
Overview

This standard is about receiving, calling and escorting or directing passengers to and from aircraft, to and from the airport terminal, transfer bus or other safe entry point. This involves checking passenger documentation to ensure only genuine passengers board the flight, checking cabin baggage and passenger equipment comply with allowances and restrictions and providing assistance as necessary. This also involves being able to maintain your own, colleagues' and passengers' health, safety, security and welfare when receiving, calling, escorting or directing passengers and responding to identified issues or concerns.

This standard is for those working in airports/airfields who are responsible for receiving, calling and escorting or directing passengers to and from aircraft.

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

- Receive, call and escort or direct passengers to and from aircraft

Performance criteria

You must be able to:

1. Receive and call passengers forward for boarding according to your organisation's/airlines's protocols and procedures
2. Take action to locate passengers who have checked in but have not come forward for boarding in line with your organisation's/ airline's procedures
3. Check and confirm passengers have the required boarding documentation prior to boarding
4. Identify passenger cabin baggage or equipment which does not comply with airline / aircraft allowances / restrictions and take action in line with your organisation's procedures
5. Process items which have to be placed in the hold in line with your organisation's/airline's procedures
6. Respond to safety or security concerns regarding passengers and their baggage in line with organisational/airline procedures and current legal requirements
7. Provide assistance to passengers with additional requirements in line with your organisation's/airline's procedures and relevant legal requirements
8. Wear the required personal protective equipment (PPE) to escort or direct passengers in line with your organisation's/airline's procedures and relevant legal requirements
9. Direct or escort passengers to or from the aircraft to or from the safe entry point in line with your organisation's/airline's and the airport/airfield's procedures
10. Interact with passengers in a way that promotes your organisation's/airline's customer service values
11. Maintain your own, colleagues', passengers', and visitors' health, safety and welfare when receiving, calling and escorting or directing passengers to and from aircraft

Knowledge and understanding

You need to know and understand:

1. Your organisation's/airline's protocols and procedures for receiving and calling passengers for boarding
2. How to check and confirm passengers have the required documentation for boarding
3. The aircraft / airline's allowances and restrictions on size and weight of permitted baggage or equipment (such as pushchairs) used by passenger
4. The action to take when passenger baggage or equipment does not comply with the aircraft / airline's allowances and restrictions
5. Your organisation's/ airline's procedures and relevant legal requirements for responding to safety or security concerns regarding passengers and their baggage
6. The needs of passengers who may require assistance, and the importance of assisting passengers as necessary when escorting or directing them to and from an aircraft
7. The types of communication techniques and how to adapt these to the needs of different passengers and situations
8. The importance of recognising diversity in relation to age, disability, religion, sexual orientation, gender identity, ethnicity, and physical appearance
9. The types of passenger and baggage related issues which can prevent passengers from boarding the flight, and how to respond to them
10. The layout of airport roadways and walkways from the terminal to the aircraft and associated markings and signage
11. Your organisation's/airline's and airport/airfield's procedures and relevant legal requirements for escorting or directing passengers to and from aircraft
12. The airport/airfield's procedures for transferring passengers to and from the safe entry point, to and from the aircraft
13. The importance of wearing the required personal protective equipment (PPE) when escorting or directing passengers to and from aircraft
14. How to interact with passengers in a way that promotes the customer service values of your organisation
15. The health, safety and security procedures and current legislation relating to escorting and directing passengers to and from aircraft and providing assistance

Scope/range

Boarding documentation includes:

- a) Paper based
- b) Electronic

Customers who may require assistance / have additional needs:

- a) Mobility impairment
- b) Visual impairment
- c) Hearing impairment
- d) Speech impediment
- e) Learning difficulties
- f) Pregnant
- g) Travelling with assistance animals
- h) Travelling with pushchairs
- i) Unaccompanied children

Safe entry point includes:

- a) Aircraft
- b) Transfer coaches
- c) Terminal or other airport building

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Receive, call and escort or direct passengers to and from aircraft



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