass and individual communication techniques, including microphone and public address systems • Ability to demonstrate conflict resolution, leadership, negotiation and problem solving skills • Knowledge of industry documentation and terminology related to passengers, travellers and transfers • Knowledge of local area, including products and services available and the location of same • Knowledge of inbound and outbound carrier requirements, including timelines, notification requirements, terms and conditions and standard operating procedures • Knowledge of support service providers, their contact details and the limitations of what they can do/provide • Knowledge of baggage handling procedures at the terminal and associated accommodation venues • Knowledge of the layout of the point of arrival and departure and facilities available, within the terminal. <p>Linkages To Other Units</p> <ul style="list-style-type: none"> • Manage and execute a detailed tour itinerary • Source and present information • Communicate on the telephone • Develop and update local knowledge • Work effectively with colleagues and customers • Work in a socially diverse environment
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- Maintain quality customer/guest service
- Develop and update tourism industry knowledge
- Promote products and services to customers
- Operate an automated information system
- Conduct pre-departure checks
- Maintain contacts with handling agents.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to delivering arrival and departure assistance to passengers
- Understanding of the host country legislation, regulations and requirements in relation to arriving and departing travellers, including knowledge of payments due for inbound and outbound passenger movement
- Demonstrated ability to meet and facilitate the arrival and transfer of a designated group of passengers accompanied by baggage, at a nominated terminal to an identified accommodation venue, responding appropriately and effectively to questions and issues arising, and providing necessary local knowledge and accommodation venue-related information to optimise the likelihood of an enjoyable stay
- Demonstrated ability to notify a designated group of passengers of requirements in relation to their transfer, including baggage, from a nominated accommodation venue to a nominated terminal and oversee their departure by advising them of legal, cost-related and procedural requirements in relation to specified out-bound methods of travel.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of the provision of assistance and advice to inbound and out-bound passengers.

Resource Implications

	<p>Training and assessment must include the use of real facilities, real people and real carriers, service providers and venues in real or simulated contexts; and access to workplace standards, procedures, policies, guidelines, tools and equipment. Note: lost baggage events may be simulated.</p> <p>Assessment Methods</p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> • Observation of practical candidate performance • Role plays • Portfolio of materials, including information kits and brochures supplied to in-bound and/or out-bound passengers, completed arrivals and departures lists and lost baggage forms • Interviews with passengers, carriers and associated providers regarding their satisfaction with candidate performance • Oral and written questions • Third party reports completed by a supervisor • Project and assignment work. 											
	<p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p> <table border="1" data-bbox="831 1123 2056 1305"> <thead> <tr> <th data-bbox="831 1123 1323 1187">Key Competencies</th> <th data-bbox="1323 1123 1473 1187">Level</th> <th data-bbox="1473 1123 2056 1187">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="831 1187 1323 1305">Collecting, organising and analysing information</td> <td data-bbox="1323 1187 1473 1305">2</td> <td data-bbox="1473 1187 2056 1305">Review information on in-coming and departing passengers to serve as the basis for practical action</td> </tr> <tr> <td data-bbox="831 1305 1323 1386">Communicating ideas and information</td> <td data-bbox="1323 1305 1473 1386">1</td> <td data-bbox="1473 1305 2056 1386">Distribute hard copy local information and provide verbal responses to questions</td> </tr> </tbody> </table>			Key Competencies	Level	Examples	Collecting, organising and analysing information	2	Review information on in-coming and departing passengers to serve as the basis for practical action	Communicating ideas and information	1	Distribute hard copy local information and provide verbal responses to questions
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	Planning and organising activities	1	Arrange group transfers and baggage movement between terminal and accommodation venues and return, where applicable
	Working with others and in teams	2	Liaise with carriers and providers to organise and facilitate service provision
	Using mathematical ideas and techniques	1	Calculate charges and fees; count baggage
	Solving problems	2	Arrange amended travel arrangements where delays and cancellations occur
	Using technology	1	Use communication equipment; retrieve information from computerised systems