



**Australian Government**

# **AVIF0014 Manage human factors in aviation operations**

**Release: 1**

# **AVIF0014 Manage human factors in aviation operations**

## **Modification History**

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

## **Application**

This unit involves the skills and knowledge required to manage human factors in aviation operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing personal performance and communicating effectively within an aviation environment.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of aviation personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aviation activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision as a single operator or within a team environment.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

F – Safety Management

## **Unit Sector**

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

#### **1 Manage personal performance**

- 1.1 Pre- and post-operational personal condition is managed to ensure safe and effective performance
- 1.2 Individual performance when conducting aviation operations is monitored against workplace standards, procedures and requirements
- 1.3 Degradation of physiological condition is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
- 1.4 Degradation of psychological condition is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
- 1.5 Sources of stress are identified and managed to maintain a safe aviation operating environment
- 1.6 Limitations to personal performance are communicated to crew/team to maintain a safe aviation operating environment

#### **2 Communicate effectively within an aviation environment**

- 2.1 Effective listening skills are applied
- 2.2 Questions are used to gain additional information
- 2.3 Information received is clarified/confirmed, interpreted, and accurately communicated or reported with due observation of ethics and protocols required of the operational environment
- 2.4 Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crews
- 2.5 Appropriate protocols and procedures are followed when using communications systems during routine and contingency aviation operations
- 2.6 Responses are sought and provided to others in a timely manner

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Aviation operations must include one or more of the following:

- flight operations
- flight support operations
- ground operations
- multi-crew
- single pilot

## Unit Mapping Information

This unit replaces but is not equivalent to AVIF4001B Manage human factors in aircraft flight.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>