Assessment Requirements for AVIR3001 Service customer airline contracts

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.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying and correctly using relevant equipment
- implementing and following work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following instructions, regulations, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of

the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- customer airline terminal layout, and operations area and facilities
- customer contract specifications, standards and instructions
- different airline types and the variations in their requirements
- people to consult about servicing customer airline contracts:
    - members of contract support teams
    - representatives of customer airline contracting the services
    - supervisors, team leaders and managers
    - technical staff
- problems and issues that may occur when servicing customer airline contracts, and appropriate action that should be taken in each case
- relevant operating and safety procedures for safely handling and using equipment/materials
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for airline service provisions
- relevant WHS/OHS and environmental procedures and regulations, including manual handling procedures
- risks that exist when servicing customer airline contracts, and related risk control procedures and precautions
- safety and security requirements of the customer airline
- workplace procedures and standards for contracted services involved.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in *the Standards for Registered Training Organisations* current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and

operation manuals

- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816