

## Check in aviation passengers and their baggage

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### Overview

This standard is about checking in aviation passengers and their baggage. This involves being able to check and process aviation passenger documentation and weigh, label and despatch their baggage. This also involves checking that all baggage complies with relevant regulations and aircraft / airline allowances and communicating all necessary information to aviation passengers.

This standard is for those working in airports who are responsible for checking in aviation passengers and their baggage.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Check in aviation passengers and their baggage

## Performance criteria

### *You must be able to:*

1. Check and process aviation passenger documentation in line with your organisation's procedures and current legal requirements
2. Respond to identified documentary discrepancies in line with your organisation's procedures
3. Inform aviation passengers about current regulations relating to carrying restricted, prohibited or dangerous items, and ask questions to confirm they are not carrying any in line with your organisation's procedures
4. Ask aviation passengers security questions about their baggage in line with your organisation's procedures
5. Weigh and check aviation passengers' baggage to confirm it complies with aircraft / airline baggage allowances and restrictions
6. Respond to identified aviation passenger baggage issues, safety or security concerns, in line with organisational procedures and relevant legal requirements
7. Check in aviation passengers and their baggage in line with organisational procedures and relevant legal requirements
8. Label and despatch aviation passenger baggage in line with organisational procedures and relevant legal requirements
9. Allocate seats and confirm services to passengers according to their booking, requests and needs in line with your organisation's procedures
10. Provide tickets and information to passengers according to your organisation's procedures
11. Interact with passengers in a way that promotes your organisation's customer service values
12. Seek assistance with passengers' queries or requests when checking in as required in line with organisational procedures

## Knowledge and understanding

### *You need to know and understand:*

1. Your organisation's procedures and relevant requirements for checking in aviation passengers and baggage, and the importance of adhering to them at all times
2. The types of passenger documentation you are required to check and your organisation's procedures and current legal requirements for checking them
3. The airline destination customs and immigration information and associated documentary requirements
4. How to identify documentary discrepancies and your organisation's procedures for responding to them
5. The types of restricted, prohibited or dangerous items and your organisation's procedures for informing passengers of them and confirming they are not carrying any
6. How to ask aviation passengers security questions
7. The aircraft / airline baggage allowances and restrictions
8. The types of issues, safety or security concerns which may occur when checking in aviation passengers and their baggage and how to respond to them
9. Your organisation's procedures for providing tickets and information to aviation passengers
10. How to interact with passengers in a way that promotes your organisation's customer service values
11. When and how to seek assistance with passengers' query or request when checking in

## Scope/range

### **Types of documents include:**

- a) Tickets
- b) Visas
- c) Passports
- d) Boarding documents

### **Documentary discrepancies include:**

- a) Invalid tickets
- b) Lost tickets
- c) Incorrect tickets
- d) Visa discrepancies
- e) Passport discrepancies

### **Services include:**

- a) Priority boarding
- b) Access to the executive lounge
- c) Pre-booked food or drink
- d) Special requests

### **Information includes:**

- a) Boarding time
- b) Airport layout
- c) Departure gate

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- d) Security area

## Glossary

### **Your organisation**

Your organisation is the organisation you work for or are contracted to, and may be an airline, airport, airfield or related agency.

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**Suite** Aviation Operations on the Ground

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