

School 2 Career

Auckland Airport Guest Experience Gateway Programme

YOUR RUNWAY TO AN AIRPORT CAREER!



Aviation is an exciting and recovering industry, with lots of great jobs at the hub of it all – the airport. Whatever spins your propellor, there's a role to suit: customer service, operations, airfield, wildlife ranger, supervisor, duty operations manager are just some.

Travellers can spend as much – or more – time at the airport than in the air. It's also where their journey starts and ends, so a great airport experience makes all the difference. To make sure that happens, airports like Auckland put a lot of effort into their people and training.

The Auckland Airport Guest Experience Gateway Programme is the ideal insight into that world and the many opportunities on offer.

Even better, your students will gain NCEA credits that can also be used towards a range of nationally recognised New Zealand Certificates in aviation and other industries. Skills and knowledge gained include: good customer service assisting guests from many cultures, peer and management interaction; airline and ground operations terminology and knowledge; proper two-way radio operation; and health and safety.

Successful completion of the Auckland Airport Guest Experience Gateway Programme will see your students gain 20 credits at Level 3, plus the industry recognised certificate.

As you might expect, places are limited, so please contact us today.

Benefits for students

- ▶ Gain credits towards NCEA and a nationally recognised Award.
- ▶ Get new industry knowledge and experience in a real workplace.
- ▶ Enjoy the camaraderie from working as part of a team.
- ▶ Learn in a fully supportive environment.
- ▶ Discover the roles available in the many facets of airport operations.

This successful programme is a partnership between ServiceIQ and Auckland Airport. Unit standards achieved can be applied to a range of full workplace New Zealand Certificates.

TALK TO US

ServiceIQ

For more information
please contact ServiceIQ:
0800 863 693
schools@ServiceIQ.org.nz

ServiceIQ.org.nz

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Airport

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Programme details

The Auckland Airport Guest Experience Gateway Programme is made up of 21 credits identified by the industry as essential for airport or related aviation operations. The programme involves work experience plus pre-workplace support. It costs \$500 +GST per student and results in a certificate. The certificate is made up of a set menu of credits (see below) which can be used towards a range of nationally recognised New Zealand Certificates.

As part of the Auckland Airport Guest Experience Gateway Programme package each student will receive:

- ▶ work experience placement with Auckland Airport
- ▶ learning resources and assessment materials
- ▶ coaching support and assessment through a dedicated Schools Transitions Advisor.

Menu

Unit	Title	Level	Credits
17347	Operate a two-way radio in an airport environment	2	2
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	5
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	5
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	5
Total Credits			21

Prerequisite

To obtain an Auckland International Airport Limited (AIAL) access card, students will be subject to our Airport Workers Rules and will need to complete five compulsory e-learning modules prior to training.

Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are the training partner for the retail sector and many others in the service industry. We help hundreds of businesses succeed by growing their talent, and we help young New Zealand students get a head-start with skills they need for a satisfying career and employment in the service industry.

How to get started

To apply for this exciting programme, please contact one of the ServiceIQ Talent Supply and Transitions Team who will walk you through the process. Simply call ServiceIQ on 0800 863 693 or email schools@ServiceIQ.org.nz

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