



Australian Government

AVIO0002 Manage disruptive behaviour and unlawful interference with aviation

Release: 1

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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 disruptive behaviour and unlawful interference with aviation, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes monitoring passenger behaviour, identifying and resolving disruptive or unlawful interference, taking action to manage unlawful interference, and reporting and documenting unlawful interference with aviation.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to aviation security 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 aircraft 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

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1 Monitor passenger behaviour

- 1.1 Facilities and transportation units under individual surveillance are regularly monitored to identify and/or record inappropriate behaviour
- 1.2 Potential problem situations are quickly identified and steps are taken to resolve the situation in accordance with regulatory requirements
- 1.3 Incidents that breach aviation transport security requirements are identified and appropriate action is taken
- 1.4 Surveillance equipment is operated within legal and workplace parameters
- 1.5 Hazards are identified, risks are assessed and hazard management is implemented

2 Identify and resolve disruptive or unlawful interference

- 2.1 Nature of disruptive behaviour or unlawful interference is accurately assessed and incident is resolved using appropriate resolution strategies or referred to appropriate personnel for resolution
- 2.2 Procedures are followed to isolate offender/s and to minimise disruption to other passengers
- 2.3 Assistance is sought from other staff and external support services as required
- 2.4 Follow-up action is implemented in accordance with workplace rules, regulations and guidelines

3 Take action to manage unlawful interference

- 3.1 Assistance is sought from other staff and external support services as required
- 3.2 Nature of offence and consequences of behaviour are clearly communicated to offender in accordance with workplace policies and procedures
- 3.3 Offenders are apprehended in accordance with legal and workplace parameters

4 Report and document unlawful

- 4.1 Unlawful interference incidents are reported using the appropriate document format in accordance with workplace

interference**policies and procedures**

- 4.2 Documentation is completed and processed in accordance with regulatory and organisational requirements

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.

- Unlawful interference with aviation must include one or more of the following:
- causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence

Unit Mapping Information

This unit replaces and is not equivalent to AVIO2014A Manage disruptive and or unlawful behaviour.

Links

Companion Volume implementation guides are found in VETNet -

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